

# ITIL® 4, Strategist: Direct, Plan & Improve: Certification

**Hands-on course of 3 days - 21h**

**Ref.: ITN - Price 2024: CHF2 350 (excl. taxes)**

## EDUCATIONAL OBJECTIVES

At the end of the training, the trainee will be able to:

Understand the key concepts: Direct, plan, and improve

Learn the role of governance, risk, and compliance (GRC)

Master the key principles and steps of continuous improvement

Take steps and generate reports

Prepare for the ITIL® 4 DPI exam and take it

## TEACHING METHODS

This course involves active, participatory learning. ITIL® concepts are explained, illustrated through feedback, and enhanced with group discussions.

## CERTIFICATION

The certification exam is given in French. Training delivered in French.

## TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

## ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

## TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

## ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@ORSYS.fr](mailto:psh-accueil@ORSYS.fr) to review your request and its feasibility.

## THE PROGRAMME

last updated: 06/2022

### 1) Key concepts in ITIL® 4

- Main terms (direct, plan, improve, risk, etc.).
- Differences between main concepts (vision/mission, etc.).
- Relationships between the main concepts and DPI (Direct, Plan, and Improve).

### 2) Direct and plan

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

### 3) Governance and risk

- The role of governance, risk, and compliance (GRC).
- Risk and risk management in DPI.
- Impact of governance on DPI.
- Sufficient, non-excessive controls.

### 4) Continuous improvement methods

- The ITIL® continuous improvement model and SVS (Service Value System).
- Methods and techniques for continuous improvement.

### 5) Organizational change management (OCM) methods.

- Identifying and managing stakeholders.
- Establishing effective communication channels.
- Developing effective interfaces across the value chain.

### 6) Methods of measurement and reporting

- Defining indicators and measurements to support goals.
- Types of measurement.
- Key performance indicators (KPI).
- Balanced scorecard.

### 7) Direct, plan, and improve (DPI)

- Direct, plan, and improve value streams and practices.
- Differences between value streams and practices.
- Their impacts on DPI.
- Methods and techniques for value streams and DPI practices.

### 8) Preparing for and taking the ITIL® 4 DPI exam

- Questions/answers between participant and trainer.
- Mock exam and group correction. Tips for the exam.
- Review of the ITIL® 4 DPI program.

*Exam : The exam is multiple-choice: 40 questions in 90 minutes (113 minutes if English is not the candidate's native language) If at least 70% of the answers are correct (28 right answers), the exam is passed.*

## DATES

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### REMOTE CLASS

2025 : 12 Mar, 11 Jun, 17 Sep, 17 Dec