




Leading Your Business Transformation

The background of the middle section is a blurred photograph of several business professionals in a modern office environment. Overlaid on the right side of this image are three white, stylized gear icons of varying sizes, arranged in a cluster.

ITIL® V4 Direct, Plan and Improve (DPI)

Course syllabus V1.0

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1. Introduction to the course syllabus

This document provides the detailed outline of the ITIL 4 Direct, Plan and Improve (DPI) 3-day course. You will be provided you with:

- Course syllabus
- Presentation material
- Two sample exams

The ITIL 4 Strategist: Direct, Plan, and Improve course is designed to provide practitioners with a practical and strategic method for planning and delivering continual improvement with necessary agility. It is aimed at managers of all levels involved in shaping direction and strategy or developing a continually improving team. It will cover both practical and strategic elements. Therefore, it is the universal module, that will be a key component of both, ITIL 4 Managing Professional and ITIL 4 Strategic Leader streams.

2. Course preparation

You are required to have successfully obtained your ITIL 4 Foundation certificate.

3. Administrative and logistical activities

If you are scheduled to take the certification exam, you should have received a confirmation e-mail asking you to confirm registration data. If you have any questions or problems regarding the exam registration, please talk to your trainer.

4. Target group

The target group of the ITIL 4 DPI certificate in IT Service Management is drawn from:

- Individuals who require an advanced and more specific understanding of the ITIL framework and how it may be used to enhance the quality of IT service management within an organization.
- IT professionals who are working within an organization that has adopted and adapted ITIL who need to be informed and also contribute to an ongoing service improvement program.

This may include but is not limited to, IT professionals, business managers and business process owners.

5. Course objectives

The ITIL 4 DPI course objectives are to guide candidates on:



- Understanding the key concepts of Direct, Plan, and Improve
- Understanding the scope of what is to be directed/planned and how to use key principles and methods of planning and to:
 - Learn how to cascade goals and requirements
 - Learn how to define effective policies, controls, and guidelines
 - Learn how to place decision-making authority at the correct level
- Understanding the role of governance, risk, and compliance (GRC) and how to integrate with the service value system (SVS)
- Discovering how to use the key principles and methods of continual improvement for all types of improvements and to:
 - Learn how to use the ITIL 4 continual improvement model to improve the service value system
 - Learn how to identify assessment objectives, outputs requirements, and criteria as well as how to select an appropriate assessment for a particular situation
 - Learn how to define and prioritize desired outcomes
 - Learn how to build, justify, and sell a business case
 - Learn how to conduct improvement reviews and how to embed continual improvement at all levels of the SVS
- Discovering how to use the key principles of organizational change management to:
 - Identify and manage different stakeholder types
 - Learn how to establish effective channels for feedback and communication
 - Learn how to develop effective interfaces across the value chain
 - Understand how to use the key principles and methods of measurement and reporting in directing, planning, and improvement
- Learning how to direct, plan, and improve value streams and practices to:
 - Understand the differences between value streams and practices while learning how to select and use the appropriate techniques to direct, plan, and improve them

6. Delivery method

6.1 Educational alternatives

This course was designed so that it makes use of the following educational alternatives:

- **Deduction:** Using anecdotes and examples, the training presents use cases before the concepts have even been covered. The students deduct the learning from their own analysis. The topic and its concepts are presented afterwards to demonstrate how theory applies to what was deducted.

- **Questioning:** Asking questions forces participants to stop and think about different variables. It also enables the participants to put the newly acquired knowledge to the test. Quizzes have been incorporated as part of the training to make sure that the concepts are well understood by the participants.
- **Demonstrating:** Some use cases have been incorporated to the training AFTER the concepts. These serve to explain a cause and effect relationship using the newly acquired knowledge.

7. Exam

The ITIL 4 DPI Certification Exam is offered online or if required paper-based on the final day of class. It is a 40-question multiple-choice exam and 28/40 is required at the minimum to succeed to the exam, or 70%. The duration of the exam is 90 minutes, 20 minutes can be added if your first language is not English.

8. Session plans

The following provides individual session objectives for the different modules covered in the training.


Course Outline:

Module 1: Course Introduction

- Let's Get to Know Each Other
- Course Overview
- ITIL® 4 Certification Scheme
- Course Learning Objectives
- Course Components
- Course Agenda
- Exercises
- Case Study: Axle Car Hire
- Case Study: HandyPerson on Demand
- Exam Details

Module 2: Core Concepts of DPI

- Key Terms Covered in the Module
- Module Learning Objectives
- Basics of Direction
- Basics of Planning

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- Basics of Improvement
 - Other Core Elements

Module 3: DPI through Service Value Chain and Guiding Principles

- Key Terms Covered in the Module
- Module Learning Objectives
- DPI of the SVS
- DPI of Guiding Principles

Module 4: Role of Direction in Strategy Management

- Key Terms Covered in the Module
- Introducing Strategy Management
- Developing Effective Strategies

Module 5: Implementation of Strategies

- Key Terms Covered in the Module
- Module Learning Objectives
- Managing Risks
- Making Decisions through Portfolio Management
- Directing via Governance, Risk, and Compliance (GRC)

Module 6: Introduction to Assessment and Planning

- Key Terms Covered in the Module
- Module Learning Objectives
- Core Concepts of Assessment
- Conducting Effective Assessments
- Core Concepts of Planning

Module 7: Assessment and Planning through VSM

- Key Terms Covered in the Module
- Module Learning Objectives
- Introducing VSM
- Developing Value Stream Maps
- Knowing More About VSM

Module 8: Measurement, Reporting, and Continual Improvement

- Key Terms Covered in the Module
- Module Learning Objectives
- Measurement and Reporting
- Alignment of Measurements and Metrics
- Success Factors and Key Performance Indicators
- Continual Improvement

Module 9: Measurements and Continual Improvement through Dimensions and SVS

- Key Terms Covered in the Module
- Module Learning Objectives

- Measurements for the Four Dimensions
- Continual Improvement of the Service Value Chain and Practices

Module 10: OCM Principles and Methods

- Key Terms Covered in the Module
- Module Learning Objectives
- Basics of OCM
- OCM throughout DPI and Service Value Chain
- Resistance and Reinforcement

Module 11: Communication Principles and Methods

- Key Terms Covered in the Module
- Module Learning Objectives
- Basics of Effective Communication
- Communication with Stakeholders

Module 12: SVS Development Using Four Dimensions

- Key Terms Covered in the Module
- Module Learning Objectives
- Organizations and People in the SVS
- Partners and Suppliers in the SVS
- Value Streams and Processes in the SVS
- Information and Technology in the SVS

Fifalde Consulting Inc. is a trusted independent advisor, helping organizations maximize efficiencies and increase value to their IT services. We specialize in the delivery of Information Technology Service Management (ITSM) and Information Security Management (ISM) consulting and training services, using best practices such as the Information Technology Infrastructure Library (ITIL®), TIPA®, TOGAF®, and standards such as ISO/IEC 20000, 27001, 38500 and others. Fifalde's team includes a network of the most accredited consultants and trainers in the IT industry.

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