



## ITIL® 4 Leader: Digital & IT Strategy (DITS)

**Certificate:** ITIL® 4 Leader: Digital & IT Strategy

**Duration:** 3 days

**Delivery:** Classroom OR Virtual

**Accreditor:** AXELOS, PEOPLECERT

### Course Description

This module will focus on the alignment of digital business strategy with IT strategy. The module also covers how disruption from new technologies are impacting organizations in every industry and how business leaders are responding.

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 IT & Digital Strategy module 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 module will help IT leaders and aspiring leaders build and implement effective IT and digital strategy that can tackle digital disruption and drive success.

Accredited training for the ITIL 4 Strategic Leader modules is mandatory to enable full understanding of the core material. ITIL 4 Foundation is a prerequisite for ALL modules. In addition, the ITIL Leader modules require a minimum of three years of IT managerial experience.

### Audience

The target audience for ITIL 4 Digital and IT Strategy includes, but are not limited to, the following:

- IT and business directors
- Heads of department
- Aspiring C-Suite professionals
- And other senior business leaders across the organization ..

ITIL 4 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.

## Learning Objectives

The ITIL® 4 Digital and IT Strategy course covers the content in relation to the following learning outcomes of the exam specification for ITIL® 4 Digital and IT Strategy:

1. Demonstrate the use of the ITIL guiding principles in Digital and IT Strategy decisions and activities
2. Understand how to leverage digital strategy to react to digital disruption
3. 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
4. Understand how an organization uses Digital and IT Strategy to remain viable in environments disrupted by digital technology
5. Understand strategic approaches made possible by digital and information technology to achieve customer/market relevance and operational excellence
6. Understand the risks and opportunities of Digital and IT Strategy
7. Understand the steps and techniques involved in defining and advocating for a Digital and IT Strategy
8. Understand how to implement a Digital and IT Strategy

## Prerequisites

For taking the ITIL® 4 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

## Exam Information:

For the ITIL® 4 Digital and IT Strategy certification, there are two forms of assessment:

- Practical case study assignments
- Multiple-choice question (MCQ) exam

ITIL® 4 Digital and IT Strategy includes four case study assignments that are covered and graded in the training session. The MCQ exam is taken subsequent to the training course. A candidate must successfully pass both the case study assignments and the MCQ Exam to achieve the certification.

Successful fulfilment of the practical assignments is a prerequisite for the MCQ exam, as described in the table.

Case Study Assignments	MCQ Exam	Next Steps
Passed	Passed	If the other prerequisites that are required by the syllabus are fulfilled, the candidate is issued a ITIL 4 Digital and IT Strategy certificate.
Failed	Not	The candidate should be assigned an individual written

	available	assignment(s) and achieve the passing score in the practical assignments before taking the MCQ exam.
Passed	Failed	The candidate should rebook and pass the exam to gain the certification.

<b>Delivery</b>	Online and Paper-based
<b>Format</b>	Closed book
<b>Proctoring</b>	Live or Web-proctored
<b>Duration</b>	60 minutes (candidates taking exam in a language that is not their native, may be awarded 25% extra time)
<b># of questions</b>	30 simple multiple choice (1 mark per question) <ul style="list-style-type: none"> <li>Bloom's Level 2 and 3</li> </ul>
<b>Pass Grade</b>	70% or higher (21 correct answers)

## Course Outline

Module 0: Course Orientation

Module 1: Introduction to DITS

Module 2: Organization and Culture

Module 3: What is the Vision?

Module 4: Where Are We Now?

Module 5: How Do We Get There (Strategic Planning)

Module 6: Take Action (Managing Strategic Initiatives)

Module 7: How do we know how we are progressing?

Module 8: How Do We Keep The Momentum Going?

Module 9: Digital Leadership

Module 10: Managing Innovation and Emerging Technologies

Module 11: Managing Strategic Risk

Module 12: Structuring for Digital Business

Assignments 1-4

Sample Exam Questions with Answers and Rationales