



ITIL® 4 STRATEGIST: DIRECT, PLAN & IMPROVE (DPI)

DELIVERY METHODS AVAILABLE:

- Self-Paced e-Learning
- Recorded Classroom
- Virtual Classroom
- Focussed Coaching

EXAM TYPE:

- Closed-book multiple choice exam
- **FREE** PeopleCert exam voucher included
- **FREE** course handbook
- Mock exams and quizzes

PREREQUISITES:

- ITIL® 4 Foundation
- ITIL® v3 Intermediate (+17 credits)

LANGUAGE:

English

ACCREDITED BY:

PeopleCert

All talents, certified.

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This course has been designed by Good e-Learning's team of subject matter experts and training specialists. It is designed with two goals in mind: to help students get certified in **ITIL DPI**, and to ensure they can develop a practical understanding of how to use the course's guidance in practice.

WHO IS THIS COURSE AIMED AT?

The practical and technical guidance offered by this course can be highly valuable for a variety of roles, including continuous improvement managers, change managers, IT operations managers, enterprise architects, service designers, risk managers, compliance managers and cloud systems engineers.

Better yet, ITIL's guidance is agnostic, in that it can be utilized by organizations of any industry, size or location.

WHAT WILL YOU LEARN?

This accredited ITIL 4 Strategist: Direct, Plan & Improve course offers everything needed to pass the official examination.

Students will learn about several methods, principles, and techniques which can be used to direct, plan and improve ITIL projects and value streams. They will also study tools and templates that can be used to implement ITIL 4 in practice.

The course consists of 10 modules:

- Intro: An Introduction to ITIL Strategist: DPI
- Module 1: Direct, Plan and Improve Concepts
- Module 2: Direction, Planning, and Principles in Context
- Module 3: GRC Principles and Methods

- Module 4: Continual Improvement
- Module 5: Organizational Change Management
- Module 6: Measurement, Indicators, and Reporting
- Module 7: Measurement and Value Streams
- Module 8: Stakeholders, Communication and Feedback
- Module 9: Practice Exams
- Module 10: Course Wrap-Up

ACCREDITATION

This course has been accredited by **PeopleCert**, which is licensed by AXELOS as an Examination Institute for the ITIL 4 DPI Certificate in IT Service Management.

IS THERE AN EXAM?

There is a closed-book, multiple-choice exam with 40 questions and a duration of 90 minutes. The pass mark is 70% (28/40).

The test can be taken online at any time via PeopleCert. Candidates will require a webcam and microphone