

ITIL® 4 Leader: Digital & IT Strategy (DITS) - accredited training with exam

ITIL®4 Leader: Digital and IT Strategy adds a new perspective to the ITIL®4 guidance and elevates the discussion around ITIL concepts to an organizational strategy level.

The module enables IT and digital leaders to influence and drive strategic business decisions, by helping them to:

- Create an appropriate digital strategy aligned to the wider business goals
- Understand how business and IT leaders across the globe are responding to digital disruption by reshaping corporate strategy, adapting processes and even repurposing entire business models.
- Explore the use of the ITIL®4 framework to support organizations on their digital transformation journey, addressing service management challenges and utilizing new technology.

The module also covers how ITIL®4 can be integrated with emerging practices and new technologies to meet new internal and external challenges.



Purpose of the training

IT and business directors, heads of department, aspiring C-Suite professionals and other senior business

leaders across the organization.

It 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.

Professionals wishing to obtain ITIL®4 Strategic Leader designation

ITIL®4 Strategic Leader (ITIL SL) recognizes the value of ITIL, not just for IT operations, but for all digitally enabled services. Becoming an ITIL®4 Strategic Leader demonstrates that the individual has a clear understanding of how IT influences and shapes business strategy.

ITIL®4 Strategic Leader designation consists of two modules:

- ITIL®4 Strategist: Direct Plan and Improve (universal module)
- ITIL®4 Leader: Digital and IT Strategy.

To become an ITIL®4 Strategic Leader, candidates must complete all modules in the designation, with ITIL®4 Strategist Direct Plan and Improve being a universal module for both designations. In addition, candidates must be able to demonstrate that they have a minimum of three year's managerial experience to be eligible to take ITIL®4 Leader: Digital and IT Strategy.



Benefits of completing the training

ITIL®4 Leader: DITS – Benefit Statements

- The ITIL®4 guidance adds a new perspective and elevates the discussion around the ITIL concepts to an organizational strategy level
- Helps create an appropriate digital strategy aligned to the wider business goals
- Understand how to respond to digital disruption by reshaping corporate strategy, adapting processes and repurpose entire business models
- Explore the use of the ITIL®4 framework to support your digital transformation journey, address service management challenges and utilize new technology

ITIL®4 Leader: DITS – Top level messages

- 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.

ITIL®4 Leader: DITS will provide you with the skills and knowledge to:

- Learn about the impact, importance and interrelation of a digital strategy with other areas of the business for enabling success
- Assess and understand internal and external factors to craft a digital vision and build a robust digital strategy for long term growth

- Assess digital readiness and understand how to utilize IT and digital technology to boost operational performance and customer satisfaction
- Understand how to strategically position an organization against digital disruptors to keep the business relevant to the desired customer base
- Ensure organizational sustainability by encouraging a culture that is more agile, resilient, lean and continuously improving
- Identify, evaluate and mitigate opportunities and risks while creating a structure for digital business success
- Learn how to select and develop future IT and digital leaders to ensure the continuous delivery of digital excellence.

Learning Outcome:

- Demonstrate the use of the ITIL guiding principles in Digital and IT Strategy decisions and activities
- 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 how an organization uses Digital and 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 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



Examination method

The participants receive vouchers, which are valid for 6 months, for online exam.

Having completed the training, the participant receives an e-mail with guidelines how to register on the exam. The date is determined directly with PeopleCert, with the use of participant's account.

Online exam is conducted in the presence of proctor – a person from PeopleCert, who connects remotely with training participant's desktop and observes the course of exam via Internet camera.

The person who takes the exam is obliged to show the place where he is going to write the exam to proctor via Internet camera. Proctor checks if there are not any other persons and study aids in the room.



Exam description

- Exam duration: 60 minutes

- Multichoice questions
- There are 30 questions, each worth 1 mark. There is no negative marking.
- Candidates need to get 21 questions correct (70%) to pass the exam.
- This is a 'closed book' exam.



Expected Listener Preparation

[ITIL®4 Foundattion certyfication](#)

Candidates must be able to demonstrate that they have a minimum of three year's managerial experience to be eligible to take ITIL 4 Leader: Digital and IT Strategy.



Training Language

- Training: English
- Materials: English
- Exam: English

Training Includes

The training price includes:

- Accredited training materials
- Voucher for the ITIL® 4 DITS online exam
- Authorized ITIL® 4 DITS manual in the online version (as required by the vendor)

Additional options:

- Take2 re-sit exam: 200 zł

Attention: purchasing this option is only possible through Altkom Academy before the training.

Duration

3 days / 24 hours

Training agenda

Day 1:

- Overview and key concepts
- The strategy journey
- Assignment 1: Understand how an organization uses Digital and IT Strategy to remain viable in environments disrupted by digital technology.

Day 2

- The strategy journey cont.
- Assignment 2: Understand the strategic approaches made possible by digital and information technology to achieve customer/market relevance and operational excellence.
- Strategic capabilities
- Assignment 3: Understand how to implement a digital / IT strategy.

Day 3

- Assignment 4: Understand how to apply Digital and IT Strategy in VUCA environment.
- Strategic capabilities cont.
- Practices