

ITIL® 4 Leader – Digital and IT Strategy

Description

This course focuses on the importance and challenges of creating an appropriate digital strategy to enable the success of businesses and how it can (and should) be integrated to the IT strategy and aligned with the wider organization's goals. It explores the use of ITIL® framework to support organizations in their digital transformation journey by providing a structured and flexible approach for addressing service management challenges and utilizing the potential of modern technology to get the most value from digital technology. It also adds a new perspective to the ITIL® suite and elevates the discussion around ITIL® concepts to the very strategic level among companies and business leaders.

Classroom Registration Price (CHF)

2950

Virtual Classroom Registration Price (CHF)

2800

Course Content

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

- Relate the ITIL® guiding principles to all aspects of DITS

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

- Understand concepts such as Digital technology, Digital Business, Digital Organization, Digitalization, 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 the concepts of DITS, the service value system and the service value chain, and explain how to utilize them to create value

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

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

- Know how to show organization's viability as being agile, resilient, lean, continuous and co-creational
- Know how to analyse the VUCA factors
- Explain and compare 3 levels of digital disruption (ecosystem, industry/market, organizational)
- Know of some factors may influence an organization's position in a particular market
- Use a positional tool to determine the appropriate position for a digital organization

Module 5: Understand strategic approaches made possible by digital and information technology to achieve customer/market relevance and operational excellence

- Know how to apply some approaches to achieve customer/market relevance
- Know how to achieve operational excellence in the 4 dimensions of ITIL®
- Understand the financial aspects of DITS
- Assess strategic approaches for 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 perform a gap analysis between current and desired positions
- Explain how to define and communicate a vision and a strategy
- Know how to use business cases to advocate DITS

Module 8: Understand how to implement a DITS

- Know how to define operating models for digital organizations
- Explain major skills required of leaders in a digital organization
- Apply some approaches to strategy coordination and implementation
- Explain approaches to POMs (parallel operating models)
- Explain how to assess success of DITS
- Explain typical activities of a digital transformation programme

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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 future ITSM managers
- ITSM practitioners responsible for stakeholder management and onboarding, focus on the customer journey and experience, and / or responsible for fostering relationships with partners and suppliers

Prerequisites

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

Objectives

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

Niveau

Intermédiaire

Duration (in Days)

3

Reference

ITIL4-06