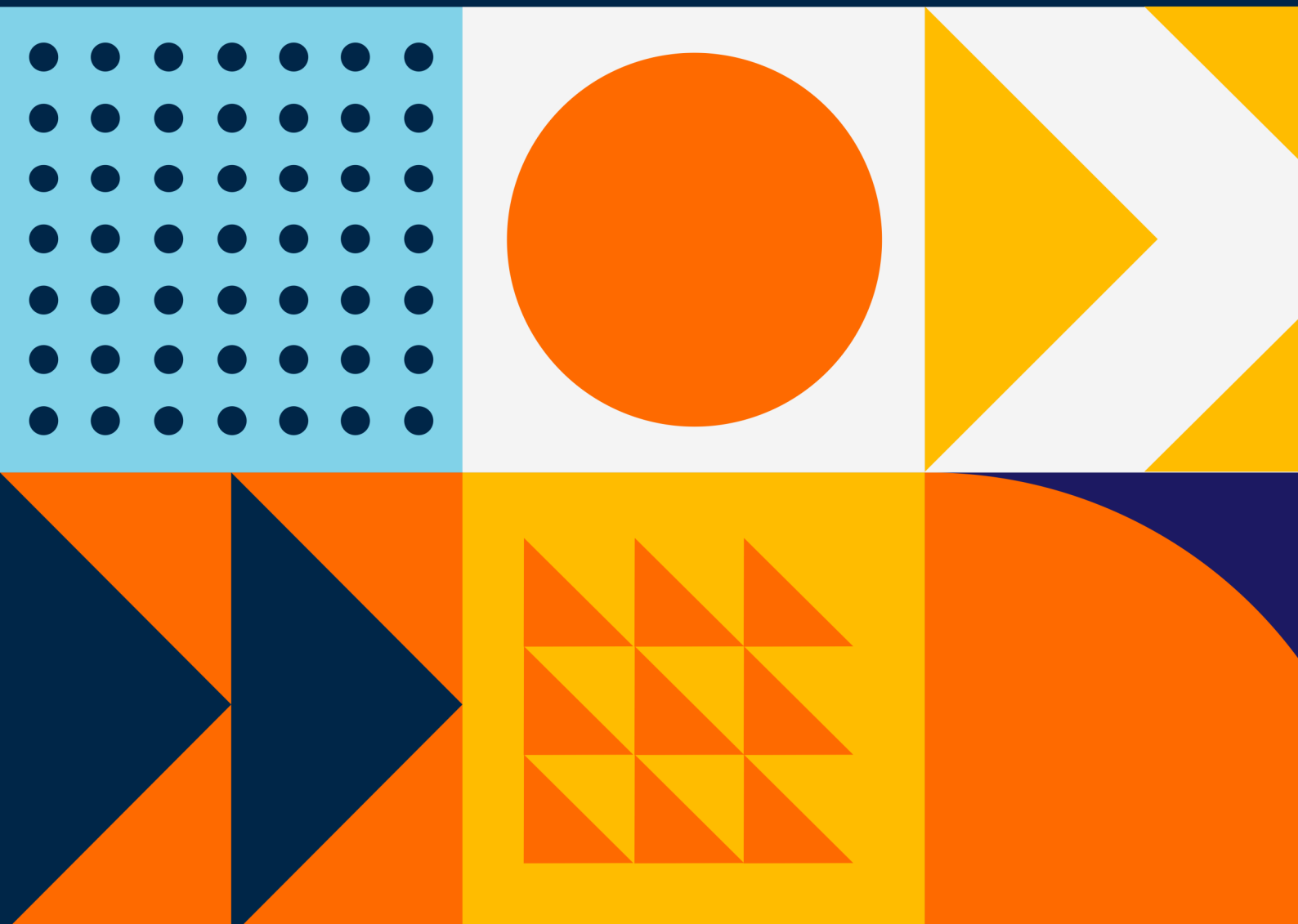




We do **IT**  
to inspire.

IT Service Management:

**ITIL® 4 Strategist: Direct, Plan and  
Improve Training**





About Us

# who we are.

Averest is one of the leading and fast-growing companies specialising in Information Technologies, Cyber Security, Cloud Computing, DevOps, Artificial Intelligence, Agile and Scrum, and Project Management, which is based in the United Kingdom and Turkey. Averest provides high-quality tech-accredited training and business solutions to its clients on these topics and more.



## Why You Should Learn With Us?

We offer accredited Programs that are available for anyone wishing to acquire skills and gain professional certification to take their career to the next level.

- **100+ Premium Programs**

Choose the appropriate program, date and region for your occupation.

- **50+ World-Wide Accredited Certifications**

Get certified by global certification bodies and deepen your expertise.

