

ITIL 4 Leader: Digital and IT Strategy (DITS) Certification Program

Course Summary

Description

The ITIL best practice provides proven guidance to support organizations on their digital transformation journey. ITIL 4 is the next iteration that incorporates all the best from previous versions and expands on this body of knowledge, by providing a practical and flexible approach to support organizations with a focus on delivering customer outcomes and value through IT-enabled services.

ITIL 4 provides an end-to-end operating model for the delivery and operation of tech-enabled products and services. It enables IT teams to continue to play a crucial role in wider business strategy and also integrates concepts from other industry best practices such as Lean, Agile and DevOps.

The advanced-level ITIL 4 Managing Professional courses been developed for IT practitioners working within technology and digital teams across organizations. To obtain the ITIL 4 IT Strategic Leader designation, the candidate needs to complete the following courses:

ITIL 4 Leader: Digital and IT Strategy
ITIL 4 Strategist: Direct Plan and Improve

The ITIL 4 Leader: Digital and IT Strategy (DITS) course provides the knowledge to enable IT and digital leaders to influence and drive strategic business decisions, by helping them to:
Create an appropriate digital strategy aligned to wider business goals
Understand how business and IT leaders across the globe are responding to disruption by reshaping corporate strategy, adapting processes and even repurposing entire business models.
Explore the use of the ITIL 4 framework to support organizations on their digital transformation journey, addressing service management challenges and utilizing new technology.

The DITS course also covers how ITIL® 4 can be integrated with emerging practices and new technologies to meet new internal and external challenges.

This is a full training package that includes the knowledge transfer as well as the associated certification exam.

Objectives

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

- Demonstrating the use of the ITIL guiding principles in Digital and IT Strategy decisions and activities
- Understanding how to leverage digital strategy to react to digital disruption
- Understanding 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
- Understanding how an organization uses Digital and IT Strategy to remain viable in environments disrupted by digital technology
- Understanding strategic approaches made possible by digital and information technology to achieve customer/market relevance and operational excellence
- Understanding the risks and opportunities of Digital and IT Strategy
- Understanding the steps and techniques involved in defining and advocating for a Digital and IT Strategy
- Understanding how to implement a Digital and IT Strategy

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Course Summary (cont'd)

Topics

- Relating the ITIL guiding principles to all aspects of Digital and IT Strategy
- Understanding the following concepts:
- Knowing how to explain the relationship between Digital and IT Strategy and the components of the ITIL SVS
- Ability to explain environmental analysis in terms of:
- Knowing how to show how an organization's viability is related to its agile, resilient, lean, continuous and co-creational capabilities
- Knowing how to analyze the VUCA factors and address them in a Digital and IT Strategy
- Explaining and comparing three levels of digital disruption:
- Showing how an organization's position in a particular market or industry is influenced by the following factors:
- Using a digital positioning tool to determine the appropriate position for a digital organization
- Knowing how to apply the following approaches to achieve customer/market relevance:
- Knowing how to achieve operational excellence in the four dimensions of service management
- Understanding the financial aspects of Digital and IT Strategy in terms of the following:
- Assessing strategic approaches for digital organizations
- Explaining the concept of risk management in the context of a digital organization, including:
- Knowing how to use a digital readiness assessment to perform a gap analysis between an organization's current and desired positions
- Explaining how to define and communicate a vision and a strategy
- Knowing how to use business cases to advocate for a Digital and IT Strategy
- Knowing how to define operating models for digital organizations
- Explaining the major skills required of leaders in a digital organization
- Applying the following approaches to strategy coordination and implementation:
- Explaining approaches to POMs (parallel operating models)
- Explaining how to assess success of a Digital and IT Strategy
- Explaining the typical activities of a digital transformation program
- Practical assessment of Digital and IT Strategy knowledge capabilities through completion of in-class assignments
- Exam preparation guidance

Audience

- IT and business directors, heads of department, aspiring C-Suite professionals and other senior business leaders across the organization.
- It will help strategy and digital transformation consultants (internal and external) demonstrate how IT strategy differs from digital strategy, provide guidance for integrating digital and IT strategies and promote the importance of a successful digital strategy on business success

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Course Summary (cont'd)

Prerequisites

- The candidate must have passed the ITIL 4 Foundation examination
- Candidates must be able to demonstrate that they have a minimum of three year’s managerial experience to be eligible to take ITIL 4 Leader: Digital and IT Strategy training
- Attendance in an accredited training course for this module and successful completion of the certificate exam
- The training includes four Case Study assignments that are graded in-session, and a multiple-choice exam to be scheduled by the student upon completion of the training session
- Candidates must pass all the Case Study assignments in order to take the exam. This will be confirmed to candidates by the trainer before the end of the training
- Candidates who fail to complete the Case Study assignments in-session, may be given an additional individual written assignment that is based on the same case-study

