



ITIL® 4 Strategist Certification: Mastering Direct, Plan, and Improve for Strategic IT Governance &

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Kuala Lumpur



AGILE LEADERS
Training Center

ITIL® 4 Strategist Certification: Mastering Direct, Plan, and Improve for Strategic IT Governance &

Ref.: 103600392_56254 **Date:** 10 - 14 Feb 2026 **Location:** Kuala Lumpur **Fees:** 5200 **Euro**

Course Overview:

The ITIL® 4 Strategist: Direct, Plan & Improve Certification Course for IT Leaders is designed to equip managers and strategic decision-makers with the tools and frameworks required to steer IT and digital teams effectively. Centered around the ITIL 4 Direct Plan and Improve DPI module, this course offers comprehensive insight into governance, continual improvement, Agile/Lean integration, and measurement-based leadership practices.

Participants will master core concepts from the official ITIL 4 Strategist Direct Plan Improve certification guide, including aligning strategy with operations, defining policies and objectives, and embedding continual improvement into every layer of the organization. Ideal for managers preparing for the ITIL 4 official certification exam, this course is also a crucial part of the ITIL 4 Managing Professional path.

By integrating practical exercises and insights from the ITIL 4 DPI training material, this program supports participants in driving organizational change, improving services, and building resilient IT strategies that adapt to modern challenges.

Target Audience:

- IT Managers and IT Directors
- Strategy and Governance Leads
- Change Managers
- Service Delivery Managers
- Process Improvement Officers
- Senior Project Managers
- Business Relationship Managers
- Anyone pursuing the ITIL 4 Managing Professional certification

Targeted Organizational Departments:

- IT Strategy and Governance
- IT Service Management ITSM
- Continuous Improvement Teams
- Quality Assurance and Compliance
- Project Management Office PMO
- Enterprise Architecture and Transformation Offices

Targeted Industries:

- Information Technology & Digital Services
- Telecommunications
- Financial Services & Banking
- Healthcare IT
- Government & Public Sector
- Education & Research Institutions
- Manufacturing and Utilities

Course Offerings:

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

- Apply the core principles of the Direct Plan Improve ITIL module
- Develop strategic and tactical planning capabilities
- Implement measurement and reporting systems for continual improvement
- Lead cultural and behavioral change using Agile and Lean principles
- Understand governance, risk, and compliance within the ITIL 4 DPI certification course
- Design and operate a Continual Improvement model
- Prepare thoroughly for the ITIL 4 DPI exam prep and certification

Training Methodology:

This course blends theory with high-impact application using:

- Real-world case studies aligned with the ITIL 4 Strategist course
- Group activities and interactive scenario simulations
- Exercises derived from the ITIL 4 DPI learning objectives
- Feedback loops and quizzes for daily review
- Agile and Lean transformation simulations
- Continual improvement project design tasks
- The combination of collaborative learning and practical assignments ensures participants not only understand theory but apply it confidently in their organizations.

Course Toolbox:

Participants will receive:

- Instructor-led session guide
- ITIL 4 DPI exam-style questions
- Continual Improvement templates
- Sample strategic plans and reporting dashboards
- Agile and Lean workflow samples
- Governance & compliance checklists

Note: This course provides insights and examples of tools, but not licensed ITIL toolkits.

Course Agenda:

Day 1: Strategic Direction and Planning in ITIL 4

- **Topic 1:** Understanding the ITIL Service Value System SVS and guiding principles
- **Topic 2:** Strategy and governance principles in the ITIL 4 DPI module
- **Topic 3:** Defining vision, direction, and scope using organizational models
- **Topic 4:** Integrating strategic direction into service management
- **Topic 5:** Managing stakeholders for IT governance success
- **Reflection & Review:** Applying strategic thinking in ITIL 4 environments

Day 2: Governance, Risk, and Compliance GRC Essentials

- **Topic 1:** IT governance in relation to ITIL 4 strategic planning courses
- **Topic 2:** Risk management aligned with continual improvement
- **Topic 3:** Defining and implementing policies and controls
- **Topic 4:** Governance across value streams and projects
- **Topic 5:** Managing compliance using ITIL 4 DPI learning objectives
- **Reflection & Review:** Aligning governance with improvement initiatives

Day 3: Continual Improvement Across ITIL Services

- **Topic 1:** Overview of the Continual Improvement model
- **Topic 2:** Tools and techniques for continual improvement training
- **Topic 3:** Defining roles and responsibilities in improvement projects
- **Topic 4:** Measurement and reporting strategies in ITIL 4 DPI
- **Topic 5:** Building a culture of improvement
- **Reflection & Review:** Evaluating improvement practices and outcomes

Day 4: Agile, Lean, and Organizational Change Management

- **Topic 1:** Using Agile principles in ITIL planning and improvement courses
- **Topic 2:** Lean tools to eliminate waste in IT services
- **Topic 3:** Organizational Change Management OCM for service transformation
- **Topic 4:** Influencing behavior and promoting adoption
- **Topic 5:** Metrics and techniques for measuring change effectiveness
- **Reflection & Review:** Integrating Lean, Agile, and OCM into IT strategy



Day 5: From Planning to Execution: Embedding ITIL 4 DPI

- **Topic 1:** Designing value stream-based improvement initiatives
- **Topic 2:** Applying DPI practices to real-world IT service management
- **Topic 3:** Preparing for the ITIL 4 DPI certification course exam
- **Topic 4:** Reviewing key practices from the ITIL 4 Strategist Direct Plan Improve certification
- **Topic 5:** Capstone activity: Strategic improvement simulation
- **Reflection & Review:** Review of the complete DPI framework and next steps in the ITIL 4 Managing Professional path

FAQ:

What specific qualifications or prerequisites are needed for participants before enrolling in the course?

There are no strict prerequisites, but participants should ideally have the **ITIL 4 Foundation certification** and 2+ years of experience in IT service management or leadership roles.

How long is each day's session, and is there a total number of hours required for the entire course?

Each day's session is generally structured to last around 4–5 hours, including casework and exercises. The total duration spans **5 days**, approximately **20–25 hours** of instruction.

Is DPI the same as other ITIL 4 modules like CDS or DSV?

No. DPI focuses specifically on strategic direction, governance, planning, and continual improvement, while CDS and DSV cover service delivery and stakeholder engagement. DPI is unique in its role as a core module for strategic leadership in the ITIL 4 Managing Professional path.

How This Course is Different from Other ITIL® 4 Courses:

This course stands out by focusing on strategic leadership, planning, and governance within the ITIL framework, unlike operationally-focused modules. The ITIL 4 Strategist: Direct, Plan & Improve Certification Course for IT Leaders equips participants with a toolkit to drive decision-making, lead cultural change, and embed improvement into all service layers.

Based on the official ITIL 4 DPI training guide, this course bridges strategic theory and real-world practice. It incorporates Agile, Lean, and OCM principles to support transformation across IT departments. Unlike other ITIL modules, DPI is foundational for every other Managing Professional course, making it a critical component of modern IT leadership development.



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WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



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