

ITIL®4 Strategist Direct, Plan and Improve (NL)

Group Training

Training code	CGAIT4DPCD
Spoken Language	Dutch
Language Materials	English
Dayparts	6
Price	€2.150,00 excl. VAT No extra costs.

What is ITIL®4 Strategist Direct, Plan and Improve

This training offers you the practical skills needed to create a learning and continuous improving IT organization, with a strong and effective strategic focus. The course investigates the influence and impact of Agile and Lean operation of works, and how they can be used to the advantage of an organization. After the training you will know to implement a practical and strategic method for planning and delivering continuous improvement with the desired manoeuvrability.

Who should attend ITIL®4 Strategist Direct, Plan and Improve

- IT Managers: Oversee IT operations and ensure alignment with business goals.
- Project Managers: Plan and execute IT projects with a focus on continuous improvement.
- Service Delivery Managers: Ensure the delivery of high-quality IT services.
- Business Analysts: Analyze and improve IT processes to meet business needs.
- IT Consultants: Provide expert advice on IT strategy and improvement.
- Change Managers: Manage organizational change and ensure smooth transitions.
- Process Owners: Define and manage IT processes for optimal performance.
- Quality Managers: Ensure IT services meet quality standards and drive improvements.
- IT Directors: Lead IT strategy and ensure alignment with organizational goals.
- Operations Managers: Oversee day-to-day IT operations and drive efficiency.

Prerequisites

Participants should have the ITIL®4 foundation certificate and have experience in IT management. Experience in IT service management is recommended but not mandatory.

Objectives

At the end of the training you will be able to:

Understand the differences between the following key concepts:

- Vision and mission.
- Strategy, tactics and operations.
- Governance, compliance and management.
- Policies, controls and guidelines.

Identify the scope of control and within this:

- Know how to cascade objectives 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 risk and risk management in DPI.
- Understand how governance impacts DPI.
- Know how to ensure that controls are sufficient, but not excessive.
- Know how to use the ITIL®4 continual improvement model to improve the Service Value System (SVS) 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 the nature, scope and potential benefits of organizational change management (OCM).
- Know how to use the key principles and methods of communication and OCM.
- Identify and manage different types of stakeholders.
- Effectively communicate with stakeholders and influence them.
- Establish effective feedback channels.
- Know how to establish effective interfaces across the value chain.
- Know how to define Critical Success Factors and Performance Indicators to support objectives.
- 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 four dimensions of service management.
- Applying the guiding principles.
- Value stream mapping.
- Optimization of workflow.
- Elimination of waste.
- Ensuring & utilizing feedback.

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