- **500+ Expert Advisors**

Get together with professional trainers who are experts in their professions.

- **100.000+ Professionals Trained**

We help many of the world's leading companies to build their tech and digital capabilities.

# Our partners.



To Explore More Please Visit [Our Website](#)

Program

# ITIL® 4 Strategist: Direct, Plan and Improve Training

## Overview

The training prepares you for the ITIL® 4 Strategist: Direct, Plan, and Improve certification test. This test satisfies a requirement for the ITIL 4 Managing Professional (MP) and Strategic Leader (SL) credentials.

## What You Will Learn?

- Understand the fundamental concepts of Direct, Plan & Improve
- Understand the scope of what is to be directed and planned, and know how to use fundamental principles and methods of direction and planning in that context
- Understand the role of Governance, Risk and Compliance and learn how to integrate the principles and practices into the service value system
- Understand and learn how to use the fundamental principles and practices of continual improvement for all types of improvements
- Understand and learn how to use the fundamental principles and practices of communication and organisational change management to direction, plan and improvement
- Understand and learn how to use the fundamental principles and methods of measurement and reporting in order, planning and improvement
- Understand and learn how to direct, plan and improve value streams and practices

## Course Key Features

- Pre-coursework
- Exam included
- Practice exams and prep questions
- After-course instructor consulting
- 18 PMI PDU

## Eligibility

The ITIL V4 certification training course is best suited for IT executives, IT architects, operations managers, audit managers, planners and consultants, database administrators, ITSM trainers, service delivery professionals, quality analysts, application management and development teams and IT managers. Obtaining the ITIL V4

Program

# ITIL® 4 Strategist: Direct, Plan and Improve Training

foundation certification is available to seasoned IT professionals and those fresh in their IT careers.

Program

# ITIL® 4 Strategist: Direct, Plan and Improve Training

## Program Outline

### **Understand the Key Concepts of Direct, Plan & Improve (DPI)**

- Direction
- Planning
- Improvement
- Operating Model
- Methods
- Risks
- Scope of control

### **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.**

- Cascade goals and requirements
- Define effective policies, controls and guidelines
- Place decision-making authority at the correct level

### **Understand and Know How to Use the Key Principles and Methods of Continual Improvement for all Types of Improvements**

### **Understand the Differences Between the Following Key Concept**

- Vision and Mission
- Strategy, Tactics and Operations
- Governance, compliance and management
- Policies, Controls and Guidelines

### **Understand the Role of Governance, Risk and Control and Know How to Integrate the Principles and Methods into the Service Value System**

- The role of risk and risk management in DPI
- How governance impacts DPI
- Ensure that controls are sufficient, but not excessive

### **Understand and know how to use the key principles and methods of Communication and Organizational Change Management to direction,**

# ITIL® 4 Strategist: Direct, Plan and Improve Training

- Use the ITIL continual improvement model to improve the service value system or any part of the SVS
  - Identify assessment objectives, outputs, requirements and criteria
  - Select an appropriate assessment method for a particular situation
  - Define and prioritize desired outcomes of an improvement
  - Build, justify and advocate for a business case
  - Conduct improvement reviews and lesson learning analysis
  - Embed continual improvement at all levels of the SVS
- planning and improvement**
- Identify and manage different types of stakeholders
  - Effectively communicate with and influence others
  - Establish effective feedback channels
  - Establish effective interfaces across the value chain

## Understand and Know How to Use the Key Principles and Methods of Measurement and Reporting in Direction, Planning and Improvement

- Define indicators and metrics to support objectives
- Direct, plan and improve value streams and practices
- Understand the differences between value streams and courses and how those differences impact direction, planning and improvement
- Select and use the appropriate methods and techniques to direct, plan and improve value streams and courses, including addressing the four dimensions and Value Stream Mapping

Program

# ITIL® 4 Strategist: Direct, Plan and Improve Training

## Program Schedule

10-12 Oct 2022	-	<b>ITIL® 4 Strategist: Direct, Plan and Improve Training</b> Online Instructor-Led , 09:00 - 16:00 , UTC +03:00
24-26 Oct 2022	City of London , United Kingdom	<b>ITIL® 4 Strategist: Direct, Plan and Improve Training</b> In-Class , 09:00 - 16:00 , UTC +03:00
21-23 Nov 2022	Istanbul , Turkey	<b>ITIL® 4 Strategist: Direct, Plan and Improve Training</b> In-Class , 09:00 - 16:00 , UTC +03:00
05-07 Dec 2022	-	<b>ITIL® 4 Strategist: Direct, Plan and Improve Training</b> Online Instructor-Led , 09:00 - 16:00 , UTC +03:00





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