

ITIL® 4 LEADER: DIGITAL AND IT STRATEGY TRAINING AND CERTIFICATION

WHAT IS ITIL® DITS?

- The ITIL 4 Digital and IT Strategy (DITS) course is designed and aimed at Business Managers and Leaders, enabling them to make informed decisions around the digital transformation of their business.
- The course provides the skills to align, implement and drive digital change and strategies within the wider business, using and supported by the ITIL framework.
- DITS is a training course designed to help organizations and business professionals phase out and deploy their digital transformation strategy.

BENEFIT OF ITIL® DITS?

On completing this ITIL 4 DITS Certification course, candidates will gain knowledge on how to:

- Develop a cross-organizational digital strategy.
- Craft a digital vision
- Drive operational excellence.
- Respond to digital disruption.
- Enable a sustainable business
- Strategically manage risk.
- Develop digital leaders for the future.



WHO SHOULD ATTEND?

- IT and business directors
- Heads of department
- Aspiring C-Suite professionals
- 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.

LEARNING OBJECTIVES

Understand how to leverage digital strategy to react to digital disruption.

- Understand 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.
- Understand strategic approaches made possible by digital and information technology to achieve customer/market relevance and operational excellence.
- Understand how an organization uses Digital and IT Strategy to remain viable in environments disrupted by digital technology.
- Understand the risks and opportunities of Digital and 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 CONTENTS

Understand how to plan and build a service value stream to create, deliver and support services

MODULE 1: KEY CONCEPTS OF DIGITAL AND IT STRATEGY

- Digital, Information, Operational, and Communication Technology
- Digital Organization, Digital Business, Digitization, and 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
- ITIL Guiding Principles
- Continual Improvement
- ITIL Practices and Services

MODULE 3: WHAT'S THE VISION?

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

MODULE 4: WHERE ARE WE NOW?

- Strategy Planning
- Financial Aspects of Digital and IT Strategy
- Business Models for Strategy Planning
- Portfolio Optimization
- Strategic Approaches for Customer/Market Relevance
- Strategic Approaches for Operational Excellence
- Strategic Approaches to Evolution
- Strategic Approaches to Social Responsibility and Sustainability

MODULE 6: MANAGING STRATEGIC INITIATIVES

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



COURSE CONTENTS

MODULE 7: MEASURING THE STRATEGY

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

MODULE 8: KEEPING THE MOMENTUM GOING

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

MODULE 9: 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 10: MANAGING STRATEGIC RISK

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



CERTIFICATION

ITIL 4 DITS Certification Information:

- Exam type: Closed Book
- Exam Duration: 60 minutes
- Questions: 30 (Multiple Choice Questions)
- Passing criteria: 70% a raw score of 21 out of 30 questions

PREREQUISITE

- To be eligible for this ITIL DITS training, applicants should have: Passed the ITIL 4 Foundation and be able to show three years of managerial experience.