

ITIL® 4 Strategist Direct Plan and Improve (DPI) - accredited training with exam

The ITIL® 4 Strategist: Direct Plan and Improve module is a core component of both the ITIL 4 Managing Professional and Strategic Leader certification streams. It empowers ITSM professionals committed to mastering the skills necessary for strategically directing, planning, and improving digital and IT strategies within their organizations. This module emphasizes the critical role of a service mindset and the necessity of human skills, alongside processes and tools, in achieving a vision of service management excellence.

ITIL® 4 OFFICIAL CERTIFICATION SCHEME

ITIL® 4 Foundation is a prerequisite for any ITIL® 4 certification, except for the extension modules ITIL® Acquiring and Managing Cloud Services, and ITIL® Sustainability in Digital and IT that do not have any prerequisite.

ITIL® 4 Managing Professional is awarded when the [Create, Deliver and Support](#), the [Driver Stakeholder Value](#), the [High-velocity IT](#), and the [Direct, Plan and Improve](#) certifications are achieved.

ITIL® 4 Strategic Leader is awarded when the [Digital and IT Strategy](#), and [Direct, Plan and Improve](#) certifications are achieved.

ITIL® 4 Practice Manager designation is awarded when the [Create, Deliver and Support](#) certification, and any ONE certification from the pre-bundled courses is achieved: [Monitor, Support and Fulfil](#), [Plan, Implement and Control](#), or [Collaborate, Assure and Improve](#).

ITIL® 4 Master is the highest designation, awarded when the ITIL Practice Manager, Managing Professional, and Strategic Leader designations are all achieved.



Training recipients

- IT service management practitioners who plan to become an ITIL® Managing Professional (MP), ITIL® Strategic Leader (SL) or ITIL® Master
- IT Manager
- IT Leader
- Transformation manager
- IT Service Manager



Benefits

- You will understand key ITIL® 4 concepts such as directing, planning, and improving, and learn the significance of value, outcomes, costs, and risks.
- You will learn how to establish effective governance structures and ensure compliance with relevant regulations, standards, and policies.
- You will learn how to define, select, and use key performance indicators (KPIs) to assess the performance and efficiency of IT services and processes.
- You will explore concepts and practices of continual improvement, such as using feedback and data to help evolve services, processes, and practices.
- You will learn how to manage risks related to IT services to help your organization avoid disruptions and losses.
- You will discover how to use value stream mapping to identify areas for process improvement and optimize the flow of value within the organization.
- You will achieve a globally recognized certification ITIL® 4 Specialist: Direct, Plan and Improve, that signals your expertise in service management. The certificate is valid for 3 years



Training program

1. Module 1: Core concepts of DPI
2. Module 2: DPI through service value system and guiding principles

3. Module 3: Role of direction in strategy management
4. Module 4: Implementation of strategies
5. Module 5: Introduction to assessment and planning
6. Module 6: Assessment and planning through VSM
7. Module 7: Measurement, reporting, and continual improvement
8. Module 8: Measurements and continual improvement through dimensions and SVS
9. Module 9: OCM principles and methods
10. Module 10: Communication principles and methods
11. Module 11: SVS development using four dimensions



Expected preparation of the participant

Required [ITIL®4 Foundation certification](#)



Training Includes

The price of the training includes:

- Accredited training materials
- Voucher for the ITIL® 4 Direct, Plan and Improve online exam
- ITIL® 4 Direct, Plan and Improve authorized Ebook

Additional options:

- Take2 re-sit exam: 200 zł

Attention: purchasing this option is only possible through Altkom Academy before the training.



Language

- Course: English
- Materials: English
- Exam: English

Examination method

The participants receive vouchers, which are valid for 6 months, for online exam.

Having completed the training, the participant receives an e-mail with guidelines how to register on the

exam. The date is determined directly with PeopleCert, with the use of participant's account. Online exam is conducted in the presence of proctor – a person from PeopleCert, who connects remotely with training participant's desktop and observes the course of exam via Internet camera. The person who takes the exam is obliged to show the place where he is going to write the exam to proctor via Internet camera. Proctor checks if there are not any other persons and study aids in the room.

Duration

3 days / 21 hours

Examination description

- Exam duration: 90 minutes
- 40 Multiple choice questions.
- The minimum pass mark is 70% (28 out of 40 correct answers)
- 'Closed book' exam – No use of books and training materials