ITIL® 4 Specialist: Direct, Plan & Improve (DPI)

19 – 23 September 2027
Amman (Jordan)



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Ref: 3255593_345736 **Date:** 19 – 23 September 2027 **Location:** Amman (Jordan) **Fees:** 4900 GBP

Introduction

The ITIL® 4 Specialist: Direct, Plan & Improve DPI certification is a core module within the ITIL 4 framework, developed by AXELOS. It focuses on strengthening an organization's ability to provide clear direction, establish effective planning practices, and implement structured continual improvement across services and operations.

This course is designed for executives, department heads, service managers, project leaders, and professionals responsible for governance, performance management, and organizational improvement. It is particularly relevant for individuals involved in service delivery, operations, risk management, quality assurance, and strategic planning.

The program provides a practical framework that connects governance and strategy with day-to-day execution. Participants gain structured tools to align objectives, manage change, measure performance, and drive sustainable improvement initiatives within their organizations.

Course Objectives

By the end of the ITIL® 4 Specialist: Direct, Plan & Improve DPI course, participants will be able to:

- Understand the key concepts of direction, planning, and improvement within service management.
- Establish governance structures that support organizational objectives.
- Align operational plans with strategic goals.
- Design measurable improvement initiatives.
- Define and apply performance indicators effectively.
- Analyze organizational risks related to change initiatives.
- Apply structured change management approaches.
- Assess process maturity levels.
- Identify performance gaps and improvement opportunities.
- Build a culture focused on continual improvement.



Course Outlines

Day One: Direction and Governance Foundations

- Introduction to key principles of direction within service management.
- Understanding governance structures and accountability.
- Defining roles and leadership responsibilities.
- Linking value creation with service outcomes.
- Reviewing governance models in organizations.
- Practical exercise assessing current governance maturity.

Day Two: Strategic Planning and Risk Management

- Defining measurable strategic objectives.
- Aligning operational activities with organizational direction.
- Identifying and assessing risks related to improvement initiatives.
- Prioritizing initiatives based on value and impact.
- Developing structured action plans.
- Workshop session on building a phased improvement roadmap.

Day Three: Performance Measurement and Gap Analysis

- Defining key performance indicators.
- Designing effective measurement systems.
- Interpreting performance data.
- Conducting maturity and capability assessments.
- Identifying gaps between current and desired states.
- Case study analysis focused on performance improvement.

Day Four: Change Management and Continual Improvement

- Understanding drivers of organizational change.
- Identifying and addressing resistance to change.
- Applying structured change management practices.
- Using root cause analysis techniques.
- Designing a continual improvement cycle.
- Group exercise developing a change implementation plan.



Day Five: Practical Application and Final Assessment

- Developing a comprehensive improvement proposal.
- Presenting structured improvement initiatives.
- Evaluating plans against defined criteria.
- Reviewing key concepts covered during the program.
- Discussing real-world implementation challenges.
- Completing a mock examination aligned with the certification format.

Why Attend This Course? Wins & Losses!

- Strengthens leadership capability in directing improvement initiatives.
- Enhances service quality and operational consistency.
- Improves alignment between strategy and execution.
- Supports evidence-based decision-making.
- Establishes measurable performance management systems.
- Develops structured change management competence.
- Promotes a sustainable improvement culture.
- Supports professional certification progression.

Conclusion

The ITIL® 4 Specialist: Direct, Plan & Improve DPI certification plays a critical role in strengthening governance, planning discipline, and structured improvement within organizations. Rather than focusing solely on operational processes, this module emphasizes alignment between strategic direction and service execution.

Participants leave the course equipped with practical tools to evaluate organizational performance, identify improvement opportunities, manage risks, and implement measurable initiatives. The structured framework supports sustainable growth, improved service quality, and stronger leadership capability in managing change.

Organizations seeking to enhance performance, strengthen governance, and implement continual improvement practices can benefit significantly from this structured and globally recognized framework.

