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

25 – 29 July 2027
Dubai (UAE)



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Introduction

The ITIL 4 Strategist: Direct, Plan and Improve DPI course equips professionals with strategic capabilities to guide IT service management toward sustained value delivery and continuous business improvement. It emphasizes aligning IT planning, governance, and improvement initiatives with organizational objectives to strengthen service value systems. Participants explore how to integrate modern practices such as Agile and Lean into planning and improvement cycles to achieve better performance outcomes. The course deepens knowledge of governance, risk, measurement, and change management principles required in dynamic IT environments. It demonstrates how to design, monitor, and refine value streams and practices that support effective service delivery. This program is a foundational step toward advanced ITIL 4 Managing Professional and Strategic Leader achievements.

Targeted Groups

This ITIL 4 Strategist: Direct, Plan and Improve DPI training targets professionals seeking knowledge and skills:

- IT service managers and operational leaders.
- IT governance, risk, and compliance practitioners.
- Project and portfolio managers driving service improvement.
- Change management and transformation specialists.
- ITIL-certified practitioners advancing in strategic ITSM roles.
- Business analysts and value stream coordinators.

Course Objectives

Participants will achieve the following objectives by completing the ITIL 4 Strategist: Direct, Plan and Improve DPI course:

- Understand key strategic concepts that enable effective directing, planning, and improving across IT services.
- Clarify how governance, risk, and compliance influence value delivery and operational stability.
- Learn how to cascade objectives and establish frameworks that support optimal decision-making.
- Master principles and techniques for ongoing improvement using structured models and assessment.
- Apply communication and organisational change methods to foster stakeholder collaboration.
- Define measurable indicators and reporting mechanisms to track performance and outcomes.
- Explore how to optimize the value streams and practices for efficiency and alignment.

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Targeted Competencies

Participants will gain the following competencies during the ITIL 4 Strategist: Direct, Plan and Improve DPI program:

- Competence in identifying and applying the core components of direction, planning, and continual improvement in ITSM.
- Ability to integrate governance, risk, and compliance into strategic objectives and operational practices.
- Skills to define and prioritize improvement initiatives that deliver measurable impact.
- Capacity to apply Lean and Agile practices to streamline value streams and eliminate waste.
- Proficiency in building business cases that justify change and strategic investment.
- Competence in measurement and reporting techniques that support decision-making.
- Talent in organisational communication and change management to enable successful adaptation.
- Ability to align work portfolios with broader organisational aims for sustained outcomes.

Studying Scenarios

In this ITIL 4 Strategist: Direct, Plan and Improve DPI training, participants develop skills through the following scenarios:

- Analysing a complex IT service landscape to identify gaps between current and desired performance.
- Creating governance frameworks to support alignment of strategic goals and operational teams.
- Designing a continual improvement initiative using real-world assessment criteria and models.
- Drafting a communication and stakeholder engagement plan that supports organisational change.
- Measuring outcomes and reporting insights on service value streams to senior leadership.
- Mapping value streams to uncover inefficiencies and propose targeted improvements.

Course Content

Unit 1: Core Concepts of Direct, Plan, and Improve

- Define the principles of direction, planning, and continual improvement as applied in modern IT organisations.
- Examine the components of the operating model that support service value delivery.
- Understand the relationships between value, outcomes, costs, and risk.
- Clarify how governance, compliance, and management intersect and support strategic direction.
- Distinguish vision and mission statements and their role in organisational purpose.
- Explore tactical and operational planning and how they support IT strategy execution.
- Define the scope of control and its impact on planning and decision-making.

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Unit 2: Principles and Methods of Direction and Planning

- Analyse strategic frameworks that support the alignment of IT objectives with organisational goals.
- Cascade organisational goals and requirements through value streams.
- Establish effective policies and control mechanisms to guide IT practices.
- Determine decision-making authority at appropriate organisational levels.
- Identify planning methodologies that support scalable and adaptable processes.
- Integrate Lean and Agile approaches into planning practices to enhance flexibility.
- Evaluate case examples demonstrating effective strategic planning techniques.

Unit 3: Governance, Risk, and Compliance Integration

- Explore the role of governance in supporting strategic direction and operational integrity.
- Define risk and the relevant risk management frameworks for ITSM and business continuity.
- Integrate governance and risk practices into service value systems.
- Establish compliance mechanisms that are sufficient yet not burdensome.
- Assess control structures to mitigate risk without compromising innovation.
- Analyse governance case studies that influence strategic outcomes.
- Learn methods for continuously evaluating governance effectiveness.

Unit 4: Continuous Improvement and Organisational Change

- Apply the ITIL continual improvement model to identify opportunities for improvement.
- Define assessment objectives, criteria, and outputs to guide improvement cycles.
- Select appropriate assessment methods for specific situational challenges.
- Prioritise improvement outcomes based on maximum organisational benefit.
- Construct compelling business cases to advocate for investment in improvements.
- Integrate organisational change management principles to support adoption.
- Develop communication strategies that secure stakeholder engagement.
- Analyse lessons learned to refine future improvement initiatives.

Unit 5: Measurement, Reporting, and Optimising Value Streams

- Define key performance indicators and metrics that support strategic targets.
- Analyse measurement methods to monitor progress and outcomes.
- Learn how reporting frameworks reinforce accountability and transparency.
- Understand the differences between value streams and ITSM practices.
- Apply value stream mapping techniques to identify waste and improve flow.
- Optimise workflows using guiding principles and feedback loops.
- Develop continuous monitoring approaches that support iterative refinement.
- Align value streams to organisational strategic priorities.

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Final Insights & Key Takeaways

Focusing on strategic direction, planning, governance, continual improvement, and impactful reporting empowers IT professionals to lead transformation and deliver measurable, sustainable service value. Mastery of these concepts enhances organisational agility and supports seamless alignment with business objectives.