# ITIL® 4 Leader: Digital and IT Strategy («DITS»)

In this course, you will learn how to react to digital disruption as an executive, how to adapt corporate strategy and/or even develop completely new business models.

**Duration:** 3 days
**Price:** 3'600.–
**Course documents:** Official courseware (English) & official Axelos book (digital) incl. exam voucher

## Content

This course focuses on the importance and challenges of the digital strategy. When integrating the IT strategy, it is taken into consideration that it is linked to as many organizational objectives as possible, so that the success of the company is facilitated/optimized. ITIL® supports organizations in their digital transformation by providing a structured and flexible approach to address the challenges of service management and using the potential of modern technology to derive the maximum benefit from digital technology.

- ITIL® guiding principles in digital and IT strategy decisions and activities
- Using the digital strategy to respond to digital interference
- Concepts: Digital Technology, Digital Business, Digital Organization etc.
- Relationship between digital and IT strategy and the components of ITIL® SVS
- The opportunities and risks of an organization in connection with the digital and IT strategy
- Strategic approaches for more customer/market relevance and operational excellence
- Steps and techniques for a digital and IT strategy
- Implementation of a digital and IT strategy

The course contents/learning goals are based on the official syllabus of Axelos.

## Key Learnings

- Understanding the ITIL® Guiding Principles
- Understanding how to use digital strategy to respond to digital disruption
- Understanding the relationship between the concepts of digital and IT strategy and ITIL® SVS and their benefits for value creation
- Understanding the strategic approaches to achieve customer/market relevance and operational excellence
- Understanding the opportunities and risks of digital and IT strategy
- Gaining an overview of the steps and techniques required for a digital and IT strategy
- Setting up a digital and IT strategy

## Methodology & didactics

The seminar requires at least 20 hours of additional time outside the classroom.

The course consists of a three-day interactive course consisting of presentation and group exercises. Please keep the evenings free for repetitions and/or smaller homework. The preparation and processing of the homework will contribute significantly to the success of the exam.

## Target audience

This course is aimed at IT and business managers, department heads, aspiring C-Suite professionals and other executives across the organization who are looking for guidance to help them develop a digital vision, shape IT and business strategy and drive organizational change.

## Requirements

At least three years of IT management experience.

The «ITIL® 4 Foundation Certificate» is a prerequisite for this course.

- ITIL® 4 Foundation compact course («IT4»)

## Certification

The exam consists of a practical work and the official exam.

**Practical work/assignment**: 4 assignments are completed as group work during the lessons. They help to deepen and practically apply the course content and are part of the PeopleCert exam. The course material and other sources can be used to complete the assignments. The results will be evaluated by the trainer. Participants are only admitted to the final exam with a sufficient evaluation.

**Exam format:** 30 multiple choice exam questions, duration: 60 minutes, pass rate: 70% (21 answers or more correctly answered). No aids are allowed.

You can book the exam in English or German. The courseware is in English and the official literature is in either English or German. In general, we recommend that you take the exam in the language of the official literature. When you register for the exam, you can choose the language of the exam and the language of the eBook.

You will receive a voucher for the online exam via email from PeopleCert a few days before the course starts. The exam voucher must be redeemed directly with PeopleCert, where you can register for an available exam date. The online exam is proctored by a PeopleCert proctor, which requires a device with a microphone and camera.

For more information about the exam, please visit the PeopleCert website here.

**«Take2» option:**
This option allows you to retake the exam at a lower price if you do not pass. The retake exam takes place **online**. If required, you can book this option independently in your PeopleCert cadidate profile before booking the exam. You have up to 6 months from the date of the first exam to prepare and take the retake exam.

https://www.peoplecert.org/en/terms-of-service-and-privacy-policy – under this link you will find more information about the complaint management of our certification partner and your rights.

## Additional information

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## Any questions?

We are happy to advise you on +41 44 447 21 21 or info@digicomp.ch. You can find detailed information about dates on www.digicomp.ch/courses-service-project-management/itil/course-itil-4-leader-digital-and-it-strategy