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

Overview

The **ITIL® 4 Strategist: Direct, Plan and Improve (DPI)** certification is designed for IT professionals responsible for **creating and implementing a strategy for continuous improvement in IT service management (ITSM)**. This module provides **practical skills and knowledge** to build an integrated approach to IT governance, strategy, risk management, and continual improvement.

Who Should Take This Course?

DPI is a **dual-path module**, meaning it applies to both:

1. **ITIL 4 Managing Professional (MP)** – DPI is one of the four required modules for the **MP certification path**.

2. **ITIL 4 Strategic Leader (SL)** – DPI is one of the two required modules for the **SL certification path**, along with **ITIL 4 Digital and IT Strategy**.

This course equips learners with the **tools and techniques needed to drive change, optimize workflows, and improve service value chains**.

Why Choose LEARNINGS24X7?

- **Authorized PeopleCert Training Provider** – Includes an official PeopleCert exam voucher.

- **Self-Paced eLearning & Instructor-Led Options** – Flexible learning tailored to your needs.

- **Comprehensive Study Materials** – Digital eBook, Official Sample Papers.

- **Corporate & Bulk Discounts** – Special pricing for teams and organizations.

Course Outline

Module 1: ITIL 4 Framework & Strategic Direction

- Understanding ITIL 4 principles in governance and strategy.

- Key focus areas for directing, planning, and improving ITSM.

- Implementing a holistic approach to IT service value creation.

Module 2: Governance, Compliance, & Risk Management

- Defining governance structures for ITSM success.

- Managing risks and ensuring compliance within IT service operations.

- Implementing effective policies and controls for continuous improvement.

Module 3: Continuous Improvement & Organizational Change

- Establishing a culture of continual service improvement (CSI).

- Frameworks and methodologies for ITSM process optimization.

- Managing organizational change and stakeholder engagement.

Module 4: Agile & Lean Principles in ITSM

- Applying **Agile, Lean, and DevOps methodologies** to ITSM.

- Using iterative approaches to accelerate value delivery.

- Measuring and improving IT service efficiency.

Module 5: ITIL 4 DPI Exam Preparation

- Official ITIL 4 **sample papers and mock tests**.

- Exam-taking strategies & study techniques.

Learning Outcomes

After completing this course, candidates will:

- Understand how to **define strategy, plan governance, and ensure continual service improvement**.

- Learn **best practices for risk management, compliance, and business alignment**.

- Gain expertise in **ITSM governance models, Agile methodologies, and value stream mapping**.

- Be **fully prepared** for the **ITIL 4 Strategist: Direct, Plan and Improve Certification Exam**.

Who Should Attend?

This course is ideal for:

- IT professionals responsible for **strategic ITSM planning and continuous improvement**.

- IT service managers, business relationship managers, and senior IT leaders.

- ITIL 4 Foundation certified professionals aiming to progress to **Managing Professional (MP) or Strategic Leader (SL)**.

- Individuals seeking expertise in **IT governance, risk management, and service value optimization**.

Prerequisites

To take the **ITIL 4 DPI exam**, candidates must have:

- **ITIL 4 Foundation Certification**.

- Basic knowledge of **IT governance, risk management, and continual improvement**.

Exam & Certification

ITIL 4 Direct, Plan and Improve Exam Details:

- **Exam Provider: PeopleCert** (Web-Proctored Exam)

- **Format:** Multiple Choice

- **Duration:** 90 Minutes

- **Number of Questions:** 40

- **Passing Score:** 70% (28/40 Correct Answers)

- **Retake Option:** Available via PeopleCert Exam Voucher

Certification Benefits:

- One of the **four modules** required for the **ITIL 4 Managing Professional (MP) certification**.

- Also applicable for **ITIL 4 Strategic Leader (SL) certification path**.

- Enhances career opportunities in **IT governance, business alignment, and service improvement**.

- Recognized globally for **developing high-level strategic thinking in ITSM**.

Frequently Asked Questions (FAQs)

1. How do I schedule my ITIL 4 Direct, Plan and Improve exam? After completing the course, you will receive a **PeopleCert exam voucher** to schedule your **web-proctored exam**.

2. Do I need prior ITIL knowledge? Yes, **ITIL 4 Foundation Certification** is a prerequisite for this course.

3. What study materials are included? You will receive:

- **Digital eBook**

- **Official ITIL 4 Sample Paper**

4. Do you offer corporate training? Yes! We provide **customized corporate training** tailored to your organization's needs.

Enroll Now & Get ITIL 4 Certified!

📩 **Contact Us for Enrollment & Group Discounts**

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Advance Your ITSM Career with ITIL 4 Strategist: Direct, Plan and Improve Certification!