



## 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.

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### 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.
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### **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**.
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### **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**.
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### **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.**
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## 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.**
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## 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.

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## Enroll Now & Get ITIL 4 Certified!



**Contact Us for Enrollment & Group Discounts**



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 **Call Us:** +61 1300 433 422

 **Email:** [hello@learnings24x7.com](mailto:hello@learnings24x7.com)

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