

**ITIL® 4 Strategist Direct  
Plan and Improve**

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## **About This Course:**

- The ITIL® 4 Strategist: Direct, Plan, and Improve course is based on the ITIL® 4 Strategist Direct, Plan, and Improve candidate syllabus from AXELOS. The course provides the practical skills necessary to create a “learning and improving” IT organization, with a strong and effective strategic direction. With the help of ITIL® 4 concepts and terminology, activities, exercises, and examples included in the course, you will acquire

relevant knowledge to pass the ITIL® Strategist: Direct, Plan, and Improve certification exam. The ITIL® 4 Strategist: Direct, Plan, and Improve course is designed to provide practitioners with a practical and strategic method for planning and delivering continual improvement with necessary agility. It is aimed at managers of all levels involved in shaping direction and strategy or developing a continually improving team. It will cover both practical and strategic elements. Therefore, it is the universal module, that will be a key component of both, ITIL® 4 Managing Professional and ITIL® 4 Strategic Leader streams. Exam Voucher Included.

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## **Course Goals:**



At the end of this course, participants will be able to:

- Understand the key concepts of direction, planning, improvement.
- 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 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 Communication and Organizational Change Management to direction, planning and improvement.
- Understand and know how to use the key principles and methods of measurement and reporting in direction, planning, and improvement.
- Understand and know how to direct, plan, and improve value streams and practices.

## Course Format:

	
<b>Присъствен (Classroom)</b> Курс в Учебната ни зала или В Офис на Клиент	<b>Онлайн (Online/Virtual)</b> Курс във виртуална зала с инструктор

## Course Language Option:

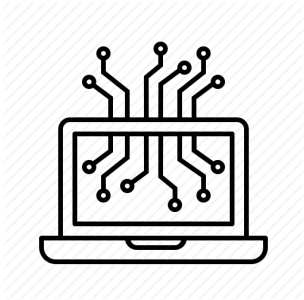
	
<b>Български (Bulgarian)</b>	<b>Английски (English)</b>

You can choose the language in which the training will be conducted – Bulgarian or English. All our

**instructors are fluent in English.**

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## **Student Guides:**



**The training materials are available in electronic format. They can be used online / offline on any device. Lifetime access.**

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## **Lab Environment:**





**Each student has their own lab environment where the exercises are conducted, part of the course. You do not need to install software on a computer or special hardware requirements.**

Participants in a face-to-face format in our Training Center have an individual computer during the training.

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## At Course Completion:

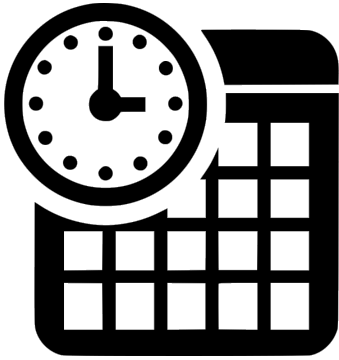
	
<b>Exam Voucher</b>	<b>Letter of Course Attendance</b>

Exam Voucher for 1 free Exam Attempt. Exam/Voucher and Training cannot be sold separately/only one.

Approved Letter of Course Attendance

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## Course Duration:



- 3 working days (09:00 – 17:00) or  
24 hours training (theory and practice) in non-working  
hours lasting 3 weeks  
Saturday and Sunday 10:00 – 14:00, 14:00 – 18:00, 18:00  
– 22:00  
Monday and Wednesday 19:00 – 23:00  
Tuesday and Thursday 19:00 – 23:00
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## Payments :



An application for an invoice shall be accepted at the time of entry of the relevant course.

An invoice is issued within 7 days of confirmation of payment.

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## Next Class:



- There are no upcoming events.

For more information, use the contact format. We will contact you to confirm the data.

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**This Class will teach you how to pass the following exams:**

- ITIL® 4 Strategist Direct Plan and Improve