

ITIL® 4 Leader:

Digital & IT Strategy (DITS)

Improve your Digital Leadership Skills to Align
Digital Strategies with Boarder Business Objectives



ACCREDITED
TRAINING ORGANISATION

by 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 is impacting organizations in every industry and how business leaders respond. 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 strategies 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.

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

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 Digital and IT Strategy
8. Understand how to implement a Digital and IT Strategy

Course Outlines

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



About the Examination

- Delivery: Computer-Based (Online)
- Format: Closed book
- Proctoring: Online
- Duration: 60 minutes (candidates taking an exam in a language that is not their native language may be awarded 25% extra time)
- # of questions: 30, simple multiple choice (1 mark per question)
- Pass Grade: 70%

ITIL® and the Swirl logo are registered trademarks of the PeopleCert group. Used under license from PeopleCert. All rights reserved.

