







E-Learning COURSE OUTLINE

ITIL® 4 Strategist: Direct, Plan and Improve

-  High quality Content
-  Study Guides
-  Learning Videos
-  Practice Tests
-  Learning Support
-  Learn on any device





Syllabus

Lesson 1: Course Introduction

- 1.1 Overview
- 1.2 Examination Format

Lesson 2: Key Concepts of Direct, Plan, and Improve

- 2.1 Understand the Key Concepts of Direct, Plan & Improve

Lesson 3: Key principles and methods of direction and planning

- 3.1 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

Lesson 4: Governance, Risk, and Compliance

- 4.1 Understand the role of GRC and know how to integrate the principles and methods into the service value system

Lesson 5: Continual Improvement

- 5.1 Understand and know how to use the key principles and methods of continual improvement for all types of

improvements

Lesson 6: Communication and OCM

- 6.1 Understand and know how to use the key principles and methods of Communication and Organizational Change Management to direction, planning, and improvement

Lesson 7: Measurement and reporting

- 7.1 Understand and know how to use the key principles and methods of measurement and reporting in direction, planning and Improvement

Lesson 8: Direct, plan, and improve value streams and practices

- 8.1 Understand and know how to direct, plan and improve value streams and practices

About SwissKnowledge

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MAKE SMATER AND BETTER INVESTMENT



People Development

COURSES PORTFOLIO

SCRUM & AGILE

- Scrum Developer Certified (SDC)
- Scrum Master Certified (SMC)
- Scrum Product Owner Certified (SPOC)
- Agile Master Certified (SAMC)
- Agile Scrum Master (ASM)

PROJECT MANAGEMENT

- Project Management Professional
- PMI Risk Management Professional
- PRINCE2 Foundation & Practitioner
- MSP Foundation & Practitioner
- CBAP

QUALITY MANAGEMENT

- Six Sigma Green Belt (SSGB)
- Six Sigma Black Belt (SSBB)
- Lean Six Sigma Green Belt (LSSGB)
- Lean Six Sigma Black Belt (LSSBB)

IT SERVICE MANAGEMENT

- ITIL Foundation
- ITIL 4 Foundation

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