

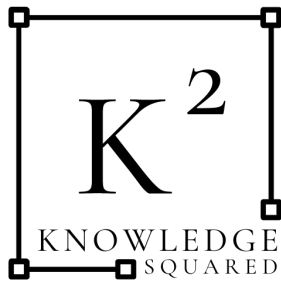
## ITIL® 4 Strategist: Direct, Plan and Improve

The ITIL 4 Strategist: Direct, Plan and Improve course provides IT professionals and leaders with the ability to use ITIL methods in their overall IT strategy, creating an evolving IT organization with a strong and effective strategic direction. It demonstrates a clear alignment between strategy and operations and how to maximize outcomes. The module equips candidates with the skills to control, influence and inspire others to work in a desired way and create effective, high performing IT and digital teams.

This course is the universal module which is a key component of both ITIL 4 Managing Professional and ITIL 4 Strategic Leader.

### Key Benefits of ITIL Strategist: Direct, Plan and Improve

- **Build strong and effective strategic direction** - This module helps IT managers and leaders to align governance and business objectives, break down silos, and effectively cascade goals across teams. It encourages systems-thinking across the value chain.
- **Create flexible yet resilient service delivery** - Ensure IT teams can adapt their tools and techniques across the operating model, with minimal disruption. Understand how all value streams interact across the Service Value System and how to incorporate other frameworks and methods into a unified approach.
- **Direct organizational change** - Ensure change management programs align to the strategic vision of your organization using strong business cases, robust planning, effective controls, and organizational change management techniques.
- **Encourage a culture of continual improvement** - Create regular reporting cycles and utilize Lean, agile and DevOps ways of working such as eliminating waste and encouraging feedback loops. Learn to use techniques such as balanced scorecards and regular improvement reviews.
- **Ease decision making** - Quick decision making is essential for business agility. Learn how to ensure decision making policy is placed at the right level and use the ITIL guiding principles to aid change management decisions. Use techniques such as Portfolio Management to understand the bigger picture and utilize metrics for data-driven decision making.
- **Innovate while remaining compliant** - The digital era increases instability with faster delivery cycles and the use of new technologies that are necessary to meet customer demand. This module elevates the importance of governance and compliance to combat this instability and explains how organizations can remain resilient to disruption.



## Practices Covered in Direct, Plan and Improve

- Continual Improvement
- Measurement and Reporting
- Organizational Change Management
- Portfolio Management
- Risk Management
- Strategy Management

### Direct, Plan and Improve Addresses Real-World Challenges

It has never been more essential for IT managers and leaders to have a clear strategic direction when it comes to the management of IT/digital teams and workflows.

Business agility is now essential to keep up with the pace of change. With the speed of digital disruption and technological innovation, IT and digital are becoming an integral part of overall business strategy for all organizations and sectors.

IT managers and leaders need to ensure their service can flex to external pressures while remaining stable, resilient and compliant. They need to ensure that their approach and team structure is future-proof to deliver under increasing pressure.

### Who should attend?

IT and digital managers of all levels involved in shaping direction and strategy or developing a continually improving team or service. Those planning work, improving products, or managing organizational change. IT professionals interfacing with governance, risk and compliance.

Continuous Improvement Managers • Change Managers • IT Operations Managers  
Cloud Architects • Enterprise Architects • Service Portfolio Managers • Service Designers  
Risk Managers • Information Security Managers • Compliance Managers • Analysts

### Course Scheduling

To schedule this 3-day course, contact Knowledge Squared:  
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contact@k2edge.com  
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