training code: E-ITIL4-DPIen / e-learning / EN

ITIL® 4 Strategist: Direct, Plan and Improve (DPI) - accredited eLearning with exam

ITIL® 4 Specialist: Direct, Plan and Improve (DPI) is an online course developed by PeopleCert to prepare candidates for the international ITIL® 4 Specialist: Direct, Plan and Improve (DPI) certification exam.

The Direct, Plan and Improve module demonstrates how to direct, plan and improve IT services based on the ITIL approach. It is designed for those working in IT service management and helps with strategic decision-making and streamlining processes within an organisation. After completing the training, participants will be able to define service development strategies, apply continuous improvement mechanisms, and put performance metrics and risk management into practice. The course consists of 11 modules containing interactive content. It offers participants the opportunity to learn at any time and at their own pace over a 12-month period.

OFFICIAL ITIL® 4 CERTIFICATION FRAMEWORK

ITIL® 4 Foundation is a prerequisite for obtaining any ITIL® 4 certification, with the exception of the ITIL® Acquiring and Managing Cloud Services and ITIL® Sustainability in Digital and IT extension modules, for which there are no prerequisites.

The ITIL® 4 Managing Professional designation can be obtained upon passing the ITIL® 4 Create, Deliver and Support, Driver Stakeholder Value, High-velocity IT and Direct, Plan and Improve certifications.

The ITIL® 4 Strategic Leader designation is awarded upon passing the Digital and IT Strategy and Direct, Plan and Improve certifications.

The ITIL® 4 Practice Manager designation is awarded upon obtaining certification in Create, Deliver and Support and ONE certification from the following course packages: Monitor, Support and Fulfil; Plan, Implement and Control; or Collaborate, Assure and Improve.

ITIL® 4 Master is the highest designation, awarded upon obtaining the ITIL® Practice Manager, Managing Professional and Strategic Leader designations.

Training recipients

- IT managers and leaders of IT service teams
- ITSM specialists developing strategic capabilities
- Individuals responsible for improving IT services and processes
- ITIL consultants and digital transformation advisors
- Analysts and coordinators of IT processes
- Individuals preparing for ITIL® 4 Strategist certification

Benefits

- Understand how to direct and plan IT services – align service direction and planning with business objectives.
- Learn to define and use KPIs – evaluate the effectiveness of services and processes using relevant performance indicators.
- Implement continual improvement – use data and feedback to drive structured service and process improvement.
- Develop service risk management skills – identify risks related to IT services and plan mitigating actions.
- Use value stream mapping – optimize processes by analysing and improving the flow of work and value.
- Improve collaboration between teams and stakeholders – strengthen coordination across people involved in IT services.
- Apply organisational change management practices – support effective change in the IT environment.
- Prepare for the ITIL® 4 Specialist: Direct, Plan and Improve (DPI) exam – consolidate the knowledge required for the certification exam.

Training program

1. Core concepts of DPI
2. DPI through service value system and guiding principles
3. Role of direction in strategy management
4. Implementation of strategies
5. Introduction to assessment and planning
6. Assessment and planning through VSM
7. Measurement, reporting, and continual improvement
8. Measurements and continual improvement through dimensions and SVS
9. OCM principles and methods
10. Communication principles and methods
11. SVS development using four dimensions

Expected preparation of the participant

ITIL® 4 Foundation certificate is required.

Training Includes

A purchased course package includes:

- 12-month access to the accredited eLearning course on the PeopleCert platform, including 10 hours of content.
- Official Training Materials.
- Accredited textbook in eBook format.
- Online exam voucher valid for 12 months.

The regular course package can be upgraded to the e-Learning+ package, which additionally includes:

- Take2 option (exam re-sit).
- Official Mock Exam (practice exam attempt).

Cost of upgraded package: PLN 5,000 net + VAT

For e-Learning package inquiries and purchase, please contact: szkolenia@altkom.pl.

Language

- **Course:** English

- **Official Training Materials:** English
- **eBook:** English
- **Exam:** English

Examination method

In addition to course access, participants receive an online exam voucher valid for 12 months. The voucher must be redeemed on the PeopleCert platform. The online exam is remotely proctored by a PeopleCert representative who connects to the candidate's desktop and monitors the examination using a camera. At the proctor's request, the candidate must use the camera to show the room in which the exam will take place. The proctor verifies that no third parties or unauthorized study aids are present in the room.

Duration

1 days / 8 hours

Examination description

- Duration: 90 minutes.
- Multiple-choice test consisting of 40 questions.
- Passing score: 70% (28 correct answers out of 40).
- E-books and course training materials may not be used during the exam
- Prerequisite: ITIL® 4 Foundation certificate.