

ITIL® 4 Leader – Digital and IT Strategy with exam

Duration: 3 days

Audience: Professionnel TI|Gestionnaire

Who is this training for?

- Anyone wishing to improve their knowledge of service management.
- Managers and aspiring ITSM managers.
- Managers at all levels involved in the development of direction and strategy or in the development of a team in continuous improvement.
- Holders of an ITIL® certification who wish to update their knowledge.

Training objectives

- Link ITIL® guiding principles to all aspects of IT and digital strategy.
- Use digital positioning tools to determine the appropriate position of a digital organization.
- Apply the strategic approaches of digital organizations.
- Apply an IT and digital strategy in the management of a VUCA environment.
- Apply strategic coordination and implementation approaches.
- Demonstrate the use of ITIL® guiding principles in IT and digital strategy activities and decisions.
- Understand how to leverage digital strategy to respond to digital disruptions.
- Understand the relationship between IT and digital strategy concepts, the service value system, and the service value chain and explain how to use them to create value.
- Understand how an organization uses an IT and digital strategy to remain viable in environments disrupted by digital technology.
- Understand the strategic approaches enabled by IT and digital technology to achieve customer/market relevance and operational excellence.
- Understand the risks and opportunities of IT and digital strategy.
- Understand the steps and techniques involved in defining and defending an IT and digital strategy.
- Understand how to implement an IT and digital strategy.

Summary

ITIL® 4 focuses on a new form of IT service management, focused on consumer experience, value streams, digital transformation and the latest ways of working, such as Lean, Agile and DevOps.

The ITIL® 4 - Digital and IT Strategy (DITS) certification focuses on the importance of creating an appropriate digital strategy in order to ensure business success and overcome the challenges related to this project.

This course also explores how (and why) digital strategy should be integrated into IT strategy and aligned with the organization's goals.

The ITIL® 4 - Drive Stakeholder Value exam assesses whether you have a sufficient understanding of ITIL® 4 principles of all types of engagements and interactions between a service provider and their customers, users, suppliers, and partners.

The ITIL® 4 - Drive Stakeholder Value certification is one of the prerequisites for the ITIL® 4 Managing Professional designation, which assesses the technical and practical knowledge of IT departments, teams and workflows.

Our team of trainers includes professionals who work daily in environments where these practices support the co-creation of value. Our training includes examples, simulations and case studies related to the realities of today's organizations.

Duration: 3 days (excluding the exam).

Course outline

- Demonstrate the use of ITIL® guiding principles in IT and digital strategy activities and decisions. (BL4)
- Understand how to leverage digital strategy to respond to digital disruptions. (BL2/3)
- Understand the relationship between the concepts of IT and digital strategy, the service value system and the service value chain and explain how to use them to create value. (BL3)
- Understand how an organization uses an IT and digital strategy to remain viable in environments disrupted by digital technology. (BL3/4)
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Understand the strategic approaches enabled by IT and digital technology to achieve customer/market relevance and operational excellence. (BL3/4)

- Understand the risks and opportunities of IT and digital strategy. (BL2/3)
- Understand the steps and techniques involved in defining and defending an IT and digital strategy. (BL3)
- Understand how to implement an IT and digital strategy. (BL2/3/4)

Approach and methodology

An interactive approach including readings, discussions and experience sharing will prepare participants for the ITIL® 4 - Drive Stakeholder Value certification and provide them with the practical knowledge needed in their work.

Teaching materials: Each student will receive an ITIL® 4 - Drive Stakeholder Value workbook in electronic format (PDF) that contains all presentation materials, lecture notes, case studies, and sample exams.

Prerequisites

- Hold ITIL® 4 Foundation certification or equivalent content.
- Proof of certification will be required upon registration. In addition, you must have attended accredited training for this module (the recommended number of hours for this training is 18 hours, including the exam).
- This includes 4.5 to 5 hours of group work for practical work or 4 hours of individual work on online work.

Recommendations

Participants are invited to reflect on the strategic challenges of their organization (digital transformation, IT-business alignment, value creation) and to identify concrete situations related to strategy. It is recommended to review the ITIL® 4 Foundation concepts (SVS, value chain, guiding principles) in order to optimize learning at the strategic level.

Certifications

The Multiple-Choice Exam:

- The multiple-choice exam is composed of 30 multiple-choice questions.
- No documentation is permitted during the review.
- The pass mark is 70% (21 correct answers out of 30).
- Each question is worth 1 point.
- No negative scores will be awarded.
- The exam lasts 60 minutes.
- Non-English speakers can request 25% more time to complete the exam.
- 12 questions are at level 2 on the Bloom scale (40%).
- 18 questions are at level 3 on the Bloom scale (60%).

Practical work on the case study:

The case study was created especially for the practical work of the ITIL® 4 Leader - Digital and IT Strategy training. She describes three fictitious companies.

- Any resemblance to existing companies is not intentional.
- Training participants are expected to work in small groups for practical work.
- A self-paced participant in the online training can complete the practical work on their own.
- Practical work is assigned by the trainer.
- The case study is worth 40 points.
- Documentation is permitted for this work.
- All available material is allowed during the labs, including the ITIL® 4 - Digital and IT Strategy material and the ITIL® practice guide.

Distribution of the 4 practical assignments:

- 3 assignments of 60 minutes and a 90-minute assignment in group work or 4 assignments of 60 minutes in individual work.
- There are 5 evaluation criteria that are worth 8 points each.

- The passing mark is 75% (30 correct answers out of 40).
- No negative scores will be awarded.

Reflection level: Level 4 on the Bloom scale.

- The candidate must analyze the information provided and judge whether the action plan is effective and appropriate.
- The 4 works are based on a case study that describes the service relationships between 3 companies.
- All the works address two evaluation criteria (AC).

An evaluation criterion present in all the work is related to CA 1.1: "Link the ITIL® guiding principles to all aspects of IT and digital strategy."

Accreditations

This course qualifies you for 21 PMI® Professional Development Units (PDUs). Code for recognition of accreditation units: 50542JGZJV

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