Course 65023A: ITIL® 4 Direct Plan and Improve (DPI)

About This Course

The accredited ITIL 4 Direct Plan and Improve course consists of 18 contact hours of material that can be self-studied or delivered by a trainer in 3 course days as traditional classroom or virtual instructor-led training. The course prepares you for the ITIL 4 Direct Plan and Improve examination.

The purpose of the ITIL 4 Direct Plan and Improve Qualification is:

- to provide the candidate with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction.
- to provide practitioners with a practical and strategic method for planning and delivering continual improvement with the necessary agility.

The purpose of the ITIL 4 Direct Plan and Improve Examination is:

- to assess whether the candidate can show sufficient understanding and application of concepts covered in the ITIL 4 Direct, Plan and Improve publication to establish a learning and improving IT organization. The ITIL 4 Direct, Plan and Improve qualification is a prerequisite for the ITIL 4 Managing Professional designation which assesses the candidate's practical and technical knowledge on how to run successful IT-enabled services, teams and workflows, and for the designation of ITIL 4 Strategic Leader, which assesses the candidate's ability to build and implement an effective IT and digital strategy that can tackle digital disruption and drive success.

Certification Examination Type and Duration

Upon completion of the course, candidates may sit the ITIL 4 Direct Plan and Improve examination leading to the ITIL Direct Plan and Improve Certificate in IT Service Management. 90 minutes (or 113 minutes and use of a dictionary for those taking the examination in a language other than their native or working language) is allowed for the closed-book, supervised examination which may be taken online or in a paper-based format. The examination is multiple-choice, consisting of forty (40) questions. A score of 28 out of 40 (70%) or more is required to pass the examination.

Audience

The target audience for this qualification is:
- individuals continuing 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, and
- existing ITIL qualification holders wishing to develop their knowledge.

Duration

The specification for this course specifies 30 contact hours of study, including the 90-minute exam, but exclusive of examination preparation (e.g., the review of the included sample exam(s)). The course is available as self-directed learning (including eLearning or Computer-Based Training, with an optional online exam with remote proctor) or as a traditional classroom or virtual instructor-led training delivery, with in-person or online proctor. In a classroom setting, , the typical expected time allocation will be 3 days, including time for summary, exam prep, mock exam, and the actual exam.

Prerequisites

ITIL 4 Foundation certification and completion of an accredited ITIL 4 Direct Plan and Improve training course in any format, e.g., traditional classroom, virtual instructor-led, or self-directed learning, e.g., eLearning, CBT, or digital or hardcopy courseware.

Learning Objectives

At the end of this course, you should:

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 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

Module 1: DPI Key Concepts

Module 2: DPI Scope/Key Principles/Methods

Module 3: The Role of GRC in DPI

Module 4: DPI and Continual Improvement

Module 5: DPI and Communication and OCM

Module 6: DPI Measurement and Reporting

Module 7: DPI Improving Value Streams and Practices

For more information or to place an order, visit pultorak.com or contact us at (206) 729-1107 or info@pultorak.com.