

ITIL® 4 Leader: Digital and IT Strategy + exam

Duration: 3 Days **Course Code: ITIL4DITS** **Delivery Method: Virtual Learning**

Overview:

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

This course 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.

This ITIL training 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 organisation against digital disruptors, craft a digital vision and build a robust digital strategy for long term growth.

Candidates will gain extensive knowledge on how and when technological innovation can help drive organisational success, and when it can add unnecessary layers of complexity and risk, enabling them to balance legacy with new ways of working effectively.

ITIL® is a registered trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.

Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

Target Audience:

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

Objectives:

- 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

Prerequisites:

Candidates must hold the ITIL 4 Foundation certificate. In addition, the ITIL 4 Leader modules require a minimum of three years of IT managerial experience.

- ILFN4 - ITIL® 4 Foundation + exam

Testing and Certification

This course prepares delegates for the ITIL Strategic Leader: Digital and IT Strategy examination and is one of the two modules that lead to the award of ITIL 4 Strategic Leader (SL) status.

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

- Practical case study assignments; The case study assignments are covered and graded in the training session.
- Multiple-choice question exam; this is taken subsequent to the training course

A candidate must successfully pass both the case study assignments and the Multiple Choice Exam to achieve the certification.

The exam fee is included.

Follow-on-Courses:

- ITIL4DPI, ITIL® 4 Strategist: Direct, Plan, Improve + examen
- ITIL4DSV, ITIL® 4 Specialist: Drive Stakeholder Value + examen
- ITIL4HVIT, ITIL® 4 Specialist: High Velocity IT + examen
- ITIL4CDS, ITIL® 4 Specialist: Create, Deliver, Support + examen
- ITIL4DPI - ITIL® 4 Strategist: Direct, Plan, Improve + exam

Content:

- Guiding principles and DITS
- Why Digital Transformation
- Key Concepts
- DITS in disrupted industries
- Strategic approaches
- Risks
- Defining a Digital Strategy
- Implementing a Digital Strategy

Further Information:

For More information, or to book your course, please call us on 00 20 (0) 2 2269 1982 or 16142

training@globalknowledge.com.eg

www.globalknowledge.com/en-eg/

Global Knowledge, 16 Moustafa Refaat St. Block 1137, Sheraton Buildings, Heliopolis, Cairo