

ITIL® 4 LEADER: DIGITAL AND I.T. STRATEGY (DITS)

ENABLING BUSINESS SUCCESS THROUGH THE
CREATION OF DIGITAL AND I.T. STRATEGIES

ITIL 4 LEADER: DIGITAL AND IT STRATEGY (DITS)

The ITIL 4 Leader: Digital and IT Strategy course provides guidance about crafting a digital vision and shaping IT and business strategies. Digital and IT Strategy will be invaluable for leaders across your organization, including directors, department heads, and aspiring C-Suite professionals.

The course will help IT leaders and aspiring leaders build and implement effective IT and digital strategy that can tackle digital disruption and drive success.



ITL204
COURSE CODE



3 Days
COURSE DURATION



English | Arabic
COURSE LANGUAGE

Learning Objectives

At the end of this course, attendees will have an understanding of the following:

- 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

Qualification Overview

Duration	3 days	18 training hours	Timing Flexible
Audience	<ul style="list-style-type: none"> • Individuals continuing their journey in service management • ITSM Managers and aspiring ITSM Managers • IT and business directors, heads of departments, aspiring business leaders, and other business professionals across the organization who are looking for guidance that will help them craft a digital vision, shape an IT and business strategy, and drive organizational change. 		
Certification	ITIL 4 Leader: Digital and IT Strategy IT		
Exam Structure	40 Multiple Choice Questions	90 minutes	Pass Score 28/40 or 70%
Pre-requisites	<ul style="list-style-type: none"> • ITIL® Foundation Certificate in IT Service Management OR ITIL® 4 Managing Professional Transition Certificate • Training through an Accredited Training Organisation 		

Program Outline

ITILDITS01	Course Overview
ITILDITS02	Core Concepts of Digital and IT Strategy
ITILDITS03	Strategy and Direction
ITILDITS04	Assessment and Planning
ITILDITS05	Measurement and Reporting
ITILDITS06	Continual Improvement
ITILDITS07	Communication & Organizational Change Management
ITILDITS08	Value Streams & Processes
ITILDITS09	Exam Preparation

Note: Exam vouchers and the ITIL 4 Core Book are included in the course fees.

Relevant Programs



Contact Us

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