

ITIL® 4 Leader – Digital and IT Strategy

Description

Digital transformation is no longer an option but a necessity for modern organizations. To succeed, it is essential to integrate a digital strategy that aligns with the company's overall objectives and IT strategy. The ITIL® 4 Leader – Digital and IT Strategy training supports you in this process by providing concrete and strategic knowledge. It enables you to understand how to leverage new technologies to strengthen your organization's performance and resilience.

A program designed for IT leaders and decision-makers

This ITIL® training focuses on creating and executing an effective digital strategy. You will learn how to anticipate disruptions caused by technological changes and respond to them with agility. Through the ITIL® framework, you will discover how to structure your services to deliver value while managing the risks associated with digital transformation. The modules cover business strategy, value management, environmental analysis, and building an innovation-driven culture.

Course Content

Module 1: Demonstrate the use of ITIL® guiding principles in DITS decisions and activities

- Link ITIL® guiding principles to all aspects of DITS

Module 2: Understand how to leverage digital strategy to respond to digital disruption

- Understand concepts such as digital technology, digital business, digital organization, digitization, digital transformation
- Understand concepts such as business strategy and business models, DITS, products, services
- Know how to link DITS and the components of the ITIL® SVS

Module 3: Understand the relationship between DITS concepts, the service value system, and the service value chain, and explain how to use them to create value

- Explain environmental analysis (external analysis (PESTLE) and internal analysis (4 dimensions))

Module 4: Understand how an organization uses digital and IT strategy to remain viable in environments disrupted by digital technology

- Know how to strengthen organizational viability by being agile, resilient, lean, continual, and co-creative
- Know how to analyze VUCA factors
- Explain and compare three levels of digital disruption (ecosystem, industry/market, organizational)
- Understand how certain factors can influence an organization's position in a specific market
- Use a positioning tool to determine the appropriate place for a digital organization

Module 5: Understand the strategic approaches enabled by digital and information technologies to achieve customer/market relevance and operational excellence

- Know how to apply certain approaches to achieve customer/market relevance

- Know how to achieve operational excellence in the four dimensions of ITIL®
- Understand the financial aspects of DITS
- Evaluate the strategic approaches of digital organizations

Module 6: Understand the risks and opportunities of DITS

- Explain the concept of risk management
- Explain how to identify and assess risks
- Explain the concept of innovation
- Know how to apply techniques to develop and maintain a culture of innovation

Module 7: Understand the steps and techniques involved in defining and advocating for a DITS

- Know how to use a digital readiness assessment to analyze gaps between current and desired positions
- Explain how to define and communicate a vision and strategy
- Know how to use business cases to promote DITS

Module 8: Understand how to implement a DITS

- Know how to define operating models for digital organizations
- Explain the key skills required of leaders in a digital organization
- Apply approaches to coordinate and implement strategy
- Explain approaches to parallel operating models (POM)
- Explain how to evaluate the success of a DITS
- Explain the typical activities of a digital transformation program

ITIL® is a registered trademark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.

Lab / Exercises

Case Study Assessment

- The case study has been created for the practical assignments of the ITIL® 4 Leader - Digital and IT Strategy course
- It describes three fictional companies; any resemblance to real companies is unintentional
- Participants of the course are expected to work on the practical assignments in small groups, or individually, if they are undertaking a self-paced online course
- Practical assignments are assessed by the trainer of the course

Documentation

- Accredited courseware
- Official "ITIL® 4 Leader - Digital and IT Strategy" Axelos book

Exam

This course prepare to the exam ITIL® 4 Leader - Digital & IT Strategy. The exam:

- Duration: 60 minutes (75 minutes for candidates taking the exam in a language other than their native)
- 30 Objective Testing Questions
- Closed book
- Passing score: 70% (21 answer over 30 must be right)

Participant profiles

- ITIL® 4 Foundation certified support technicians
- ITSM managers and IT service leaders
- ITSM practitioners involved in stakeholder management
- Consultants in digital strategy and IT transformation
- IT leaders aiming to align IT with business objectives

Prerequisites

- To be [ITIL® v4 Foundation](#) certified

Objectives

- Link ITIL® guiding principles to strategic decisions
- Leverage digital strategy to respond to disruptions
- Analyze internal and external environments to create value
- Strengthen organizational viability in the face of digital disruptions
- Apply approaches to achieve customer relevance and operational excellence
- Identify and manage risks while fostering innovation
- Define and promote a clear and compelling digital strategy
- Implement and evaluate a digital transformation plan

Description

ITIL® 4 Leader Training - Digital and IT Strategy

Niveau

Intermédiaire

Classroom Registration Price (CHF)

2950

Virtual Classroom Registration Price (CHF)

2800

Duration (in Days)

3

Reference

ITIL4-06