

ITIL® 4 Strategist – Direct, Plan and Improve

Module 1: Key Concepts of Direction, Planning & Improvement

- Core concepts: Direction, Planning, Improvement
- Supporting elements: Operating Model, Methods, Risks, Scope of Control
- Differentiating fundamentals: Vision vs Mission; Strategy vs Tactics vs Operations; Governance, Compliance, Management; Policies, Controls, Guidelines
- Understanding relationships: Value, Outcomes, Costs, Risks in the context of DPI

Module 2: Scope of Direction & Planning

- Define scope of control with cascading objectives and requirements
- Crafting effective policies, controls, and guidelines
- Delegating decision-making authority at the appropriate levels

Module 3: Governance, Risk, and Compliance (GRC)

- Role of governance in strategy and continuous improvement
- Integrating risk management into the Service Value System (SVS)
- Ensuring appropriate balance—not too little or too much control

Module 4: Applying Continual Improvement

- Utilizing the ITIL Continual Improvement Model across the SVS
- Identifying assessment objects, outputs, requirements, and criteria
- Selecting assessment methods appropriate to context
- Defining, prioritizing, and advocating desired improvement outcomes

- Building impactful business cases and conducting improvement reviews
- Embedding continual improvement at every organizational level

Module 5: Communication & Change Management

- Scope & benefits of Organizational Change Management (OCM)
- Effective stakeholder identification and management
- Communication strategies to influence and share feedback
- Establishing efficient interfaces across the value chain

Module 6: Measurement & Reporting

- Designing key performance indicators and metrics to support DPI objectives

Module 7: Directing, Planning & Improving Value Streams & Practices

- Applying DPI to value streams and practices
- Techniques and methods:
 - Addressing the four dimensions of service management
 - Applying guiding principles
 - Value stream mapping
 - Workflow optimization
 - Waste elimination
 - Embedding feedback mechanisms for continual enhancement