ITIL® 4 Leader: Digital + IT Strategy
Certification Training Course

COURSE INFORMATION
Certification: ITIL® 4 Leader: Digital and IT Strategy
Duration: 4 Days
Location: Classroom / Virtual Classroom
Accreditor: PeopleCert
Available Language: English

COURSE DESCRIPTION
The ITIL® 4 Leader: Digital and IT Strategy (DITS) is one of the two modules in the ITIL 4 Strategic Leader (SL) certification scheme. The ITIL ® 4 Leader: Digital and IT Strategy certification focuses on enabling business success through the creation of digital and IT strategies. The IT and Digital Strategy certification 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 ITIL® 4 Leader: Digital and IT Strategy is a 4-day course based on the ITIL® 4 Leader: Digital and IT Strategy exam specification from AXELOS. With the help of ITIL® 4 concepts and terminology, exercises, and examples included in the course, you will acquire relevant knowledge to pass the certification exam. The core learning material in the course is supported by interactive case studies, discussions, and activities.

AUDIENCE
The ITIL® 4 Leader: Digital and IT Strategy will help strategy and digital transformation consultants (internal and external) demonstrate how IT strategy differs from digital strategy, provide guidance for integrating digital and IT strategies and promote the importance of a successful digital strategy on business success.
Professionals with following job titles are expected to benefit from this module:
- IT and Business Directors
- Heads of Department
- Aspiring C-Suite Professionals
- Senior Business Leaders across the organization

LEARNING OBJECTIVES
Alongside learning the use of ITIL guiding principles in Digital and IT Strategy decisions and activities, participants will understand:
- How to leverage Digital Strategy to react to digital disruption
- 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
- How an organization uses Digital and IT Strategy to remain viable in environments disrupted by digital technology
- Strategic approaches made possible by digital and information technology to achieve customer/market relevance and operational excellence
- The risks and opportunities of Digital and IT Strategy
- The steps and techniques involved in defining and advocating for a Digital and IT Strategy
- How to implement a Digital and IT Strategy

COURSE PREREQUISITES
For taking the ITIL® 4 Leader: Digital and IT Strategy certification, the following prerequisites are applicable:
- A minimum of three years of IT managerial experience
- ITIL® 4 Foundation OR ITIL® 4 Managing Professional certification through the Managing Transition module

COURSE MATERIALS
The ITIL® 4 Leader: Digital and IT Strategy "Pro" course includes the following course components:
- Course Book (eBook or printed)
- Components for PeopleCert Assignments
- Pre-course Reading - Additional Reading
- Pre-course Reading - PeopleCert Assignments
- Post-course Reading
- Quick Reference Cards
- Course Synopsis

EXAM INFORMATION
For The ITIL® 4 Leader: Digital and IT Strategy certification, there are two forms of assessment:
- Practical case study assignments
- Multiple-choice question (MCQ) exam

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The ITIL® 4 Leader: Digital and IT Strategy includes four case study assignments that are covered and graded in the training session. The multiple-choice exam is taken after the training course. A candidate must successfully pass both the case study assignments and the multiple-choice exam to achieve the certification.

EXAM FACTS

Delivery: Online (Web-based)
Format: Closed book
Proctoring: Web-proctored
Duration: 60 minutes (candidates taking exam in a language that is not their native may be awarded 25% extra time)
# of Questions: 30 simple multiple choice (1 mark per question)
- Bloom's Level 2 and 3
- **Pass Grade:** 70% or higher (21 correct answers)

EXAM LOCATION

Exam will be conducted online with a virtual proctor using an exam voucher which is included with the purchase of the course.

EXAM PREREQUISITES

For taking the ITIL® 4 Leader: Digital and IT Strategy certification, the following prerequisites are applicable:
- A minimum of three years of IT managerial experience
- ITIL 4 Foundation certification OR ITIL 4 Managing Professional certification through the Managing Professional Transition module
- In addition, the candidate must have attended an accredited training for the ITIL® 4 Leader: Digital and IT Strategy course

COURSE AGENDA

Day 1	Day 2	Day 3	Day 4
Course Introduction	Module 4: Where Are We Now?	Module 7: Take Action (Managing Strategic Initiatives)	Module 10: Managing Innovation and Emerging Technologies
Module 1: Key Concepts of Digital and IT Strategy	Module 5: How Do We Get There? (Strategic Planning)	Assignment 3: Strategy Planning and Communication	Module 11: Managing Strategic Risk
Module 2: Strategy and the Service Value System	Module 6: How Do We Get There? (Strategic Approaches)	Module 8: Did We Get There? (Measuring Strategy)	Information regarding MCQ exam, retaking practical assignment, other questions
Module 3: What is Vision	Assignment 2: Strategic Approaches for Digital Organizations	Module 9: How Do We Keep the Momentum Going?	
Assignment 1: Digital Positioning		Assignment 4: Digital Strategy in VUCA Environment	

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COURSE OUTLINE

Module 1: Key Concepts of Digital and IT Strategy
- Digital, Information, and Communication Technology
- Digital Transformation
- Services, Products, and Competitive Advantage
- Tiers of Strategy
- Business Models
- Operating Models

Module 2: Strategy and the Service Value System
- Opportunity and Demand
- Value
- Governance
- ITIL Guiding Principles
- Continual Improvement
- ITIL Practices

Module 3: What is Vision?
- Disruptions
- Vision
- Digital Disruptions
- Balanced Strategic Focus
- Positioning Tools for Digital Organizations
- Assignment 1: Digital Disruption and Digital Positioning

Module 4: Where Are We Now?
- Environmental Analysis
- Opportunity Analysis
- Digital Readiness Assessment

Module 5: How Do We Get There (Strategic Planning)
- Strategy Planning
- Financial Aspects of Digital and IT Strategy
- Business Models for Strategy Planning
- Portfolio Optimization

Module 6: How Do We Get There (Strategic Approaches)
- Strategic Approaches for Digital Organizations
- Strategic Approaches for Operational Excellence
- Strategic Approaches to Evolution
- Strategic Approaches to Social Responsibility and Sustainability
- Assignment 2: Strategic Approaches for Digital Organizations

Module 7: Take Action (Managing Strategic Initiatives)
- How Strategies are Implemented
- Coordinating Strategy and Strategic Initiatives
- Leading Digital Transformation
- Digital Leadership
- Assignment 3: Strategy Planning and Communication

Module 8: Did We Get There? (Measuring Strategy)
- Key Facts About Measurement
- Measuring a Strategy
- Instrumenting Strategy

Module 9: How Do We Keep the Momentum Going
- Long-Term Momentum: Ensuring Organizational Viability
- Short-Term Momentum: Parallel Operation
- Assignment: Digital Strategy in VUCA Environment

Module 10: Managing Innovation and Emerging Technologies
- Managing Innovation
- Formal Approach to Innovation Management
- Culture that Supports Innovation
- Approaches to Innovation
- Evaluating and Adopting Emerging Technology

Module 11: Managing Strategic Risk
- Risk Management
- Risk Identification
- Risk Posture
- Risk Treatment