uCertify

Course Outline

ITIL® 4: Strategist Direct, Plan, and Improve



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1. Course Objective
2. Pre-Assessment
3. Exercises, Quizzes, Flashcards & Glossary

   Number of Questions
4. Expert Instructor-Led Training
5. ADA Compliant & JAWS Compatible Platform
6. State of the Art Educator Tools
7. Award Winning Learning Platform (LMS)
8. Chapter & Lessons

   Syllabus

   Chapter 1: About the ITIL story

   Chapter 2: ITIL Foundation recap

   Chapter 3: Introduction

   Chapter 4: Strategy and direction

   Chapter 5: Assessment and planning

   Chapter 6: Measurement and reporting

   Chapter 7: Continual improvement

   Chapter 8: Communication and organizational change management

   Chapter 9: Developing a service value system

   Chapter 10: Bringing it together

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9. Practice Test

   Here's what you get

   Features
10. Performance Based labs

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11. Post-Assessment

1. Course Objective

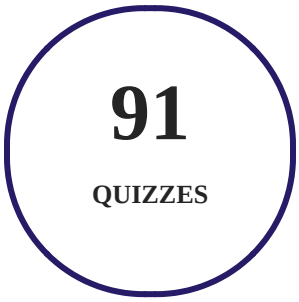
Kick start your prep for the ITIL 4 exam with the ITIL 4: Strategist Direct, Plan, and Improve course and lab. The ITIL course and its interactive lessons comprehensively cover the ITIL certification exam objectives and impart skills required for effective assessment and planning, measurement and reporting, communication and organizational change management, and more. With the help of this ITIL training guide, students will be able to identify and communicate with stakeholders.

2. Pre-Assessment

Pre-Assessment lets you identify the areas for improvement before you start your prep. It determines what students know about a topic before it is taught and identifies areas for improvement with question assessment before beginning the course.

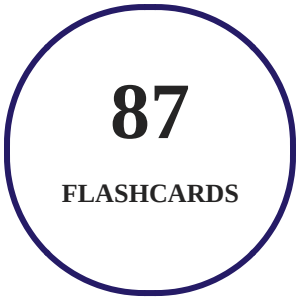
3. Quizzes

Quizzes test your knowledge on the topics of the exam when you go through the course material. There is no limit to the number of times you can attempt it.



4. flashcards

Flashcards are effective memory-aiding tools that help you learn complex topics easily. The flashcard will help you in memorizing definitions, terminologies, key concepts, and more. There is no limit to the number of times learners can attempt these. Flashcards help master the key concepts.



5. Glossary of terms

uCertify provides detailed explanations of concepts relevant to the course through Glossary. It contains a list of frequently used terminologies along with its detailed explanation. Glossary defines the key terms.



6. Expert Instructor-Led Training

uCertify uses the content from the finest publishers and only the IT industry's finest instructors. They have a minimum of 15 years real-world experience and are subject matter experts in their fields. Unlike a live class, you can study at your own pace. This creates a personal learning experience and gives you all the benefit of hands-on training with the flexibility of doing it around your schedule 24/7.

7. ADA Compliant & JAWS Compatible Platform

uCertify course and labs are ADA (Americans with Disability Act) compliant. It is now more accessible to students with features such as:

- Change the font, size, and color of the content of the course
- Text-to-speech, reads the text into spoken words
- Interactive videos, how-tos videos come with transcripts and voice-over
- Interactive transcripts, each word is clickable. Students can clip a specific part of the video by clicking on a word or a portion of the text.

JAWS (Job Access with Speech) is a computer screen reader program for Microsoft Windows that reads the screen either with a text-to-speech output or by a Refreshable Braille display. Student can easily navigate uCertify course using JAWS shortcut keys.

8. State of the Art Educator Tools

uCertify knows the importance of instructors and provide tools to help them do their job effectively. Instructors are able to clone and customize course. Do ability grouping. Create sections. Design grade scale and grade formula. Create and schedule assessments. Educators can also move a student from self-paced to mentor-guided to instructor-led mode in three clicks.

9. Award Winning Learning Platform (LMS)

uCertify has developed an award winning, highly interactive yet simple to use platform. The SIIA CODiE Awards is the only peer-reviewed program to showcase business and education technology's finest products and services. Since 1986, thousands of products, services and solutions have been recognized for achieving excellence. uCertify has won CODiE awards consecutively for last 7 years:

- **2014**
    1. Best Postsecondary Learning Solution

- **2015**
    1. Best Education Solution

2. Best Virtual Learning Solution
3. Best Student Assessment Solution
4. Best Postsecondary Learning Solution
5. Best Career and Workforce Readiness Solution
6. Best Instructional Solution in Other Curriculum Areas
7. Best Corporate Learning/Workforce Development Solution

- **2016**
    1. Best Virtual Learning Solution
    2. Best Education Cloud-based Solution
    3. Best College and Career Readiness Solution
    4. Best Corporate / Workforce Learning Solution
    5. Best Postsecondary Learning Content Solution
    6. Best Postsecondary LMS or Learning Platform
    7. Best Learning Relationship Management Solution

