

 ITIL<sup>®</sup> 4  
Strategy

# ITIL<sup>®</sup> 4 STRATEGIST: DIRECT, PLAN, AND IMPROVE At a Glance

## › EXCEL IN IT MANAGEMENT

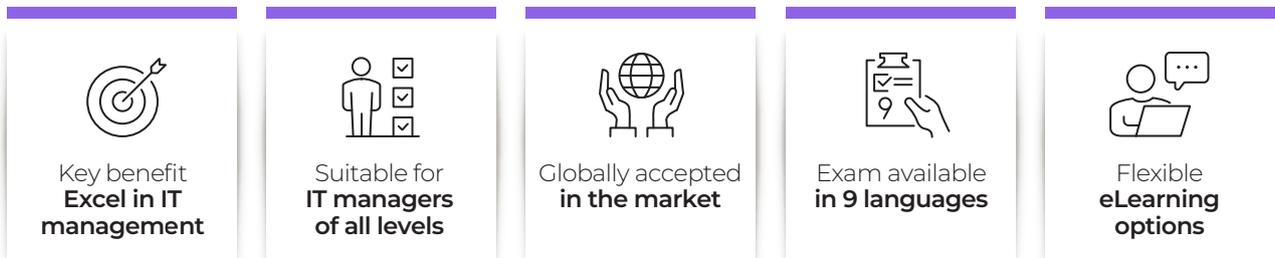
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# WHAT IS ITIL 4 STRATEGIST: DIRECT, PLAN, AND IMPROVE?

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.

## AT A GLANCE



## KEY BENEFITS

### › Industry-recognized certification

Showcase your ability to excel in essential IT service management, and to handle critical tasks in the field.

### › Employers' first choice

Certify your expertise in managing IT services, making you the preferred choice for roles in IT service management and support.

### › New career opportunities

Advance your career in IT with an ITIL certification, opening doors to new roles and cutting-edge opportunities in the evolving tech landscape.

### › Strategic mastery

Validate your ability to formulate and implement effective digital and IT strategies aligned with business goals.

### › Leadership enhancement

Bolster your leadership capabilities, promoting a culture of innovation and continuous improvement within your organization.

### › Organizational impact

Equip yourself with the tools to make impactful decisions that drive strategic advancements and operational excellence in service management.

## WHAT WILL YOU LEARN?

### › Understand the key concepts of ITIL 4:

Direct, Plan, and Improve. Learn the importance of value, outcomes, costs and risks.

### › Governance and compliance:

Learn how to establish effective governance structures and ensure compliance with relevant regulations, standards and policies.

### › Service performance metrics:

Define, select and use Key Performance Indicators to assess the performance and effectiveness of IT services and processes.

### › Continual improvement:

Explore the concepts and practices of continual improvement, such as using feedback and data to help services, processes and practices evolve.

### › Risk Management:

Gain a greater understanding of IT service risk management to help your organization avoid disruptions and losses.

### › Value stream mapping:

Use value stream mapping to identify areas for process improvement and optimize the flow of value within your organization.

### › Communication and collaboration:

Enhance communication and collaboration between departments and stakeholders to facilitate the successful delivery of services.

### › Organization change management:

Focus on the importance of organizational change management in the context of IT service management and continual improvement.

› **Planning:**

Accurately assess what needs to be planned and use key principles and methods to ensure effective delivery.  
 Organization change management: Focus on the importance of organizational change management in the context of IT service management and continuous improvement.

## OFFICIAL ITIL 4 CERTIFICATION SCHEME



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

**ITIL 4 Managing Professional** is awarded when the Create, Deliver and Support, the Drive 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** is awarded when the Create, Deliver and Support certification, and a) any FIVE individual practice-based certifications are achieved, or b) 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.

## COURSE OBJECTIVES

Gain essential practices required for effectively planning and executing strategies that propel digital and IT organizational success

Learn principles of governance, risk assessment, continual improvement, ensuring professionals are well-equipped to lead change and drive efficiency

Strategic planning capabilities

Foster a culture of improvement and adaptability within ITSM practices

## EXAM INFORMATION



40 multiple choice questions



90 minutes



Closed book



Minimum pass mark: 70%



Prerequisites ITIL 4 Foundation



Certification renewal every 3 years

Take the Next Step in Your Career

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