QUALITI7

IT Service Management
ITIL® 4 Strategic Leader – Digital and IT Strategy (DITS)

IN 3 DAYS LEARN HOW TO LEAD AN ORGANIZATION DEALING WITH COMPLEXITY, VOLATILITY AND UNCERTAINTY WITH ITIL® 4

The ITIL® 4 Digital and IT Strategy (DITS) qualification is intended to provide the candidate with an understanding on how to develop strategies and approaches to deal with digital transformation and remaining agile and lean, while ensuring resilence and compliance. The ITIL® 4 DITS course and examination will help candidates with the assessment of the organization context and the external factors influencing the success of its transformation to support business goals, as described in the latest version of ITIL®, the most broadly adopted IT Service Management good practice in the world.
The ITIL® 4 DITS qualification is one of the pre-requisites for the designation of ITIL® 4 Strategic Leader.

ITIL® VERSION

This course introduces the ITIL® 4 version and is based on the
EN_ITIL4_SL_DITS_2020_CandidateSyll_v1.0.pdf

LANGUAGE

The course, course materials and exam are in English.

COURSE OBJECTIVES

In three days, participants will acquire the knowledge and skills required to:

• Understand the concepts supporting the development of a digital and IT strategy and know how to leverage a digital strategy to react to digital disruption and remain viable under complex and changing digital ecosystems.

• Understand risks and opportunities associated to Digital and IT strategies and be able to advocate and plan for its implementation.

• Take the PeopleCert exam with confidence by applying their newly-acquired knowledge;

• Put the ITIL® principles to practical use.

TARGET AUDIENCE

Personnel involved in leading an IT Digital Transformation or supporting it in a key role. Participants should have a few years of prior IT experience.

Maximum group size is 15 students.

COURSE STRUCTURE

This course comprises a series of interactive readings supplemented by breakout room exercises and practices with exam like questions.
The course also includes a few assignments which must be completed before writing the certification exam.

COURSE CONTENT

The following elements are covered:

• Digital Technology, business and organization
• Digitization and digital transformation
• Business strategy and Business models
• Digital and IT Strategy (DITS)
• Products and Services
• Relationship between DITS and the SVS
• Environmental analysis (external and internal)
• Organization's viability related to being agile, resilient, lean, continuous and co-creational
• Levels of Digital disruption (Ecosystem, Industry/market and Organizational)
• Organization's position influenced by
  o customer/market relevance
  o operational excellence
  o internal and external focus
  o balanced approach
• Customer journeys
• Omnichannel delivery and support
• Context sensitive delivery and support
• Customer analytics
• Customer feedback and 360o approaches
• Operational excellence in 4 dimensions
• Financial aspects of DITS
  o financial policies
  o portfolio optimization
  o funding projects, products and services
  o balancing cost of innovation and operation
  o charging models
• Risk management in digital organizations
• Risk posture and balance between opportunity and risk
• Key elements and culture of innovation
• Digital readiness and gap analysis
• Communicating vision and strategy
• Using business cases to advocate for DITS

• Operating models for digital organizations
• Leadership for digital organizations
• Parallel Operating models
• Assessing success of DITS
• Digital transformation programmes

STUDY DAYS

3 days of learning, including the final exam.

COURSE PLAN

Day 1:
• Review of Foundation and DITS General concepts;
• Guiding principles in DITS;
• Digital disruption and DITS;
Day 2:
• Customer/market relevance and operational excellence;
• Risk and opportunities of DITS;
Day 3:
• Implementation approaches & techniques;
• Exam preparation;
• Exam (if applicable);
• Conclusion.

PREREQUISITE

ITIL®4 FOUNDATION CERTIFICATION
To write the DITS exam, the candidates must complete the assignments during the course.

EXAM

THE PEOPLECERT ITIL® 4 DITS EXAM IS INCLUDED.
THE PARTICIPANT WILL **WRITE THE EXAM AT THE END OF THE COURSE OR** RECEIVE A VOUCHER VALID FOR 12 MONTHS TO WRITE THEIR EXAM.
FORMAT: 30 MULTIPLE- CHOICE QUESTIONS.
DURATION: **6**0 MINUTES.
IT IS RECOMMENDED TO GET THE TRAINING FROM AN ACCREDITED ORGANIZATION WITH AN ACCREDITED TRAINING MATERIAL.