

# **ITIL® 4 Strategist: Direct, Plan, and Improve (DPI)**



## **Online Course**

**ZETLAN TECHNOLOGIES**  
**[www.zetlantech.com](http://www.zetlantech.com)**



# ITIL® 4 Strategist: Direct, Plan, and Improve (DPI)

## Course Modules

### 1.Introduction and Key Concepts

- Direct, Plan, and Improve
- Scope of Control
- Direction
  - Mechanisms for Direction
  - Policies
  - Guidelines
  - Risks
  - Controls
- Planning
  - Strategy and Strategic Planning
  - Tactics and Tactical Planning
  - Operations and Operational Planning
  - Methods
- Improvement
  - The Role of Measuring and Reporting.
  - Operating Model
  - Operating Model – The ITIL Service Value Chain
  - Mapping Operating Models
  - Applying the Guiding Principles
- Value, Outcomes, Costs, and Risks in DPI





# ITIL® 4 Strategist: Direct, Plan, and Improve (DPI)

## 2.Strategy and Direction

- Cascading Objectives
- Cascading Requirements
- Defining the Structures and Methods Used to Direct Behaviors
- Governance Structures Used for Decisions-making
- Key Governance Structures and their Roles
- Governance Structures Used for Decisions-making
- Governance and the Service Provider
- Placing Decision-making at the Right Level
- Impacts of Governance on DPI
- Role of Risk Management in DPI
- Role of Risk and Risk Management in Planning & Improvement
- Portfolio Management
- Building, Communicating, and Advocating
- A Simple Business Case Structure
- Effective Policies
- Effective Controls
- Effective Guidelines



# ITIL® 4 Strategist: Direct, Plan, and Improve (DPI)

## 3. Assessment and Planning

- Basics of Assessment
- Effective Assessment
- Types of Assessment
- Assessment Objectives
- Collection of Current State Data or Other Evidence
- Choosing an Assessment Method
- Assessment Methods and their Outputs
- Gap Analysis
- SWOT Analysis
- Change Readiness Assessment
- Customer/User Satisfaction Analysis
- SLA Achievement Analysis
- Benchmarking
- Maturity Assessments
- Defining Assessment Objectives and Criteria



# **ITIL® 4 Strategist: Direct, Plan, and Improve (DPI)**

## **4.Introduction to Value Stream Mapping**

- Introduction to Value Stream Mapping
- Lean
- Avoiding Local Optimisation
- Value of Value Stream Mapping
- Developing a Value Stream Map
- Types of Waste
- Muda Subcategories
- Developing a Value Stream Map
- Increasing the Detail in Value Stream Maps
- Typical Mistakes in Value Stream Mapping

## **5.Measuring and Reporting**

- Basics of Measuring and Reporting
- Developing a Value Stream Map
- Defining and Using Measurements and Reporting
- Reasons for Measuring
- Types of Measurements
- Measurement Cascades and Hierarchies
- Planning and Evaluation Model
- Balanced Scorecard
- IT component-to-Scorecard Hierarchy
- IT component-to-Scorecard Hierarchy: The Metric Tree





# ITIL® 4 Strategist: Direct, Plan, and Improve (DPI)

- Organisational Improvement Cascade
- Success Factors and KPIs
- Leveraging SMART
- KPIs Influence Behaviour

## 6. Measurement and the Four Dimensions

- Measurement of Organisation and People
- Measurement of Information and Technology
- Measurement of Partners and Suppliers
- Measurement of Value Streams and Processes
- Lagging and Leading Indicators
- Process Metrics
- Flow Efficiency

Zetlan Technologies



**ZETLAN TECHNOLOGIES**

# ITIL® 4 Strategist: Direct, Plan, and Improve (DPI)

## 7. Continual Improvement

- Creating a Continual Improvement Culture
- Continual Improvement of the Service Value Chain & Practices
- Continual Improvement in Organisations
- Continual Improvement Model
- What is the Vision?
- Visions for Planned Improvements
- Where are We Now?
- Assessments
- Where do We Want to Be?
- Prioritising and Scoping Outcomes
- Making the Business Case and Reaching an Agreement
- Creating an Action Plan
- Working Iteratively
- Conducting an Improvement Review
- Identifying Additional Improvement Opportunities
- Using Measurement and Reporting in Continual Improvement



# ITIL® 4 Strategist: Direct, Plan, and Improve (DPI)

## 8. Communication & Organisational Change Management (OCM)

- Communication Principles
- Communication is a Two-Way Process
- Method of Communication
- Message is in the Medium
- Defining and Establishing Feedback Channels
- Identifying and Communicating with Stakeholders
- Stakeholder Mapping

## 9. Basic of Organisational Change Management (OMC)

- Basics of OCM
- Essentials for Successful Improvement
- OCM Throughout Direction, Planning and Improvement
- OCM and Planning
- OCM and Improvement
- OCM Throughout the Service Value Chain
- Feedback and Metrics
- Actions





# **ITIL® 4 Strategist: Direct, Plan, and Improve (DPI)**

**For Enquiry: +91 8680961847**

## **10. Developing a Service Value System**

- Adopting the Guiding Principles
- Centre of Excellence for Service Management
- Four Dimensions of Service Management in the SVS
- Establish Effective Interfaces Across the Value Chain
- Partners and Suppliers in the SVS
- Value Streams and Processes in the SVS
- Focus on Value Streams
- Relationship Between Value Streams and Practices
- Designing a Workflow
- Considerations for Efficient Design
- Theory of Constraints
- Kanban Technique for Managing Work

**Zetlan Technologies**

**Free Advice: +91 9600579474**

**[www.zetlantech.com](http://www.zetlantech.com)**



**LEARN  
REMOTELY!!**

The efficiency of online learning in terms of time management, flexibility, and the ability to access resources anytime, anywhere can be compelling.



**ZETLAN TECHNOLOGIES**  
[www.zetlantech.com](http://www.zetlantech.com)

