ITIL® 4 Leader: Digital and IT Strategy

Duration: 24 Hours (3 Days)

Overview

The ITIL® 4 Digital and IT Strategy course is a critical component of the ITIL 4 Strategic Leader certification, aimed at equipping IT and digital leaders with the skills to craft and execute an effective IT and digital strategy that aligns with the wider business goals. This course delves into the essentials of Digital Transformation, the Development of digital and IT strategies, and the Management of innovation and Emerging technologies.Learners will explore various modules covering key concepts such as Digital Transformation, competitive advantage, ITIL® practices, vision for digital organizations, Strategic planning, and Measuring the effectiveness of strategy implementation. With a blend of strategic approaches, the ITIL strategic leader training prepares individuals to lead with agility and confidence in a dynamic digital environment.Upon completion of the course, participants will be able to Manage risks, foster innovation, and Drive continual improvement to maintain long-term organizational viability. This training is crucial for those looking to attain the esteemed ITIL 4 Strategic Leader certification and excel in digital and IT strategy roles.

Audience Profile

The ITIL® 4 Digital and IT Strategy course equips professionals with insights into managing digital strategies effectively.

- CIOs and IT executives
- Digital transformation leaders
- IT managers and directors
- IT consultants and strategists
- Business leaders and managers
- ITSM managers and practitioners
- IT professionals aiming for leadership roles
- Project managers involved in IT projects
- Risk management professionals
- Business analysts
- IT enterprise architects
- Innovation managers
- Change managers

Course Syllabus

MODULE 1: KEY CONCEPTS OF DIGITAL AND IT STRATEGY

Module Topics   1

- Digital, Information, Operational, and Communication Technology
- Digital Organization, Digital Business, Digitization, and Digital Transformation
- Services, Products, and Competitive Advantage
- Tiers of Strategy
- Business Models
- Operating Models

- Key Points Covered in the Module

PART 2: THE STRATEGY JOURNEY

MODULE 3: WHAT IS THE VISION

- Module Topics
- Digital Disruptions
- Balanced Strategic Focus
- Assignment 1: Digital Disruption and Digital Positioning
- Key Points Covered in the Module

MODULE 4: WHERE ARE WE NOW?

- Module Objectives
- Module Topics
- Environmental Analysis
- Digital Readiness Assessment

MODULE 5: WHERE DO WE WANT TO BE AND HOW DO WE GET THERE? (STRATEGIC PLANNING)

- Intent and Context
- Module Objectives
- Module Topics
- Strategy Planning
- Portfolio Optimization

MODULE 6: WHERE DO WE WANT TO BE AND HOW DO WE GET THERE? (STRATEGIC APPROACHES)

- Key Focus Areas of the Strategic Approaches
- Module Objectives
- Module Topics
- Strategic Approaches for Customer/Market Relevance
- Strategic Approaches for Operational Excellence
- Strategic Approaches to Evolution
- Strategic Approaches to Social Responsibility and Sustainability
- Assignment 2: Strategic Approaches for Digital Organizations

MODULE 7: TAKE ACTION (MANAGING STRATEGIC INITIATIVES)

- Leading Digital Transformation
- Digital Leadership
- Key Points Covered in the Module

MODULE 8: DID WE GET THERE? (MEASURING STRATEGY)

- Module Objectives
- Module Topics
- Key Facts About Measurement
- Measuring a Strategy

MODULE 9: HOW DO WE KEEP THE MOMENTUM GOING?

- Short-Term Momentum: Parallel Operation
- Assignment 4: Digital Strategy in VUCA Environment
- Key Points Covered in the Module

PART 3: STRATEGIC CAPABILITIES

MODULE 10: MANAGING INNOVATION AND EMERGING TECHNOLOGIES

- Culture that Supports Innovation
- Approaches to Innovation
- Evaluating and Adopting Emerging Technology

MODULE 11: MANAGING STRATEGIC RISK

- Module Objectives
- Module Topics
- Risk Management
- Risk Posture
- Key Points Covered in the Module
- EXAM PREPARATION GUIDE
- MOCK EXAM
- APPENDIX A: SYLLABUS
- APPENDIX B: GLOSSARY
- APPENDIX C: RELEASE NOTES
- APPENDIX D: INSTRUCTOR FEEDBACK FORM