ITIL® 4 Leader: Digital & IT Strategy (DITS)
Duration: 3 Days
Method: Instructor-Led Training (ILT) | Live Online Training

Certification: *ITIL 4 Leader: DITS **and/or** ITIL 4 Strategic Leader*

NOTE: To achieve the ITIL 4 Strategic Leader certification, candidates must **pass both** Strategist and Leader exams.

Course Description

The pace of evolution in the digital world has never been so fast and organizations need to be flexible and adapt to the ever-changing environment if they want to keep providing value to their customers while remaining competitive in the marketplace. This course adds a new perspective to the ITIL suite and elevates the discussion around ITIL concepts to a strategic level among business leaders and aspiring leaders. The course focuses on the alignment of digital business strategy with IT strategy.

Target Audience

This course is intended for:

- Individuals continuing their journey in service management
- IT leaders and aspiring leaders
- ITSM managers and aspiring ITSM managers
- ITSM practitioners who are responsible for managing and integrating stakeholders, focus on the customer journey and experience, and/or are responsible for fostering relationships with partners and suppliers
- Existing ITIL qualification holders wishing to update their knowledge.

Prerequisites

To attend this course, candidates must have:

- the *ITIL4 Foundation* certification.
- A **minimum of three** years of IT managerial experience.

Exam Details

Exam Name:	• ITIL® 4 Leader: Digital & IT Strategy
Length of Exam:	• 90 Minutes
Number of Questions:	• 40
Passing Score:	• 70%
Question Format:	• Multiple Choice

NOTE: *Also, the candidates must have attended an accredited training course to sit this exam.*

Course Objectives

Upon successful completion of this course, attendees will be able to understand:

- How the disruption from new technologies is impacting organizations in every industry.
- How business leaders are responding.
- How to build and implement an effective IT and digital strategy that can tackle digital disruption and drive success.

Course Topics

Module 1: What is Digital and IT Strategy

- Key Concepts
- DITS and the ITIL Service Value System (SVS)
- Related Practice
  - Strategy Management
- The Strategy Journey

Module 2: What is the Vision?

- Positions Based on Digital Disruption
- Finding a Balanced Strategic Approach
- Positioning Tools for Digital Organizations
- Creating the Vision

Module 3: Where are We Now?

- Environmental Analysis
- Digital Readiness Assessments

Module 4: Where Do We Want to Be? How Do We Get There?

- Strategy Planning and Communication
- Financial Aspects
- Portfolio Optimization
- Related Practices
  - Portfolio Management
  - Service Financial Management
- Strategic Approaches for Digital Organizations
  - Customer/Market Relevance
  - Operational Excellence
  - Evolution
  - Social Responsibility and Sustainability

Course Topics *Continued*

Module 5: Take Action

- Implementation Approaches
- Coordinating Strategies and Strategic Initiatives
- Typical Activities of a Digital Transformation Program
- Did We Get There?
  - Measurement
  - Measuring a Strategy
  - Related practice
    - Measurement and Reporting

Module 6: How Do We Keep the Momentum Going?

- Long-Term Momentum
- Volatility, Uncertainty, Complexity, Ambiguity (VUCA)
- Ensuring the Viability of Digital Organizations
- Strategic Approaches to Address VUCA
- Short Term Momentum – Parallel Operation

Module 7: Strategic Capabilities

- Digital Leadership
- Managing Innovation and Emerging Technologies
- Managing Strategic Risk
- Related Practice
  - Risk Management
- Structuring for Digital Business
- Related practices
  - Architecture Management
  - Workforce and Talent Management

Module 8: Exam Review

ASSIGNMENTS INCLUDED