ITIL® 4 Leader: Digital and IT Strategy

Kód kurzu: HU0C6S

The ITIL® 4 Leader: Digital and IT Strategy course provides guidance about crafting a digital vision and shaping IT and business strategies. The course focuses on the alignment of digital business strategy with IT strategy, adding a new perspective to the ITIL suite and elevating the discussion around ITIL concepts to a strategic level among business leaders and aspiring leaders. It also covers the disruptive impact of new technologies in every industry, as well as the response from business leaders. In addition, it explores the use of the ITIL framework to support organizations in their digital transformation journey by providing a structured and flexible approach for addressing service management challenges and utilizing the potential of modern technology to get the most value from digital technology. It also adds a new perspective to the ITIL suite and elevates the discussion around ITIL concepts to the very strategic level among companies and business leaders.

Pre koho je kurz určený

This course is ideal for leaders across your organization, including directors, department heads, and aspiring C-Suite professionals.

Čo Vás naučíme

After completing this course, you should be able 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

Požadované vstupné znalosti

Before attending this course, you must have the IITIL 3 or ITIL 4 Foundation certificate.

Certifications and related exams

This course prepares you for the ITIL® 4 Leader: Digital and IT Strategy certification.

Osnova kurzu

PART I

Module 1: What is Digital and IT Strategy?

- Introduction of key concepts
- Digital and IT strategy
- Digital disruption
- Transformation

PART II

Module 2: The Strategy Journey

Alignment of the digital and IT strategy journey with the continual improvement model

Module 3: What is the Vision?

- Types of digital disruptions
- Factors that impact organizations
- Examples of digital maturity and positioning models
- Guidance on how to craft a compelling digital vision

Module 4: Where Are We Now?

- Assessing an organization's digital readiness

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- Assessing internal and external environments and their impact

Module 5: Where Do We Want to Be and How Do We Get There?

- Strategy cycles and horizons
- Structuring a business case for change
- Selecting the appropriate business model
- Planning a strategy that meets the organization's objectives relative to its customers, and internal and external environments
- Framing discussions and obtaining buy-in from key stakeholders

Module 6: Take Action!

- Implementing a digital and IT strategy, including digital transformation, at all levels of an organization
- Structuring, leading and communicating as part of several different types of strategic change initiatives.

Module 7: Did We Get There?

- Measuring the progress and effectiveness of a strategy
- OKRs, CSFs, and KPIs
- Guidance on how to change an existing strategy

Module 8: How Do We Keep the Momentum Going?

- Recommendations on parallel operating models
- Surviving and thriving in a volatile, uncertain, complex, and ambiguous (VUCA) environment
- Continual improvement of the organization's digital transformation efforts

PART III

Strategic Capabilities

- Strategic capabilities used through all stages of the digital and IT strategy journey

Module 9: Digital Leadership

- The role of today's digital leader
- Overview of skills to be developed, for both existing and aspiring leaders

Module 10: Managing Innovation and Emerging Technologies

- How organizations manage innovation, adopt emerging technologies, and create an environment that fosters innovation

Chapter 11: Digital Risk

- Potential risks to consider when initiating digital transformation

Exam Preparation

Assignments

- Students must complete a series of in-course assignments as a formal requirement to the DITS course. The completion of the assignments is a part of the official DITS certification process. After passing the four (4) assignments based on a case study, students will be permitted to schedule their formal DITS examination with PeopleCert.

The exam voucher is included in the price of the training

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