ITIL 4 Strategist: Direct, Plan and Improve

ITIL

Live Training (também disponível em presencial)

Com certificação

- **Localidade:** Lisboa
- **Data:** 20 Nov 2023
- **Preço:** 2420 € (Os valores apresentados não incluem IVA. Oferta de IVA a particulares e estudantes.)
- **Horário:** Laboral das 09h30 - 16h30
- **Nível:**
- **Duração:** 24h

Sobre o curso

This ITIL 4 Specialist course provides IT leaders, practitioners and support staff with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction.

It provides practitioners with a practical and strategic method for planning and delivering continual improvement with the necessary agility.

The course is based on the ITIL 4 best practice service value system featured in the latest guidelines. It is a universal module, that will be a key component of both ITIL 4 Managing Professional and ITIL 4 Strategic Leader streams.

This course:

- provides individuals with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction.
- covers the influence and impact of Agile and Lean ways of working, and how they can be leveraged to an organization's advantage.
- provides practitioners with a practical and strategic method for planning and delivering continual improvement with necessary agility.

About the exam

- The exam is closed book with forty (40) multiple-choice questions. The pass grade is 70% (28 out of 40 questions).
- The exam lasts 90 minutes. Candidates taking the exam in a language that is not their native or working language may be awarded 25% extra time, i.e. 113 minutes in total.

The course includes a remote certification exam.

Destinatários

Individuals continuing of their journey in service management
ITSM managers and aspiring ITSM managers
Managers of all levels involved in shaping direction and strategy or developing a continually improving team

Pré-requisitos

Candidate must hold the ITIL 4 foundation certificate

Programa

Understand the Key Concepts of Direct, Plan & Improve Understand the scope of what is to be directed and/or planned, and know how to use key principles and methods of direction and planning in that context Understand the role of governance, risk and compliance (GRC) and know how to integrate the principles and methods into the service value system Understand and know how to use the key principles and methods of continual improvement for all types of improvements Understand and know how to use the key principles and methods of Communication and Organizational Change Management to direction, planning and improvement Understand and know how to use the key principles and methods of measurement and reporting in direction, planning and improvement Understand and know how to direct, plan and improve value streams and practices Understand the Key Concepts of Direct, Plan & Improve

Understand the following key terms:
Direction
Planning
Improvement
Operating Model
Methods
Risks
Scope of control
Understand the differences between the following key concepts:
Vision and Mission
Strategy, Tactics and Operations
Governance, compliance and management
Policies, Controls and Guidelines
Understand the concepts of Value, Outcomes, Costs & Risks and their relationships to direction, planning & improvement
Understand the scope of what is to be directed and/or planned, and know how to use key principles and methods of direction and planning in that context

Identify the scope of control and within this:
Know how to cascade goals and requirements
Know how to define effective policies, controls and guidelines
Know how to place decision-making authority at the correct level
Understand the role of governance, risk and compliance (GRC) and know how to integrate the principles and methods into the service value system
Understand the role of risk and risk management in DPI
Understand how governance impacts DPI
Know how to ensure that controls are sufficient, but not excessive
Understand and know how to use the key principles and methods of continual improvement for all types of improvements
Know how to use the ITIL continual improvement model to improve the service value system or any part of the SVS
Know how to identify assessment objectives, outputs, requirements and criteria
Know how to select an appropriate assessment method for a particular situation
Know how to define and prioritize desired outcomes of an improvement
Know how to build, justify and advocate for a business case
Know how to conduct:
Improvement reviews
Analysis of lessons learned
Know how to embed continual improvement at all levels of the SVS
Understand and know how to use the key principles and methods of Communication and Organizational Change Management to direction, planning and improvement
Understand the nature, scope and potential benefits of organizational change management
Know how to use the key principles and methods of Communication & OCM:
Identify and manage different types of stakeholders
Effectively communicate with and influence others
Establish effective feedback channels
Know how to establish effective interfaces across the value chain
Understand and know how to use the key principles and methods of measurement and reporting in direction, planning and improvement
Know how to define indicators and metrics to support objectives
Understand and know how to direct, plan and improve value streams and practices
Understand the differences between value streams and practices and how those differences impact direction, planning and improvement
Know how to select and use the appropriate methods and techniques to direct, plan and improve value streams and practices.
Addressing the 4 dimensions
Applying the guiding principles
Value stream mapping
Optimization of workflow
Elimination of waste
Ensuring & utilizing feedback