ITIL® 4 Leader – Digital & IT Strategy

Course Description: This course is aimed at managers of all levels involved in shaping direction and strategy or developing a continually improving team. It covers both practical and strategic elements. This universal module is a key component of both the ITIL® Managing Professional and ITIL® Strategic Leader streams.

Course Objectives: This course provides individuals with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction. Attendees acquire an understanding of:

- ✓ The influence and impact of Agile and Lean ways of working
- ✓ How Agile and Lean can be leveraged to an organization's advantage
- ✓ A practical and strategic method for planning and delivering continual improvement with necessary agility

Enables you to:

- *Develop a Cross-Organizational Digital Strategy*
- *Craft a Digital Vision, Enable a Sustainable Business*
- *Elevate the ITIL® Discussion to an Organizational Strategic Level*
- *Influence and Drive Strategic Business Decisions*
- *Enable Long Term Growth in Complex and Volatile Environments*

Audience: The primary audience for this course includes CIOs/CTOs, Department Heads, Data Officers, ITSM Managers and Directors, and other aspiring C-Suite professionals.

(Min: 5, Max: 20)

For the **IT Professionals** who:

- ✓ Are looking for guidance on crafting a digital vision, shaping IT and business strategy, driving organizational change, and delivering performance excellence.

Course Length: 20 hours (can be 3-4 days based on customer schedule preference)

Prerequisites: ITIL® 4 Foundation Certification (mandatory accredited training course)

Course Materials:

- ✓ Instructor-led presentation, facilitation, discussion, and application
- ✓ Pre-class resources via online Learner Portal (unique credentials)
- ✓ Learner Manual (250-pg) with study aids and assignments
- ✓ ITIL® 4 DITS Reference Card and Handouts
- ✓ Participation in our in-class GAMEON! An Interactive Learning Experience®
- ✓ Sample exams and exam preparation (excellent post-class reference)
- ✓ Course curriculum is provided by ITSM Academy® and attendees earn 18 PDUs
- ✓ Three-month free subscription to MyAxelos (Practice Guides, Case Studies, etc.)
- ✓ ITIL® 4 DITS Digital Core Guidance (eBook) from Axelos provided at exam registration.

Rusty Robinson
President & Founder
Mobile: 760.715.5187
rusty@performance360.net

September 2022

Certification Exam: The 90-minute exam includes 40 multiple-choice questions and is administered and proctored online by PeopleCert®. Passing score is **70%** (28 out of 40 questions). Participants are provided with an **exam voucher** so they can schedule the exam at their convenience on any date after completion of the course. **NOTE:** Digital and IT Strategy includes **four** case study assignments that are graded in-session and candidates must pass all the case study assignments to take the exam.

Course Outline: Digital & IT Strategy

Module 1: What is Digital and IT Strategy?

- Key Concepts
- DITS and the ITIL Service Value System
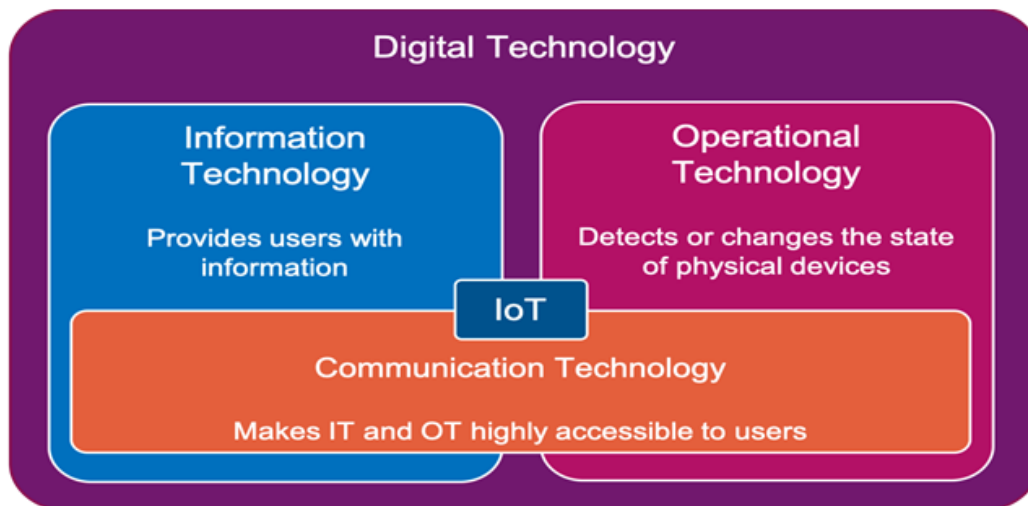
Module 2 - The Strategy Journey

- What is the Vision?
- Where Are We Now?
- Where Do We Want to Be?
- Take Action
- Did We Get There
- Topic 2.6: Keep the Momentum Going

Module 3: Strategic Capabilities

- Digital Leadership
- Sourcing Considerations and Options
- Managing Strategic Risk
- Structuring for Digital Business

Performance360
Consulting | Training | Coaching

Rusty Robinson
President & Founder
Mobile: 760.715.5187
rusty@performance360.net

September 2022