

ITIL® 4 Leader: Digital & IT Strategy (DITS) - accredited training with exam

ITIL®4 Leader: Digital and IT Strategy adds a new perspective to the **ITIL®4** guidance and elevates the discussion around ITIL concepts to an **organizational strategy** level. The module enables **IT** and digital leaders to influence and drive **strategic business decisions**, by helping them to:

- Create an appropriate **digital strategy** aligned to the wider business goals
- Understand how business and **IT leaders** across the globe are responding to digital 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 module also covers how ITIL®4 can be integrated with emerging practices and **new technologies** to meet new internal and external challenges.



Purpose of the training

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.

Professionals wishing to obtain **ITIL®4** Strategic Leader designation

ITIL®4 Strategic Leader (**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 the individual has a clear understanding of how IT influences and shapes business strategy.

ITIL®4 Strategic Leader designation consists of two modules:

- ITIL®4 Strategist: Direct Plan and Improve (universal module)
- ITIL®4 Leader: Digital and IT Strategy.

To become an ITIL®4 Strategic Leader, candidates must complete all modules in the designation, with ITIL®4 Strategist Direct Plan and Improve being a universal module for both designations. In addition, 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.



Benefits of completing the training

ITIL®4 Leader: DITS – Benefit Statements

- The **ITIL®4** guidance adds a new perspective and elevates the discussion around the ITIL concepts to an **organizational strategy** level
- Helps create an appropriate **digital strategy** aligned to the wider business goals
- Understand how to respond to digital disruption by reshaping corporate strategy, adapting processes and repurpose entire business models
- Explore the use of the ITIL®4 framework to support your digital transformation journey, address service management challenges and utilize **new technology**

ITIL®4 Leader: DITS – Top level messages

- Develop a cross-organizational digital strategy
- Craft a digital vision
- Drive operational excellence
- Respond to **digital disruption**
- Enable a sustainable business
- Strategically manage risk
- Develop digital leaders for the future.

ITIL®4 Leader: DITS will provide you with the **skills and knowledge** to:

- Learn about the impact, importance and interrelation of a digital strategy with other areas of the business for enabling success
- Assess and understand internal and external factors to craft a **digital vision** and build a robust digital strategy for long term growth
- Assess digital readiness and understand how to utilize IT and digital technology to boost operational performance and customer satisfaction
- Understand how to strategically position an organization against **digital disruptors** to keep the business relevant to the desired customer base
- Ensure organizational sustainability by encouraging a culture that is more agile, resilient, lean and continuously improving
- Identify, evaluate and mitigate opportunities and risks while creating a structure for digital **business success**

- Learn how to select and develop future IT and digital leaders to ensure the continuous delivery of digital excellence.

Learning Outcome:

- 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
- 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



Examination method

To obtain **ITIL®4: Digital and IT Strategy certificate** it is required to successfully pass both **Case study** assignments and multi-choice question **exam**.

Case study assignments are performed in class (or individually at home). Multi-choice question exam can be sit on-line or in class, after the **Case study** assignments.

Case study assignments overview

- This is an 'open book' assessment. Any available materials are allowed to be used during the assignments, including the ITIL®4: Digital and IT Strategy publication and the **ITIL** Practices Guidance documentation
- Duration:
 - Three assignments of 60 minutes, one assignment of 90 minutes in the group work format, or
 - Four individual written assignments of 60 minutes each in individual format
- Number of marks
 - Number of assignments: 4
 - Number of assessment criteria: 5
 - Marks: Each assessment criterion is worth 8 marks. There are 40 marks available.
 - There is no negative marking
- Provisional pass mark: 75% or higher – a raw score of 30 marks or above.
- All four assignments are based on a case study which describes three companies engaged in service relationship. All assignments address two **assessment** criteria (ACs). There is one dedicated AC that all the assignments are focused on, which is AC 1.1 'Relate the ITIL guiding principles to all aspects of Digital and IT Strategy'.



Exam description

- Exam duration: 60 minutes
- Multichoice questions
- There are 30 questions, each worth 1 mark. There is no negative marking.
- Candidates need to get 21 questions correct (70%) to pass the exam.
- This is a 'closed book' exam.



Expected Listener Preparation

[ITIL®4 Foundation certification](#)

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 Language

- **Training:** English
- **Materials:** English
- **Exam:** English

Training Includes

The training price includes:

- Accredited training materials
- Voucher for the ITIL® 4 DITS online exam
- Authorized ITIL® 4 DITS manual in the online version (as required by the vendor)

Additional options:

- Take2 re-sit exam repetition: PLN 200

Duration

3 days / 24 hours

Training agenda

1. Day 1:

- Overview and key concepts
- The strategy journey
- Assignment 1: Understand how an organization uses Digital and **IT Strategy** to remain viable in environments disrupted by digital technology.

1. Day 2

- The strategy journey cont.
- Assignment 2: Understand the strategic approaches made possible by digital and **information technology** to achieve customer/market relevance and operational excellence.
- Strategic capabilities
- Assignment 3: Understand how to implement a digital / IT strategy.

1. Day 3

- Assignment 4: Understand how to apply Digital and IT Strategy in **VUCA** environment.
- Strategic capabilities cont.
- **Practices**