Scenario		Next steps
MCQ exam	Practical assignments	
Passed	Passed	If the other prerequisites that are required by the syllabus are fulfilled, the candidate is issued a DITS certificate
Failed	Passed	The candidate should rebook and pass the exam to gain the certification
Passed	Failed	The candidate should be assigned an individual written assignment (and achieve the passing score in the practical assignments to gain the certification)
Failed	Failed	The candidate should repeat the training and the exam to gain the certification

- Exam details:
 - Number of questions: 30
 - Duration: 60 minutes (Candidates taking the exam in a language that is not their native or working language are allowed 25% extra time, i.e. 75 minutes in total)
 - Closed book – remote proctored
 - Pass mark: 70% or higher – a raw score of 21 marks or above
- The ITIL 4 Leader: Digital and IT Strategy publication, (though not mandatory), is highly recommended reading in support of this advanced training
 - ISBN: 9780113316496

Duration

Three days

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Course Outline

- I. *Relating the ITIL guiding principles to all aspects of Digital and IT Strategy*
 - II. *Understanding the following concepts:*
 - A. Digital Technology
 - B. Digital Business
 - C. Digital Organization
 - D. Digitization
 - E. Digital Transformation
 - F. Business strategy and business models
 - G. Digital and IT Strategy
 - H. Products
 - I. Services
 - III. *Knowing how to explain the relationship between Digital and IT Strategy and the components of the ITIL SVS*
 - IV. *Ability to explain environmental analysis in terms of:*
 - A. External analysis: PESTLE
 - B. Internal analysis: The four dimensions of service management
 - V. *Knowing how to show how an organization's viability is related to its agile, resilient, lean, continuous and co-creational capabilities*
 - VI. *Knowing how to analyse the VUCA factors and address them in a Digital and IT Strategy*
 - VII. *Explaining and comparing three levels of digital disruption:*
 - A. Ecosystem
 - B. Industry/market
 - C. Organizational
 - VIII. *Showing how an organization's position in a particular market or industry is influenced by the following factors:*
 - A. Achieving customer/market relevance
 - B. Achieving operational excellence
 - C. Internal and external focus
 - D. Balanced approach
 - IX. *Using a digital positioning tool to determine the appropriate position for a digital organization*
 - X. *Knowing how to apply the following approaches to achieve customer/market relevance:*
 - A. Customer journeys
 - B. Omni-channel delivery and support
 - C. Context-sensitive delivery and support
 - D. Customer analytics
 - E. Customer feedback and 360° approaches
 - XI. *Knowing how to achieve operational excellence in the four dimensions of service management*
 - XII. *Understanding the financial aspects of Digital and IT Strategy in terms of the following:*
 - A. Financial policies
 - B. Portfolio optimization
 - C. Funding projects, products and services
 - D. Balancing the cost of innovation and operation
 - E. Charging models
 - XIII. *Assessing strategic approaches for digital organizations*
 - XIV. *Explaining the concept of risk management in the context of a digital organization, including:*
 - A. Identifying risk
 - B. Assessing risk
 - C. Knowing how to explain the concept of risk posture and show how to determine an acceptable balance between opportunity and risk
 - D. Explaining the concept of innovation, including its key elements and techniques
 - E. Knowing how to apply techniques to develop and maintain a culture of innovation
- Knowing how to use a digital readiness assessment to perform a gap analysis between an organization's current and desired positions*

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Course Outline (cont'd)

- XV. *Explaining how to define and communicate a vision and a strategy*
- XVI. *Knowing how to use business cases to advocate for a Digital and IT Strategy*
- XVII. *Knowing how to define operating models for digital organizations*
- XVIII. *Explaining the major skills required of leaders in a digital organization*
- XIX. *Applying the following approaches to strategy coordination and implementation:*
 - A. Large-scale transformation
 - B. Incremental transformation
 - C. Mergers and acquisitions
 - D. Individual changes
- XX. *Explaining approaches to POMs (parallel operating models)*
- XXI. *Explaining how to assess success of a Digital and IT Strategy*
- XXII. *Explaining the typical activities of a digital transformation program*
- XXIII. *Practical assessment of Digital and IT Strategy knowledge capabilities through completion of in-class assignments*
- XXIV. *Exam preparation guidance*