

# ITIL®4 Strategist Direct Plan and Improve (DPI) with Exam

**Category:** IT Service Management | **Vendor:** PeopleCert

**Duration:** 24.00 hours (3 days)

**19.5 CPD Hours**

**Rating:** ★ 4.6 (5,878 reviews)

## Course Information

**Delivery Format:** Instructor Led - Online

## Course Overview

This unique and central course covers requirements in both the ITIL®Managing Professional and ITIL®Strategic Leader designations. As such, this course is a must-have in any ITIL®4 professional development plan. You will gain the practical skills needed to establish a learning and improving IT organization that possess a strong and targeted strategic direction. This class includes an exam voucher. ITIL®, PRINCE2®, PRINCE2 Agile® and the Swirl logo are registered trademarks of the PeopleCert group. Used under licence from PeopleCert. All rights reserved.

## About This Course

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# Who Should Attend

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Delegates attending this course must have successfully achieved the ITIL®4 Foundation Qualification; your certificate must be presented as documentary evidence to gain admission to this course. Although there is no mandatory requirement, ideally candidates should have at least two years professional experience working in IT Service Management. The ITIL®4 DPI Qualification would most likely suit the following delegates: 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 Existing ITIL® qualification holders wishing to develop their knowledge The above list is a suggestion only; individuals may wish to attend based on their own career aspirations, personal goals or objectives. Delegates may take as few or as many Intermediate qualifications as they require, and to suit their needs.

## Prerequisites & Entry Requirements

### General Prerequisites:

Candidates must hold the ITIL®4 Foundation Certificate.

# Learning Outcomes

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## **Upon successful completion of this course, participants will be able to:**

The purpose of the ITIL®4 Direct Plan and Improve Qualification is: To provide the candidate with the practical skills necessary to create a learning and improving IT organization, with a strong and effective strategic direction To provide practitioners with a practical and strategic method for planning and delivering continual improvement with the necessary agility The objectives of this course are to: 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 GRC (Governance, Risk & Compliance) 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 Organizational Change Management to direction, planning and improvement Understand and know how to use the key principles and methods of measurement and reporting in directing, planning and improvement Understand and know how to direct, plan and improve value streams and practices

## Additional Course Details

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We partner with New Horizons a PeopleCert ATO for our ITIL® Strategist Direct Plan and Improve (DPI) with Exam training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward. This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts. Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the ITIL®4 Strategist Direct Plan and Improve (DPI) with Exam course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

# Frequently Asked Questions

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## **Q: What delivery options are available for ITIL®4 Strategist Direct Plan and Improve (DPI) with Exam?**

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
  - Traditional Instructor-Led Classroom Training (ILT)
  - On-site delivery at your offices anywhere in United Kingdom
  - Private dedicated courses customized for your team
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## **Q: How many CPD hours does this course provide?**

The 3-day ITIL®4 Strategist Direct Plan and Improve (DPI) with Exam course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

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## **Q: What is the duration of the ITIL®4 Strategist Direct Plan and Improve (DPI) with Exam training?**

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

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## **Q: Do you provide corporate training for ITIL®4 Strategist Direct Plan and Improve (DPI) with Exam?**

Yes, we provide corporate training, dedicated training, and closed classes for ITIL®4 Strategist Direct Plan and Improve (DPI) with Exam. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

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## Q: Why choose Nexus Human for ITIL®4 Strategist Direct Plan and Improve (DPI) with Exam?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

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## Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your ITIL®4 Strategist Direct Plan and Improve (DPI) with Exam training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

# Nexus Human

## Professional Training & Development

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