

ITIL® 4 Leader: Digital & IT Strategy



CATEGORY
IT Service Management



LEVEL
Advanced



DURATION
3 days

COURSE DELIVERY

Classroom or virtual Classroom

TARGET AUDIENCE

The course 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.

PREREQUISITES

- ITIL® 4 Foundation certificate is required.
- Due to the nature of the content, it is recommended the participant has followed and passed ITIL 4 Specialist: Drive Stakeholder Value, or High-velocity IT. And has experience in Managing and strategizing IT services.

COURSE DESCRIPTION

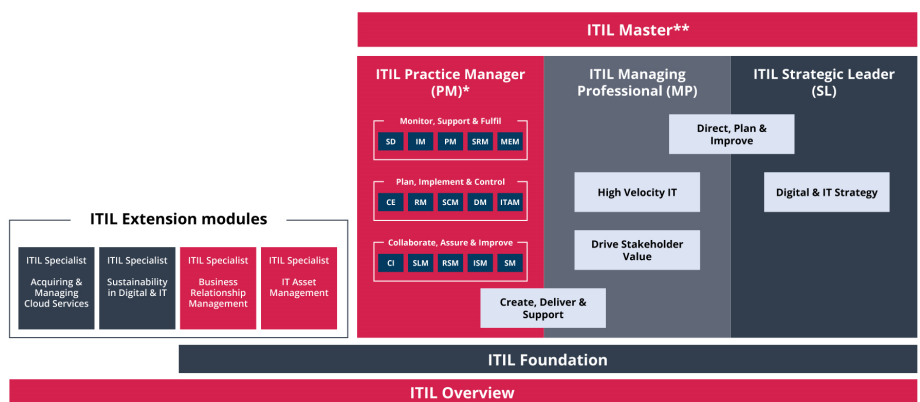
The pace of evolution in the digital world has never been so fast and organizations need to be flexible and adapt to the ever-changing environment if they want to keep providing value to their customers while remaining competitive in the marketplace.

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

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

The ITIL 4 Certification scheme:



* To be awarded the Practice manager designation, a candidate must achieve ITIL MP CDS certificate and ANY five practice-based certifications, either individually or as ONE of the three pre-bundled course. These may include the ITAM and SRM extension module from the Practice manager track.

** ITIL4 Master will be awarded to candidates who achieve the Practice Manager (PM), Managing Professional (MP), and Strategic Leader (SL) designations.



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EXAM INFO

Candidates must pass all the Case Study assignments in order to take the exam.

Case study assessment:

- The assessment is open book, consists of 4 assignments based on a case study.
- The passing score is 75% (30 out of 40 marks).
- 3 assignments of 60 minutes, 1 assignment of 90 minutes in the group work format, or 4 individual written assignments of 60 minutes each in individual format.

Exam:

- The exam is closed book with 30 questions.
- The passing score is 70% (21 out of 30 questions).
- The exam lasts 60 minutes.
- The exam can be taken online.

CERTIFICATE

ITIL® 4 Leader: Digital & IT Strategy

EXAM BODY

AXELOS (PeopleCert)

COURSE AND LEARNING OBJECTIVES

At the end of the course, participants will be able to:

- Demonstrate the use of the ITIL guiding principles in Digital & IT Strategy decisions and activities
- Understand how to leverage digital strategy to react to digital disruption
- Understand the relationship between the concepts of Digital & 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 & 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 & 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 APPROACH

This course is delivered in a classroom setting using a case study and exercises that are designed to enhance the candidates understanding of ITIL 4. Students who have attended this course, and have done some self study, are suitably prepared to take the associated ITIL 4 DITS test.

COURSE STUDENT MATERIAL

Students will receive an official core guidance eBook, official courseware from AXELOS and exam voucher.



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ITIL® 4 Leader: Digital & IT Strategy



EMPOWERING PROFESSIONALS

As MindMagine, we have trained more than 60,000 professionals over Asia and Oceania since 2001.

Our focus in our training is to empower our participants by balancing practical experience and the theoretical background. The participants walk away with knowledge to apply the learnings and the theoretical background to successfully pass the exam requirements.

Our education portfolio ranges from courses in business services and processes to IT services and processes. This portfolio has enabled us to support our clients end to end in their organizations and enable synergy throughout corporate value chains.

www.MindMagine.com/education-solutions/



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CONCEPTS COVERED

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

2. Strategy and the Service Value System

- Opportunity & Demand
- Value
- Governance
- ITIL Guiding Principles
- Continual Improvement
- ITIL Practices

3. What is Vision?

- Disruptions
- Vision
- Digital Disruptions
- Balanced Strategic Focus
- Positioning Tools for Digital Organizations

4. Where Are We Now?

- Environmental Analysis
- Opportunity Analysis
- Digital Readiness Assessment

5. Strategic Planning

- Financial Aspects of Digital and IT Strategy
- Business Models for Strategy Planning
- Portfolio Optimization

6. Strategic Approaches

- Strategic Approaches for Digital Organizations

- Strategic Approaches for Operational Excellence
- Strategic Approaches to Evolution
- Strategic Approaches to Social Responsibility and Sustainability

7. Managing Strategic Initiatives

- How Strategies are Implemented
- Coordinating Strategy and Strategic Initiatives
- Leading Digital Transformation
- Digital Leadership

8. Measuring Strategy

- Key Facts about Measurement
- Measuring a Strategy
- Instrumenting Strategy

9. How Do We Keep The Momentum Going

- Long-Term Momentum: Ensuring Organizational Viability
- Short-Term Momentum: Parallel Operation

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

11. Managing Strategic Risk

- Risk Management
- Risk Identification
- Risk Posture
- Risk Treatment