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ITIL 4 Leader: Digital and IT Strategy Training

ITIL (PeopleCert) Authorized Training · Applied Technology Academy

The course explores the use of the ITIL framework to support organizations in their digital transformation journey by providing a structured and flexible approach for addressing service management challenges and utilizing the potential of modern technology to get the most value from digital technology. It also adds a new perspective to the ITIL suite and elevates the discussion around ITIL concepts into strategic levels among companies and business leaders.

LEVEL	DURATION	EXPERIENCE	AVERAGE SALARY	LABS
Advanced	**3 Days**	**ITIL 4 Foundation + 3 years IT managerial experience**	**$96,560**	**No**

Course Overview

The course covers the following ITIL 4 practices to enable students to understand the factors that contribute to success in this arena:

- Architecture Management
- Measurement and Reporting
- Portfolio Management
- Risk Management
- Service Financial Management
- Strategy Management
- Workforce and Talent Management

Course Outline

- **Module 00: Course Introduction**
- **Module 01: DITS Case Study**
  - Analysis of the DITS Case Study and Risk Assessment Report
- **Module 02: DITS Overview**
  - Background and Introductory Information
- **Module 03: DITS and the Guiding Principles**
  - Apply the ITIL Guiding Principles to All Aspects of DITS
- **Module 04: Key Concepts Applied to Strategy**
  - Understand ‘Digital’ Concepts – Digital Technology, Digital Business, Digital Organization, Digital Transformation, Digitization

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- **Module 05: Products and Services**
  - Differentiate Between Product and Service Management, Digital and IT Strategies, Business Strategies and Business Models
- **Module 06: DITS and the SVS**
  - Opportunity/Demand; Value
  - Governance; Continual Improvement
  - Practices
- **Module 07: Strategy Management (StM) Practice**
  - Purpose
  - Practice Success Factors
- **Module 08: DITS, SVS SVC Creating Value**
  - External Analysis: PESTLE
  - Internal Analysis: Four Dimensions
- **Module 09: Digital Disruption and Organizational Viability**
  - Organizational Viability, Agility, Resilience
- **Module 10: VUCA (Practical Assignments)**
  - Explain and Apply VUCA
- **Module 11: Digital Transformation (Practical Assignments)**
  - VUCA & Digital Transformation
  - Applying HVIT Concepts
- **Module 12: Digital Disruption and Organizational Viability**
  - Three Levels of Digital Disruption: Ecosystem, Industry/Market, Organization
- **Module 13: Influencing an Organizational Position**
  - Customer/Market Relevance
  - Operational Excellence
- **Module 14: Digital Positioning Tools (Practical Assignments)**
  - Digital Positioning Tools: Maturity Models, Digital Positioning Models
  - Maturity Models
- **Module 15: Digital Positioning Models (Practical Assignments)**
  - Digital Positioning Models
  - Practical Assignment #1
- **Module 16: Customer/Market Relevance and Operational Excellence**
  - Achieve Customer/Market Relevance
  - Customer Vs. Market Relevance Definitions
  - Customer Journey
- **Module 17: Omnichannel Delivery and Support**

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  - Omnichannel Delivery
  - Context Sensitive Delivery and Support
  - Customer Analytics, Customer 360 And Feedback
- **Module 18: Achieving Operational Excellence**
  - Relationship Between the Four Dimensions and Operational Excellence
  - Competitive Advantage, Continual Improvement, Automation
- **Module 19: Service Optimization**
  - Service Optimization
  - Technology Replacement Modernization
  - Sourcing Strategies
  - Workforce Strategies
  - Employee 360 Approach
- **Module 20: Financial Aspects of DITS**
  - Policies
  - Portfolios
- **Module 21: Funding Projects, Products, Services**
  - Funding Projects, Products/Services
  - Balancing Innovation and Operations
  - Charging and Charging Models
- **Module 22: Service Financial Management (SFM) Practice**
  - Purpose
  - Practice Success Factors
- **Module 23: Portfolio Management Practice**
  - Purpose
  - Practice Success Factors
- **Module 24: Strategic Approaches for Digital Organizations (Practical Assignments)**
  - Barrett Model
  - Evolution. Innovation
  - Agility & Resilience
  - Organizational Change Management, Knowledge Management
- **Module 25: Social Responsibility & Sustainability (Practical Assignments)**
  - Social Responsibility, Sustainability
  - Triple Bottom Line
  - Employee Fulfillment
  - Practical Assignment #2
- **Module 26: Risk and Opportunities**

