GALILEU

ITIL 4 Strategist: Direct, Plan and Improve

Gestão de Serviços TI

Com certificação

- **Nível:**
- **Duração:** 24h

Sobre o curso

This ITIL 4 Specialist course provides IT leaders, practitioners and support staff with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction.

It provides practitioners with a practical and strategic method for planning and delivering continual improvement with the necessary agility.

The course is based on the ITIL 4 best practice service value system featured in the latest guidelines. It is a universal module, that will be a key component of both ITIL 4 Managing Professional and ITIL 4 Strategic Leader streams.

This course:

- provides individuals with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction.
- covers the influence and impact of Agile and Lean ways of working, and how they can be leveraged to an organization's advantage.
- provides practitioners with a practical and strategic method for planning and delivering continual improvement with necessary agility.

About the exam

- The exam is closed book with forty (40) multiple-choice questions. The pass grade is 70% (28 out of 40 questions).
- The exam lasts 90 minutes. Candidates taking the exam in a language that is not their native or working language may be awarded 25% extra time, i.e. 113 minutes in total.

The course includes the certification exam and a second exam opportunity!

- If the result of the first exam is not successful, the trainee has a second opportunity for certification:
- Valid for trainees who do not pass the first exam, that is, it will not be valid for no-shows;
- It must be done within a maximum period of 6 months after the first exam;
- It will be done online, through Remote Proctoring, so the trainee can do it from home or from the office;
- The trainee receives directly in the email that he / she used to register his / her first exam, all information and instructions on how to book this second exam. This process will be the trainee's responsibility, with Rumos having no intervention in the process of scheduling the second exam;
- It is personal and non-transferable and associated individually with each trainee.

Destinatários

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

Pré-requisitos

Candidate must hold the ITIL 4 foundation certificate

Programa

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 governance, risk and compliance (GRC) 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 Communication and Organizational Change Management to direction, planning and improvement Understand and know how to use the key principles and methods of measurement and reporting in direction, planning and improvement Understand and know how to direct, plan and improve value streams and practices Understand the Key Concepts of Direct, Plan & Improve

Understand the following key terms:
Direction

Planning

Improvement

Operating Model

Methods

Risks

Scope of control

Understand the differences between the following key concepts:

Vision and Mission

Strategy, Tactics and Operations

Governance, compliance and management

Policies, Controls and Guidelines

Understand the concepts of Value, Outcomes, Costs & Risks and their relationships to direction, planning & improvement

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

Identify the scope of control and within this:

Know how to cascade goals and requirements

Know how to define effective policies, controls and guidelines

Know how to place decision-making authority at the correct level

Understand the role of governance, risk and compliance (GRC) and know how to integrate the principles and methods into the service value system

Understand the role of risk and risk management in DPI

Understand how governance impacts DPI

Know how to ensure that controls are sufficient, but not excessive

Understand and know how to use the key principles and methods of continual improvement for all types of improvements

Know how to use the ITIL continual improvement model to improve the service value system or any part of the SVS

Know how to identify assessment objectives, outputs, requirements and criteria

Know how to select an appropriate assessment method for a particular situation

Know how to define and prioritize desired outcomes of an improvement

Know how to build, justify and advocate for a business case

Know how to conduct:

Improvement reviews

Analysis of lessons learned

Know how to embed continual improvement at all levels of the SVS

Understand and know how to use the key principles and methods of Communication and Organizational Change Management to direction, planning and improvement

Understand the nature, scope and potential benefits of organizational change management

Know how to use the key principles and methods of Communication & OCM:

Identify and manage different types of stakeholders

Effectively communicate with and influence others

Establish effective feedback channels

Know how to establish effective interfaces across the value chain

Understand and know how to use the key principles and methods of measurement and reporting in direction, planning and improvement

Know how to define indicators and metrics to support objectives

Understand and know how to direct, plan and improve value streams and practices

Understand the differences between value streams and practices and how those differences impact direction, planning and improvement

Know how to select and use the appropriate methods and techniques to direct, plan and improve value streams and practices.

Addressing the 4 dimensions

Applying the guiding principles

Value stream mapping

Optimization of workflow

Elimination of waste

Ensuring & utilizing feedback