

SM-DITS ITIL® 4 Leader: Digital & IT Strategy (Exam Included)



DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
3 Days	Advanced	ITIL® 4	Instructor Led	None

INTRODUCTION

This module elevates the discussion around ITIL concepts to a corporate strategy level, by enabling IT and digital leaders to influence and drive strategic business decisions, by creating an appropriate digital strategy aligned to the wider cross-organisational goals.

The ITIL® 4 Leader: Digital and IT Strategy (DITS) module provides guidance on how strategy should impact the design, delivery, and support of services throughout the service value chain of an organisation.

AUDIENCE PROFILE

The ITIL® 4 Leader is aimed towards IT and business directors, heads of department, aspiring C-Suite professionals and other senior business leaders who want to strategically position an organisation against digital disruptors, craft a digital vision and build a robust digital strategy for long term growth.

Candidates will gain extensive knowledge on how and when technological innovation can help drive organisational success, and when it can add unnecessary layers of complexity and risk, enabling them to balance legacy with new ways of working effectively.

PREREQUISITES

- ITIL® 4 Foundation OR ITIL Managing Professional Transition examinations.
- It is recommended that candidates have a minimum of 3 years of managerial experience before attending the ITIL® 4 Leader: Digital & IT Strategy training.

COURSE OBJECTIVES

The learning objectives of the course are based on the following learning outcomes of the ITIL® 4 Leader: Digital & IT Strategy exam specification:

- Demonstrate the use of the ITIL guiding principles in Digital and IT Strategy decisions and activities.
- Understand how to leverage digital strategy to react to digital disruption.
- Understand the relationship between the concepts of Digital and IT Strategy, the service value system and the service value chain, and explain how to utilize them to create value.
- Understand how an organization uses Digital and IT Strategy to remain viable in environments disrupted by digital technology.
- Understand strategic approaches made possible by digital and information technology to achieve customer/market relevance and operational excellence.
- Understand the risks and opportunities of Digital and IT Strategy.
- Understand the steps and techniques involved in defining and advocating for a Digital and IT Strategy.
- Understand how to implement a Digital and IT Strategy.

COURSE CONTENT

Lesson 1: Key Concepts of Digital and IT Strategy

- Intent and Context
- Module Objectives
- Module Topics
- Digital, Information, Operational, and Communication Technology
- Digital Organization, Digital Business, Digitization, and Digital Transformation
- Services, Products, and Competitive Advantage
- Tiers of Strategy
- Business Models

- Operating Models

Lesson 2: Strategy and the Service Value System

- Intent and Context
- Module Objectives
- Module Topics
- Opportunity and Demand
- Value
- Governance
- ITIL Guiding Principles
- Continual Improvement
- ITIL Practices

Lesson 3: What is the Vision?

- Intent and Context
- Vision
- Module Objectives
- Module Topics
- Digital Disruptions
- Balanced Strategic Focus
- Positioning Tools for Digital Organizations
- Assignment 1: Digital Disruption and Digital Positioning

Lesson 4: Where Are We Now?

- Intent and Context
- Module Objectives

- Module Topics
- Environmental Analysis
- Opportunity Analysis
- Digital Readiness Assessment

Lesson 5: Where Do We Want to Be and How Do We Get There? (Strategic Planning)

- Intent and Context
- Module Objectives
- Module Topics
- Strategy Planning
- Financial Aspects of Digital and IT Strategy
- Business Models for Strategy Planning
- Portfolio Optimization

Lesson 6: Where Do We Want to Be and How Do We Get There? (Strategic Approaches)

- Intent and Context
- Key Focus Areas of the Strategic Approaches
- Module Objectives
- Module Topics
- Strategic Approaches for Customer/Market Relevance
- Strategic Approaches for Operational Excellence
- Strategic Approaches to Evolution

- Strategic Approaches to Social Responsibility and Sustainability
- Assignment 2: Strategic Approaches for Digital Organizations

Lesson 7: Take Action (Managing Strategic Initiatives)

- Intent and Context
- Module Objectives
- Module Topics
- How Strategies are Implemented
- Coordinating Strategy and Strategic Initiatives
- Leading Digital Transformation
- Digital Leadership
- Assignment 3: Strategy Planning and Communication

Lesson 8: Did We Get There? (Measuring Strategy)

- Build or Buy
- Sourcing Models
- Service Integration and Management

Lesson 9: How Do We Keep the Momentum Going?

- Intent and Context
- Module Objectives
- Module Topics

- Long-Term Momentum: Ensuring Organizational Viability
- Short-Term Momentum: Parallel Operation
- Assignment 4: Digital Strategy in VUCA Environment

Lesson 10: Managing Innovation and Emerging Technologies

- Intent and Context
- Module Objectives
- Module Topics
- Managing Innovation
- Formal Approach to Innovation Management
- Culture that Supports Innovation
- Approaches to Innovation
- Evaluating and Adopting Emerging Technology

Lesson 11: Managing Strategic Risk

- Intent and Context
- Risk
- Module Objectives
- Module Topics
- Risk Management
- Risk Identification
- Risk Posture
- Risk Treatment

ASSOCIATED CERTIFICATIONS & EXAM

This course will prepare delegates to take the ITIL® 4 Leader: Digital & IT Strategy exam. Successfully passing this exam will result in the ITIL® 4 Leader: Digital & IT Strategy Certification.

Exam Prerequisite:

Note that attendance and completion of the Instructor-led ITIL® 4 Leader: Digital & IT Strategy course is mandatory and serves as a prerequisite before attempting the ITIL® 4 Leader: Digital & IT Strategy Examination.

Exam Format:

- Closed Book
- Online Web Based
- 30 questions, multiple choice examination
- 60 minutes (candidates taking exam in a language that is not their native or working language may be awarded 25% extra time)
- 70% or higher – a raw score of 21 marks or above

BOOK YOUR COURSE & EXAM

Please Note:

The ITIL® 4 Leader: Digital & IT Strategy course bundle includes the ITIL® 4 Leader: Digital & IT Strategy examination and will be quoted and purchased together.