

**ITIL Strategist: Direct, Plan, And Improve**

**Course Number:** ITIL-132  
**Duration:** 3 days

**Overview**

This ITIL Direct, Plan, And Improve Training course teaches IT professionals how to establish oversight and control of an ITSM (IT Service Management) program. Attendees learn how to implement governance modeling and alignment, risk management, and effective value streams for desired customer outcomes.

**The ITIL Strategist: Direct, Plan, And Improve exam:** A voucher for a 90-minute, 40 question examination for each student is included with this class. If desired at an additional cost, an independent exam proctor can be arranged for your team at the end of the course.

**Prerequisites**

All students must have taken [ITIL 4 Foundations](file:////training/itil-4-foundations) passed the ITIL 4 Foundation examination prior to attending this course.

**Materials**

All students receive comprehensive courseware.

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**Software Needed on Each Student PC**

For in-person deliveries, attendees do not need computers for this course. We will provide full classroom setup instructions that will include seating in small groups, with supplies such as flipcharts, sticky notes, markers, and pens for the attendees and a projector and Internet connection for the instructor's laptop.

Online deliveries for this interactive training will use an online meeting platform (such as Zoom, WebEx, GoTo, or Teams) for face-to-face contact online, including use of breakout rooms for group activities.

**Objectives**

* Align
  + Vision and Mission
  + Strategy Tactics, and Operations
  + Governance and Compliance
  + Policies, Controls, and Guidelines
* Establish a Goals and Requirements Cascade
* Understand the role of GRC in the Service Value System
* Use the key principles and methods to drive improvements
* Learn and use the key principles of Communication and Organizational Change Management
* Define metrics and reporting to support organizational objectives
* Learn critical techniques to manage and improve value streams and practices

**Outline**

* Introduction
* Direct, Plan, and Improve Key Concepts
* Aligning
  + Vision and Mission
  + Strategy, Tactics, and Operations
  + Governance, Compliance, and Management
  + Policies, Controls, and Guidelines
* Understanding Value, Outcomes, Costs, and Risk
* Scoping the Work
  + Cascading Goals and Requirements
  + Defining Policies, Controls, and Guidelines
  + Delegation
* Managing Risk, Governance, and Controls
* Continual Improvement Principles and Methods
  + Using the Continual Improvement Model
  + Performing Assessments
  + Choosing Methods
  + Defining and Prioritizing Outcomes
  + Developing Business Cases
  + Improvement Reviews and Lessons Learned
  + Building a Continual Improvement practice
* Conclusion