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  - Risk Management for Digital Organizations
  - Risk Definitions, DICE, Risk Posture / Capacity / Appetite / Attitude
  - Qualitative and Quantitative Assessment
  - Risk Treatment
- **Module 27: Risk Management (RM) Practice**
  - Purpose
  - Practice Success Factors
- **Module 28: Encouraging & Managing Innovation**
  - What Is It
  - Innovation Management
- **Module 29: Technology Adoption Lifecycle**
  - Technology Adoption Lifecycle
  - Developing an Innovation Culture
- **Module 30: Creating a Digital Strategy**
  - Digital Readiness Assessment
  - Evaluating Current Capabilities
- **Module 31: Vision and Strategy**
  - What is a Vision?
  - Strategic Planning
- **Module 32: Using a Business Case for DITS**
  - Business Case, Portfolio, and Strategy Relationships
  - Communicating a Business Case
  - Dealing with Resistance
- **Module 33: Implementing Digital Strategy**
  - Operating Models
  - Organizational Structure
- **Module 34: Architecture Management (AM) Practice**
  - Purpose
  - Practice Success Factors
- **Module 35: Workforce & Talent Management (WTM) Practice**
  - Purpose
  - Practice Success Factors
- **Module 36: Skills for Digital Leaders**
  - Digital Mindset
  - Communication & Relationship Management
  - Agile Management

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- **Module 37: Leadership Skills**
  - Leadership Skills
  - Education / Learning / Training
- **Module 38: Strategy Coordination & Implementation (Practical Assignments)**
  - Strategy Implementation – General Information
  - Satir Model
- **Module 39: Large-Scale Transformation (Practical Assignments)**
  - Large-Scale Implementation
  - Incremental Implementation
  - Mergers/Acquisitions
  - Individual Change Implementation
  - Practical Assignment #3
- **Module 40: Parallel Operating Models (POMs)**
  - Cannibalism, Erosion
  - Concurrence
  - Synergism
- **Module 41: Assessing the Success of a DITS**
  - Metrics
  - Cascading/Linking Measurements
- **Module 42: Objectives & Key Results (OKR)**
  - Objectives & Key Results (OKRs)
  - Measurement Principles: Progress, Performance, Relevance
- **Module 43: Instrumenting Strategy**
  - Instrumenting Strategy
  - Operational Reports/Dashboards
  - Analytical Reports
- **Module 44: Measurement and Reporting (MR) Practice**
  - Purpose
  - Practice Success Factors
- **Module 45: Activities of a Digital Transformation Program (Practical Assignments)**
  - Define Activities by Scope and Objective of the Transformation
- **Module 46: Course Summary**

Intended Audience

The Digital and IT Strategy (DITS) Course can be taken if you have:

- Taken and completed the ITIL 4 Foundation Certification

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- Taken and completed the ITIL 4 Managing Professional Certification

Please note that if you are ITIL 4 Managing Professional Certified, completing this course, the 4 case studies and successfully passing the PeopleCert DITS Exam will give you DITS Certification and the ITIL 4 Strategic Leader Designation. If you come to this course from the ITIL 4 Foundation Certification, then you will need to take this course and the ITIL 4 Strategic Leader Direct, Plan and Improve Course in addition to this course to achieve the ITIL 4 Strategic Leader Designation.

Prerequisites

- Some level of work experience in IT service support or IT service delivery is highly recommended.
- ITIL 4 Foundation

Follow-On Courses

- ITIL 4 Managing Professional
- Specialist: Create, Deliver & Support
- Managing Professional Transition
- Specialist: High Velocity IT Training
- Specialist: Drive Stakeholder Value

Ready to enroll? Call 800.674.3550 or email Info@AppliedTechAc.com — private team cohorts, GSA MAS purchasing, military credentialing funding, VA GI Bill and VR&E and student financing available.