ITIL® 4 Strategist: Direct, Plan and Improve Training

Duration: **3 Day**

BILGINÇ IT Academy
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The training is an essential module for both the **ITIL® 4 Managing Professional (MP)** and **Strategic Leader (SL)** certification paths.
It equips professionals with **practical skills to establish a learning and improving IT organization** with strong strategic alignment and agility.

This course bridges **strategy, governance, risk, compliance, continual improvement, and change management** — helping organizations plan and deliver sustainable IT service value.

Key Benefits

- Integral module for **ITIL Managing Professional & Strategic Leader** paths
- Gain a deep understanding of **strategy, governance & continual improvement**
- Apply ITIL® principles to real-world service management
- Earn a globally recognized **PeopleCert certification**

Bilginç IT Academy is an officially **Accredited Training Organisation (ATO)** by **PeopleCert**, the global leader in professional certification and exam delivery.
As an authorized PeopleCert partner, we deliver accredited training and official certification exams for **ITIL®, PRINCE2®, DevOps, and other PeopleCert-certified programs**, ensuring our learners receive globally recognized credentials with the most up-to-date curriculum.

Visit our official PeopleCert partner page here:Bilginç IT Academy – PeopleCert Official Partner

Important Information:
This course is an official program accredited by PeopleCert and is offered**only together with the corresponding certification exam**. The course fee **includes the exam fee**.
Participants can take the certification exam online through PeopleCert's examination system and earn an internationally recognized certificate.
This practice is mandatory to ensure compliance with PeopleCert's quality standards and accreditation guidelines.

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Prerequisites

- **ITIL® 4 Foundation** or
- **ITIL® v3 Foundation** certification required

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Who Should Attend

Recommended for:

- IT managers, directors, and service designers
- Governance, risk, and compliance professionals
- Change leaders and business strategists
- Continual improvement specialists
- Anyone aligning IT services with organizational goals

What You Will Learn

By the end of this training, you will have gained knowledge and skills in the following areas:

- Understand the **key concepts and scope** of Direct, Plan, and Improve
- Apply **direction and planning principles** in different contexts
- Integrate **Governance, Risk, and Compliance (GRC)** into the ITIL® Service Value System
- Apply **Continual Improvement models** for all improvement types
- Utilize **communication and change management** to support direction and improvement
- Implement **measurement and reporting frameworks** to drive decisions
- Direct, plan, and optimize **value streams and practices**

Includes:

- Organizational mapping and analysis exercises
- Scenario-based group activities
- Role-play on communication and governance
- Collaborative continual improvement workshops

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Training Outline

Foundations and Strategy Alignment

- Key definitions and terminology
- Role of strategy and scope within the SVS

Direction and Planning Principles

- Governance models, delegation of authority
- Strategic, tactical, and operational planning

Governance, Risk, and Compliance (GRC)

- Risk management frameworks and alignment
- Delivering value through governance

Continual Improvement

- Frameworks, prioritization, and cultural embedding

Organizational Change Management (OCM)

- Communication strategies
- Leading people through transformation

Measurement and Reporting

- Defining performance metrics
- Reporting for transparency and decision-making

Value Stream Optimization

- Mapping and improving service value streams