- **2017**
    1. Best Overall Education Solution
    2. Best Student Assessment Solution
    3. Best Corporate/Workforce Learning Solution
    4. Best Higher Education LMS or Learning Platform

- **2018**
    1. Best Higher Education LMS or Learning Platform
    2. Best Instructional Solution in Other Curriculum Areas
    3. Best Learning Relationship Management Solution

- **2019**
    1. Best Virtual Learning Solution
    2. Best Content Authoring Development or Curation Solution
    3. Best Higher Education Learning Management Solution (LMS)

- **2020**

1. Best College and Career Readiness Solution
2. Best Cross-Curricular Solution
3. Best Virtual Learning Solution

10. Chapter & Lessons

uCertify brings these textbooks to life. It is full of interactive activities that keeps the learner engaged. uCertify brings all available learning resources for a topic in one place so that the learner can efficiently learn without going to multiple places. Challenge questions are also embedded in the chapters so learners can attempt those while they are learning about that particular topic. This helps them grasp the concepts better because they can go over it again right away which improves learning.

Learners can do Flashcards, Exercises, Quizzes and Labs related to each chapter. At the end of every lesson, uCertify courses guide the learners on the path they should follow.

Syllabus

Chapter 1: About the ITIL story

- Meet the Axle employees
- The story so far

Chapter 2: ITIL Foundation recap

- The ITIL service value system
- The four dimensions model

Chapter 3: Introduction

- Why direction, planning, and improvement matter
- Directing
- Planning
- Improvement
- The role of measurement and reporting
- Direction, planning, and improvement of the ITIL SVS
- Applying the guiding principles
- Value, outcomes, costs, and risks in direct, plan, and improve
- Direction, planning, and improvement for everyone

Chapter 4: Strategy and direction

- Strategy management
- Defining the structures and methods used to direct behaviors and make decisions
- The role of risk management in direction, planning, and improvement
- Portfolio management: a key decision-making practice
- Direction via governance, risk, and compliance
- Summary

Chapter 5: Assessment and planning

- Basics of assessment
- Basics of planning
- Introduction to value stream mapping
- Summary

Chapter 6: Measurement and reporting

- Basics of measurement and reporting
- Types of measurements
- Measurement and the four dimensions
- Measurement of products and services
- Summary

Chapter 7: Continual improvement

- Creating a continual improvement culture
- Continual improvement of the service value chain and practices
- Continual improvement in organizations
- The continual improvement model
- Using measurement and reporting in continual improvement

- Summary

Chapter 8: Communication and organizational change management

- Basics of effective communication
- Identifying and communicating with stakeholders
- Basics of OCM
- Summary

Chapter 9: Developing a service value system

- Adopting the guiding principles
- Centre of excellence for service management
- The four dimensions of service management in the SVS
- Summary

Chapter 10: Bringing it together

- Modern leadership
- Using the guiding principles for direction, planning, and improvement
- Summary

Chapter 11: Conclusion

11. Practice Test

Here's what you get

40	2	40
PRE-ASSESSMENTS QUESTIONS	FULL LENGTH TESTS	POST-ASSESSMENTS QUESTIONS

Features

Each question comes with detailed remediation explaining not only why an answer option is correct but also why it is incorrect.

Unlimited Practice

Each test can be taken unlimited number of times until the learner feels they are prepared. Learner can review the test and read detailed remediation. Detailed test history is also available.

Each test set comes with learn, test and review modes. In learn mode, learners will attempt a question and will get immediate feedback and complete remediation as they move on to the next question. In test mode, learners can take a timed test simulating the actual exam conditions. In review mode, learners can read through one item at a time without attempting it.

12. Performance Based Labs

uCertify's performance-based labs are simulators that provides virtual environment. Labs deliver hands on experience with minimal risk and thus replace expensive physical labs. uCertify Labs are

cloud-based, device-enabled and can be easily integrated with an LMS. Features of uCertify labs:

- Provide hands-on experience in a safe, online environment
- Labs simulate real world, hardware, software & CLI environment
- Flexible and inexpensive alternative to physical Labs
- Comes with well-organized component library for every task
- Highly interactive - learn by doing
- Explanations and remediation available
- Videos on how to perform

Lab Tasks

- Discussing Improvements in SVS
- Discussing about the Strategies of Business
- Identifying Pros and Cons of Assessment Methods
- Discussing about Organizational Performance
- Understanding Assessment Objectives and Criteria
- Identifying Pros and Cons for Evidence Collection
- Understanding Factors of Work Methods
- Understanding Measurement Types
- Discussing about the Planning and Evaluation Model
- Understanding Levels of the Planning and Evaluation Model
- Discussing about the Implementation of the Continual Improvement Model
- Understanding Communication Methods
- Discussing about a Stakeholder Communication Plan
- Discussing about Organizational Change Management
- Identifying Factors for Archetypal Service Relationship Types
- Discussing about the Four Dimensions of SVS
- Identifying Features of Evaluation Activities
- Discussing about the Implementation of the Guiding Principles

Here's what you get

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PERFORMANCE BASED LAB

13. Post-Assessment

After completion of the uCertify course Post-Assessments are given to students and often used in conjunction with a Pre-Assessment to measure their achievement and the effectiveness of the exam.

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