

ITIL4_DPI_EN - ITILR 4 Strategist: Direct, Plan & Improve (DPI) in English

Czas trwania:	Czas trwania: 3 dni / 24 godz.
Cena rynkowa:	Zadzwo - 801 30 30 30
Cena promocyjna:	Zadzwo - 801 30 30 30
Szkolenie autoryzowane:	Tak

Informacje o szkoleniu

ITILR 4 Strategist: Direct, Plan and Improve (DPI) training with EXAM

According to the decision of PeopleCert and AXELOS, from November 1, 2019, accredited trainings are sold only with an exam.

Course description:

21 PDUs (Technical 3, Leadership 9, Strategic 9)

Bringing IT and digital strategies to life. This 3-day ITIL 4 Strategist: Direct, Plan and Improve (DPI) course provides IT practitioners with the practical skills necessary to create a 'learning and improving' IT organization with a strong and effective strategic direction.

The module includes learning about the impact of Agile and Lean ways of working and how these methodologies can be leveraged to your organization's advantage. The course provides practical and strategic elements for planning and delivering continual improvements with necessary agility.

Take this module to learn about these key concepts of DPI:

4 activities in the planning and evaluation model

5 good communication principles

7 elements in the continual improvement model.

Gain the skills and knowledge to:

Drive organizational change

Encourage a culture of continual improvement

Manage effective changes

Minimize disruption

Innovate while remaining compliant.

Wymagania wstępne

Prerequisite:

ITIL 4 Foundation certification

Zagadnienia poruszane podczas szkolenia

□ Course content:

□ The Direct, Plan and Improve (DPI) course focuses on the following ITIL 4 practices:

□ Continual improvement

□ Measurement and reporting

□ Portfolio management

□ Organizational change management

□ Risk management.

□ The exam is organized on the last day of training.

□ Exam information:

□ Exam type: on-line, multiple choice (1 correct answer out of 4)

□ Exam Duration: 90 minutes (113 minutes for non-native speakers)

□ Number of questions: 40

□ Pass mark: 70% (28/40)

□ Exam language: English

□ Closed book.

Informacje dodatkowe

Additional information:

Student pack includes:

ITIL 4 Direct, Plan and Improve coursebook with a set of slides

Booklet with ITIL 4 practices discussed during the course

ITIL glossary

Exam specification

Exam sample questions with answers and rationales

ITIL 4 Reference Card.

Passing any ITIL 4 exam gives a free access to the myITIL portal and documentation of all 34 ITSM practices for one year.

Organisation of training:

Public classroom, Closed group classroom, or Instructor-led Live Online Classes

Training language: PL or EN

Material language: EN

Group size: 8 to 14 participants

Prerequisites: ITIL 4 Foundation certificate

Accreditation: Accreditation granted to Asseco Data Systems by PeopleCert on behalf of AXELOS

Exam is included in price.

Additional information regarding participation in the Virtual Class:

Each participant should register for the training session between 08:30-08:50

The training is conducted between 09:00 am and 3:30 pm

During the training day there will be several breaks, including one 1-hour lunch break and 10-minutes coffee breaks after each hour of training.

Study guide and other training materials are distributed in a digital version.

Exams are carried out in the form of vouchers.

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Typy szkolenia

Wi cej informacji:

Zadzwo 801 30 30 30 lub napisz szkolenia@assecods.pl