



Information Technology

## **ITIL® 4 Strategist: Direct, Plan and Improve (DPI) including exam**

## Course Introduction

---

The ITIL 4 Strategist: Direct, Plan and Improve (DPI) module is essential for aligning team objectives with organizational strategy. It focuses on embedding a culture of continual improvement, enhancing planning, and managing change effectively.

This qualification equips candidates with practical skills to create a learning-oriented IT organization and implement agile improvement strategies. The DPI examination assesses candidates' understanding of key concepts, preparing them for roles as ITIL 4 Managing Professionals and ITIL 4 Strategic Leaders, ensuring they can navigate digital disruption and drive organizational success.

## Target Audience

---

- IT Support Staff
- IT Consultants
- Business Managers
- Business Process Owners
- IT Developers
- Service Providers
- System Integrators
- Anyone working in a DevOps team

## Learning Objectives

---

1. Understand the key concepts of Direct, Plan & Improve
2. Understand the scope of what is to be directed and/or planned, and know how to use key principles and methods of direction and planning in that context
3. Understand the role of Governance, Risk and Compliance (GRC) and know how to

integrate the principles and methods into the service value system

4. Understand and know how to use the key principles and methods of continual improvement for all types of improvements

5. Understand and know how to use the key principles and methods of communication and organizational change management to direction, planning and improvement

6. Understand and know how to use the key principles and methods of measurement and reporting in direction, planning and improvement

7. Understand and know how to direct, plan and improve value streams and practices

## Course Outline

---

### • Day 01

#### **Module 1: Course Introduction**

#### **Module 1: Core Concepts of Direct, Plan & Improve (DPI)**

- Fundamentals of Direction, Planning, and Improvement
- Understanding the Operating Model
- Key Methods and Approaches
- Managing Risks Effectively
- Defining Scope of Control

### • Day 02

#### **Module 2: Key Distinctions in Strategy and Governance**

- Differentiating Vision and Mission
- Strategy vs. Tactics vs. Operations
- The Roles of Governance, Compliance, and Management
- Establishing Policies, Controls, and Guidelines

#### **Module 3: Scope and Application of Direction and Planning**

- Aligning Goals and Requirements Across Levels
- Designing Effective Policies, Controls, and Guidelines
- Delegating Decision-Making to the Right Levels

- **Day 03**

#### **Module 4: Governance, Risk, and Compliance (GRC) in Service Management**

- Risk Identification and Management within DPI
- Governance and Its Influence on DPI Processes
- Balancing Control Measures for Efficiency

#### **Module 5: Continual Improvement Strategies and Techniques**

- Leveraging the ITIL Continual Improvement Model
- Defining Assessment Goals, Outputs, and Criteria
- Choosing the Right Assessment Methodologies
- Setting Priorities for Improvement Initiatives
- Building and Presenting a Business Case
- Conducting Reviews and Capturing Lessons Learned
- Embedding a Culture of Continuous Improvement

- **Day 04**

#### **Module 6: Communication and Organizational Change in DPI**

- Understanding the Impact and Benefits of Change Management
- Identifying and Engaging Key Stakeholders
- Effective Communication and Influence Strategies
- Establishing Feedback Loops for Continuous Improvement
- Strengthening Communication Across the Value Chain

- **Day 05**

#### **Module 7: Performance Measurement and Reporting in DPI**

- Defining Key Metrics and Performance Indicators
- Understanding the Role of Value Streams and Practices
- Selecting Appropriate Improvement Techniques
- Applying Value Stream Mapping for Optimization
- Integrating the Four Dimensions of Service Management

#### **Conclusion and Review**

- Final Q&A Session
- Recap of Key Concepts and Techniques

Preparation for Certification

- Study Tips and Resources for ITIL® 4 DPI Certification

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Sept. 15, 2025	Sept. 19, 2025	5 days	5600.00 \$	Netherlands - Amsterdam
May 26, 2025	May 30, 2025	5 days	5600.00 \$	Spain - Barcelona
Sept. 15, 2025	Sept. 19, 2025	5 days	5600.00 \$	Netherlands - Amsterdam