# Contents

### Foreword

# Acknowledgements

# About this guide

### Introduction

#### 2 **Key terms and concepts**

- 2.1 Key terms
- 2.2 Key concepts

### **Direction and control**

- 3.1 Cascading objectives and requirements
- 3.2 Defining effective policies, controls, and guidelines
- 3.3 Decision-making at the right level

### Governance, risk, and compliance

- Role of risk management in direction, planning, and improvement 4.1
- 4.2 Governance

#### 5 **Continual improvement**

- Improving the SVS 5.1
- 5.2 The continual improvement model
- Assessing for improvement 5.3
- 5.4 Prioritizing outcomes
- Developing a business case 5.5
- 5.6 Learning from past experience

#### 6 **OCM** and communication

- Organizational change management 6.1
- Communication and OCM 6.2
- Interfaces across the value chain 6.3

#### 7 Measurement and reporting

- 7.1 Basics of measurement and reporting
- 7.2 Types of measurements
- 7.3 Success factors and KPIs

#### 8 Value streams and practices

- 8.1 Value stream mapping
- 8.2 Value streams, practices, and processes in the SVS
- Methods and techniques to direct, plan, and improve value streams and practices 8.3

### **Taking the DPI examination**

- 9.1 Purpose of the ITIL 4 DPI qualification
- 9.2 **Examination overview**

- 9.3 Question type examples
- 9.4 Examination modalities

### 10 The ITIL 4 certification scheme

- 10.1 ITIL Foundation
- 10.2 ITIL Managing Professional stream
- 10.3 ITIL Strategic Leader stream
- 10.4 ITIL Master
- 10.5 ITIL and the T-shaped individual

# 11 ITIL 4 Direct, Plan and Improve syllabus

### **Further information**