ITIL®4 Strategic Leader Digital and IT Strategy (DITS) with Exam

Category: Infrastructure & IT Operations | **Vendor:** PeopleCert

Duration: 24.00 hours (3 days) **19.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Certification: ITIL®4 Strategic Leader Digital and IT Strategy (DITS) with Exam

Course Overview

This course takes you on a digital strategy journey. Its iterative, eight-step model moves from vision through to actions and is about creating sustainable, digital momentum. You experience the four key capabilities to develop a holistic, digital capability framework: digital leadership, managing innovation and emerging technologies, risk management and structuring a digital enterprise. This class includes an exam voucher.ITIL®, PRINCE2®, PRINCE2 Agile® and the Swirl logo are registered trademarks of the PeopleCert group. Used under licence from PeopleCert. All rights reserved.

About This Course

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Who Should Attend

This course is aimed at people in senior roles including CIOs, chief digital officers and other aspiring CxOs, as well as consultants and others involved in digital transformations, service delivery and strategic delivery.

Prerequisites & Entry Requirements

General Prerequisites:

Candidates must hold the ITIL®4 Foundation Certificate.

Learning Outcomes

Upon successful completion of this course, participants will be able to:

By the end of this course, you will understand: The internal and external factors to consider while crafting digital strategy How IT strategy differs from digital strategy and how they can be integrated Creating a digital strategy that achieves the most value from digital Implementing and sustaining digital strategy Developing and nurturing digital capabilities for continual business innovation and value co-creation

Detailed Course Outline

1 - ITIL®GUIDING PRINCIPLES TO ALL ASPECTS OF DIGITAL AND IT STRATEGY

- Focus on Value
- Start Where You Are
- Progress Iteratively with Feedback
- Collaborate and Promote Visibility
- Think and Work Holistically
- Keep It Simple and Practical
- Optimise and Automate

2 - LEVERAGE DIGITAL STRATEGY TO REACT TO DIGITAL DISRUPTION

- Digital Technology
- Digital Business
- Digital Organisation
- Digitisation
- Digital Transformation
- Business Strategy and Business Models
- Digital and IT Strategy
- Products
- Services
- Relationship Between Digital, IT Strategy and Components of ITIL®SVS.

3 - RELATIONSHIP BETWEEN CONCEPTS OF DIGITAL AND IT STRATEGY, SERVICE VALUE SYSTEM AND SERVICE VALUE CHAIN

- Environmental Analysis
- External Analysis: PESTLE
- Internal Analysis: Four Dimensions of Service Management

4 - HOW AN ORGANISATION USES DIGITAL AND IT STRATEGY TO REMAIN VIABLE IN ENVIRONMENTS

- How an Organisations Viability is Related to Agile, Resilient, Lean, Continuous and Co-Creational it is
- How to Analyse the VUCA Factors and Address them in a Digital and IT Strategy
- Organisations Position in a Particular Market or Industry
- Digital Positioning Tool to Determine Appropriate Position for a Digital Organization

5 - EXPLAIN AND COMPARE THREE LEVELS OF DIGITAL DISRUPTION

- Ecosystem
- Industry/Market
- Organisational
- Influenced factors
- Achieving Customer/Market Relevance
- Achieving Operational Excellence
- Internal and External Focus
- Balanced Approach

6 - STRATEGIC APPROACHES BY DIGITAL AND IT TO ACHIEVE CUSTOMER/MARKET RELEVANCE AND OPERATIONAL EXCELLENCE

- How to Apply Approaches to Achieve Customer/Market Relevance
- Customer Journeys
- Omnichannel Delivery and Support
- Context-Sensitive Delivery and Support
- Customer Analytics
- Customer Feedback and 360Ã¸ Approaches
- How to Achieve Operational Excellence in the Four Dimensions of Service Management
- Understand the Financial Aspects of Digital and IT Strategy in Terms of the Following
- Financial Policies
- Portfolio Optimization
- Funding Projects, Products and Services
- Balancing Cost of Innovation and Operation
- Charging Models
- Assess Strategic Approaches for Digital Organizations

7 - RISKS AND OPPORTUNITIES OF DIGITAL AND IT STRATEGY

- Concept of Risk Management in the Context of a Digital Organisation
- Context of Digital and IT Strategy
- Identify Risk
- Assess Risk
- Concept of Risk Posture and Show How to Determine an Acceptable Balance Between Opportunity and Risk
- Explain the Concept of Innovation, Including its Key Elements and Techniques
- Apply Techniques to Develop and Maintain a Culture of Innovation

8 - STEPS AND TECHNIQUES INVOLVED IN DEFINING AND ADVOCATING FOR DIGITAL AND IT STRATEGY

- How to Use Digital Readiness Assessment to Perform Gap Analysis Between an Organisations Current and Desired Positions Approaches for Scraping Data from Dynamic Websites
- How to Define and Communicate a Vision and a Strategy
- How to Use Business Cases to Advocate for a Digital and IT Strategy

9 - IMPLEMENTATION OF A DIGITAL AND IT STRATEGY

- How to Define Operating Models for Digital Organisations
- Major Skills Required of Leaders in Digital Organisation
- Apply Approaches to Strategy Coordination and Implementation:
- Large-Scale Transformation
- Incremental Transformation
- Mergers and Acquisitions
- Individual Changes
- Approaches to POMs (Parallel Operating Models)
- How to Assess Success of a Digital and IT Strategy
- Typical Activities of a Digital Transformation Programme

Additional Course Details

Nexus Humans ITIL® 4 Strategic Leader: Digital and IT Strategy (DITS) training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the ITIL® 4 Strategic Leader: Digital and IT Strategy (DITS) course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

Frequently Asked Questions

Q: What delivery options are available for ITIL®4 Strategic Leader Digital and IT Strategy (DITS) with Exam?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: What certification does this course prepare me for?

The ITIL®4 Strategic Leader Digital and IT Strategy (DITS) with Exam course helps prepare you for the ITIL®4 Strategic Leader Digital and IT Strategy (DITS) with Exam certification path.

Q: How many CPD hours does this course provide?

The 3-day ITIL®4 Strategic Leader Digital and IT Strategy (DITS) with Exam course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the ITIL®4 Strategic Leader Digital and IT Strategy (DITS) with Exam training?

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for ITIL®4 Strategic Leader Digital and IT Strategy (DITS) with Exam?

Yes, we provide corporate training, dedicated training, and closed classes for ITIL®4 Strategic Leader Digital and IT Strategy (DITS) with Exam. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for ITIL®4 Strategic Leader Digital and IT Strategy (DITS) with Exam?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your ITIL®4 Strategic Leader Digital and IT Strategy (DITS) with Exam training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

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