

# ITIL v4 Strategist: Direct, Plan and Improve

## Overview

This course provides IT leaders, practitioners and support staff with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction. It provides practitioners with a practical and strategic method for planning and delivering continual improvement with the necessary agility. The course is based on the ITIL 4 best practice service value system featured in the latest 2019 guidelines.

## The course will help students to understand:

- Understand the Key Concepts of Direct, Plan & Improve
- 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
- Understand the role of governance, risk and compliance (GRC) and know how to integrate the principles and methods into the service value system
- Understand and know how to use the key principles and methods of continual improvement for all types of improvements
- Understand and know how to use the key principles and methods of Communication and Organizational Change Management to direction, planning and improvement
- Understand and know how to use the key principles and methods of measurement and reporting in direction, planning and improvement
- Understand and know how to direct, plan and improve value streams and practices

## Course Outline

- Understand the following key terms:
  - Direction
  - Planning
  - Improvement
  - Operating Model
  - Methods
  - Risks
  - Scope of control
- Understand the differences between the following key concepts:



- Vision and Mission
- Strategy, Tactics and Operations
- Governance compliance and management
- Policies, Controls and Guidelines
- Understand the concepts of Value, Outcomes, Costs & Risks and their relationships to direction, planning & improvement
- Identify the scope of control and within this:
  - Know how to cascade goals and requirements
  - Know how to define effective policies, controls and guidelines
  - Know how to place decision-making authority at the correct level
- Know how to ensure that controls are sufficient, but not excessive
- Know how to use the ITIL continual improvement model to improve the service value system or any part of the SVS
- Know how to identify assessment objectives, outputs, requirements and criteria
- Know how to select an appropriate assessment method for a particular situation
- Know how to define and prioritize desired outcomes of an improvement
- Know how to build, justify and advocate for a business case
- Know how to conduct:
  - Improvement reviews
  - Analysis of lessons learned
- Know how to embed continual improvement at all levels of the SVS
- Understand the nature, scope and potential benefits of organizational change management
- Know how to use the key principles and methods of Communication & OCM
  - Identify and manage different types of stakeholders
  - Effectively communicate with and influence others
  - Establish effective feedback channels
- Know how to establish effective interfaces across the value chain
- Know how to define indicators and metrics to support objectives
- Understand the differences between value streams and practices and how those differences impact direction, planning and improvement
- Know how to select and use the appropriate methods and techniques to direct, plan and improve value streams and practices.
  - Addressing the 4 dimensions
  - Applying the guiding principles



- Value stream mapping
- Optimization of workflow
- Elimination of waste
- Ensuring & utilizing feedback

## **Who should attend**

- Individuals continuing of their journey in service management
- ITSM managers and aspiring ITSM managers
- Managers of all levels involved in shaping direction and strategy or developing a continually improving team

## **Prerequisites**

Candidates must hold the ITIL 4 Foundation certificate.