ITIL® 4 Strategist - Direct Plan and Improve (DPI) with Exam

Category: Infrastructure & IT Operations | **Vendor:** PeopleCert

Duration: 24.00 hours (3 days) **19.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format:	Instructor Led - Online
Certification:	ITIL 4 Strategist: Direct, Plan and Improve (DPI)
Related Exam:	ITIL-4-DPI

Course Overview

This unique and central course covers requirements in both the ITIL Managing Professional and ITIL Strategic Leader designations. As such, this course is a must-have in any ITIL 4 professional development plan. You will gain the practical skills needed to establish a “learning and improving” IT organization that possess a strong and targeted strategic direction. This class includes an exam voucher.

About This Course

This unique and central course covers requirements in both the ITIL Managing Professional and ITIL Strategic Leader designations. As such, this course is a must-have in any ITIL 4 professional development plan. You will gain the practical skills needed to establish a “learning and improving” IT organization that possess a strong and targeted strategic direction. This class includes an exam voucher.

Who Should Attend

Delegates attending this course must have successfully achieved the ITIL 4 Foundation Qualification; your certificate must be presented as documentary evidence to gain admission to this course. Although there is no mandatory requirement, ideally candidates should have at least two years professional experience working in IT Service Management. The ITIL 4 DPI Qualification would most likely suit the following delegates: Individuals continuing of their journey in service management ITSM managers and aspiring ITSM managers Managers of all levels involved in shaping direction and strategy or developing a continually improving team Existing ITIL qualification holders wishing to develop their knowledge The above list is a suggestion only; individuals may wish to attend based on their own career aspirations, personal goals or objectives. Delegates may take as few or as many Intermediate qualifications as they require, and to suit their needs.

Prerequisites & Entry Requirements

General Prerequisites:

- ITIL® 4 Foundation

Learning Outcomes

Upon successful completion of this course, participants will be able to:

The purpose of the ITIL 4 Direct Plan and Improve Qualification is: To provide the candidate with the practical skills necessary to create a ‘learning and improving’ IT organization, with a strong and effective strategic direction To provide practitioners with a practical and strategic method for planning and delivering continual improvement with the necessary agility The objectives of this course are to: Understand the Key Concepts of Direct, Plan & Improve Understand the scope of what is to be directed and/or planned, and know how to use key principles and methods of direction and planning in that context Understand the role of GRC (Governance, Risk & Compliance) and know how to integrate the principles and methods into the service value system Understand and know how to use the key principles and methods of continual improvement for all types of improvements Understand and know how to use the key principles and methods of Organizational Change Management to direction, planning and improvement Understand and know how to use the key principles and methods of measurement and reporting in directing, planning and improvement Understand and know how to direct, plan and improve value streams and practices

Detailed Course Outline

1 - KEY CONCEPTS OF DIRECT, PLAN AND IMPROVE

- Knowing key terms
- Differentiating between principle concepts
- Defining the relationship of Values, Outcomes, Costs and Risks

2 - SCOPING WHAT IS TO BE DIRECTED

- Cascading goals and requirements
- Deciphering effective policies, controls and guidelines
- Placing decision-making authority at the correct level

3 - THE ROLE OF GRC IN THE SERVICE VALUE SYSTEM

- The role of risk management
- How governance impacts DPI
- Ensuring that controls are sufficient but not excessive

4 - PRINCIPLES AND METHODS FOR CONTINUAL IMPROVEMENT

- Leverage the ITIL CI model
- Identify assessment objectives and outputs
- Select the appropriate assessment method
- Prioritize desired outcomes
- Build, justify and advocate your business case
- Conduct improvement reviews and lessons learned sessions
- Embed CI at all levels of the service value stream

5 - APPLYING COMMUNICATION AND ORGANIZATIONAL CHANGE MANAGEMENT

- The nature and benefits of OCM
- Manage, communicate effectively, and influence stakeholders
- Establish valuable interfaces across the value chain

6 - EFFECTIVE MEASURING AND REPORTING

- Defining indicators and metrics to support objectives

7 - DIRECT, PLAN AND IMPROVE VALUE STREAMS

- Recognizing the differences between value streams and practices
- Choosing the right methods and techniques to direct, plan and improve value streams

□□ Certification Path

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

Exam: ITIL-4-DPI

Upcoming Schedule

Available training dates for ITIL® 4 Strategist - Direct Plan and Improve (DPI) with Exam:

Start Date	End Date	Location	Delivery	Price
30 Nov 2026	02 Dec 2026	Online	Virtual	€2,385.00

Frequently Asked Questions

Q: What delivery options are available for ITIL® 4 Strategist - Direct Plan and Improve (DPI) with Exam?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: What certification does this course prepare me for?

The ITIL® 4 Strategist - Direct Plan and Improve (DPI) with Exam course helps prepare you for the ITIL 4 Strategist: Direct, Plan and Improve (DPI) certification path.

Q: Which exam does this course prepare me for?

This course prepares you for the ITIL-4-DPI official exam. You can take this exam at any exam center across United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online wherever you are located.

Q: How many CPD hours does this course provide?

The 3-day ITIL® 4 Strategist - Direct Plan and Improve (DPI) with Exam course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the ITIL® 4 Strategist - Direct Plan and Improve (DPI) with Exam training?

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for ITIL® 4 Strategist - Direct Plan and Improve (DPI) with Exam?

Yes, we provide corporate training, dedicated training, and closed classes for ITIL® 4 Strategist - Direct Plan and Improve (DPI) with Exam. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for ITIL® 4 Strategist - Direct Plan and Improve (DPI) with Exam?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your ITIL® 4 Strategist - Direct Plan and Improve (DPI) with Exam training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

Professional Training & Development

Email: info@nexushuman.com

Website: www.nexushuman.com

Phone: +353 1 889 8700 (Ireland) | +44 20 8142 8961 (UK)

© 2026 Nexus Human. All rights reserved. This brochure was generated on 13/11/2026.