



# ITIL® 4 Leader: Digital and IT Strategy

Course ISI-1565

3 Days

Instructor-led, Hands-on

## Introduction

ITIL® 4 Strategic Leader (ITIL SL) is a stream of two modules that are part of ITIL 4, the next evolution of ITIL. 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 you have a clear understanding of how IT influences and directs business strategy.

ITIL Strategic Leader: Digital & IT Strategy will focus on the alignment of digital business strategy with IT strategy. The module also covers how disruption from new technologies are impacting organizations in every industry and how business leaders are responding. 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.

Accredited training for the ITIL 4 Strategic Leader modules is mandatory to enable full understanding of the core material. All modules have ITIL 4 Foundation as a pre-requisite. In addition, the ITIL 4 Leader modules requires a minimum of three years of IT managerial experience.

As part of this course, all candidates will receive an exam voucher for the ITIL Leader: Digital and IT Strategy exam through Peoplecert. As of February 1, 2022, all exams will be administered in an online proctored format only. Exams can be scheduled at [www.peoplecert.org](http://www.peoplecert.org).

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## At Course Completion

This course 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 strategy that can tackle digital disruption and drive success.

At the completion of this course, students will be able to:

- 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

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- 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

Before attending this course, students should have the following:

- ITIL® 4 Foundation Certification.

## Course Materials

The student kit includes a workbook and other necessary materials for this class as well as 1 exam voucher.

## Course Outline

### Day 1

- Course Introduction
- Key Concepts of Digital and IT Strategy
- Strategy and the Service Value System
- What is Vision
- Assignment 1: Digital Positioning
- Where Are We Now?

### Day 2

- Where Are We Now?
- How Do We Get There? (Strategic Planning)
- How Do We Get There? (Strategic Approaches)
- Assignment 2: Strategic Approaches for Digital Organizations
- Take Action
- (Managing Strategic Initiatives)

### Day 3

- Assignment 3: Strategy Planning and Communication
- Did We Get There? (Measuring Strategy)
- How Do We Keep the Momentum Going?

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- Assignment 4: Digital Strategy in VUCA Environment
- Managing Innovation and Emerging Technologies
- Managing Strategic Risk
- Information regarding MCQ exam, retaking practical assignment, other questions