

ITIL® 4 Specialist – Direct, Plan and Improve with exam

Duration: 3 days

Audience: Professionnel TI|Gestionnaire

Who is this training for?

- Anyone wishing to perfect their knowledge of service management
- Managers and aspiring ITSM managers
- Managers at all levels involved in the development of direction and strategy or in the development of a team in continuous improvement
- Holders of an ITIL® certification who wish to update their knowledge

Training objectives

- Understand the key concepts ITIL® 4 - Direct, Plan and Improve
- Understand the scope of what needs to be directed and planned. Understand how to use the key principles and methods of leadership and planning in this context
- Understand the role of governance, risk and compliance (GRC) and know how to integrate the principles and methods into the Service Value System (SVS)
- Understand and know how to use the key principles and methods of continuous improvement for all types of improvement
- Understand and know how to use the key principles and methods of continuous improvement Organizational Change Management Methods to Lead, Plan and Improve
- Understand and know how to use key principles and measurement and reporting methods to lead, plan and improve
- Understand and know how to plan and improve value streams and practices

Summary

ITIL® 4 focuses on a new form of IT service management, focused on consumer experience, value streams, digital transformation and the latest ways of working, such as Lean, Agile and DevOps.

The ITIL® 4 - Direct, Plan and Improve (DPI) certification equips students with the skills needed to create an IT organization based on learning and improvement and with strong and effective strategic direction. In addition, the EHR certification allows professionals to acquire a strategic and practical method to plan and deliver continuous improvement with the necessary agility.

The ITIL® 4 - Direct, Plan and Improve exam assesses whether you have a sufficient understanding of the principles outlined in the training syllabus to create an IT organization based on learning and improvement and obtain the ITIL® 4 - Direct, Plan and Improve certification.

The ITIL® 4 - Direct, Plan and Improve certification is one of the prerequisites for the ITIL® 4 Managing Professional designation, which assesses the technical and practical knowledge of IT departments, teams and workflows.

The ITIL® 4 - Direct, Plan and Improve certification is a prerequisite for the Strategic Leader designation. This designation assesses the candidate's ability to build and implement an effective IT and digital strategy that can combat digital disruption and drive success.

Our team of trainers includes professionals who work daily in environments where these practices support the co-creation of value. Our training includes examples, simulations and case studies related to the realities of today's organizations.

Course outline

- Understand the key concepts of ITIL® 4 - Direct, Plan and Improve. (BL2)
- Understand the scope of what needs to be directed and planned and understand how to use the key principles and methods of leadership and planning in this context. (BL3)
- Understand the role of governance, risk and compliance (GRC) and how to integrate the principles and methods into the Service Value System (SVS). (BL2/3)
- Understand and know how to use the key principles and methods of continuous improvement for all types of improvement. (BL3)
- Understand and know how to use the key principles and methods of organizational change management to lead, plan and improve. (BL2/3)
- Understand and know how to plan and improve value streams and practices. (BL2/3)

Approach and methodology

The course adopts a structured approach oriented towards continuous improvement and governance, combining theory and application. It includes workshops on planning, analysis and performance management, inspired by real contexts. The facilitator acts as a facilitator in improvement and transformation, guiding the application of ITIL® principles. Each student will receive an ITIL® 4 - Direct, Plan and Improve workbook in electronic format (PDF) that contains all presentation materials, lecture notes, case studies, and sample exams. An interactive approach including readings, discussions and experience sharing will prepare participants for the ITIL® 4 - Direct, Plan and Improve certification and provide them with the practical knowledge needed in their work.

Prerequisites

Training and certification prerequisites:

- Hold ITIL® 4 Foundation certification or equivalent content.
- Proof of certification will be required upon registration.

In addition, you must have attended accredited training for this module (the recommended number of hours for this training is 18 hours, including the exam).

Recommendations

Participants are invited to reflect on the current mechanisms of governance, continuous improvement and change management in their organization." It is recommended to identify improvement or transformation initiatives to be used as a practical case.

Certifications

- The exam is composed of 40 multiple-choice questions. No documentation is permitted during the review.
- The pass mark is 70% (28 correct answers out of 40).
- Each question is worth 1 point.
- No negative scores will be awarded.
- The exam lasts 90 minutes.
- Non-English speakers can request 25% more time to complete the exam.
- 12 questions are at level 2 on the Bloom scale (about 30%).
- 28 questions are at level 3 on the Bloom scale (about 70%).

Accreditations

This course qualifies you for 21 PMI® Professional Development Units (PDUs).

Code for recognition of accreditation units: 50540CJUMG

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