

ITIL® 4 Strategic Leader («ITILSL»)

In this course you will learn to apply ITIL® at a strategic level and to use ITIL® practices to develop a strategy for your company. The course package consists of 2 courses & exams leading to the ITIL® 4 Strategic Leader certificate.

Duration: 6 days

Price: 6'500.–

Course documents: Official courseware (English) & official Axelos book (digital) incl. 2 exam vouchers

Content

1. ITIL® 4 Direct, Plan and Improve (3 days)

- Key terms and concepts
- Main principles and methods
- Continuous improvement
- Organizational Change Management (OCM)
- Measurement and reporting
- Managing, planning and improving value flows and practices

2. ITIL® 4 Leader: Digital and IT Strategy (3 days)

- 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

- Knowledge of how to apply ITIL® at a strategic level
- Knowledge of how to use ITIL® practices to develop a strategy for your business
- Understanding of the consequences of the digital / IT strategy on the management

Target audience

This course is aimed at employees in IT organizations in leading positions or aspiring managers.

Certification

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](#).



You will receive the ITIL® 4 Strategic Leader certificate if you have passed the exams for the two courses [ITIL® 4 Direct, Plan and Improve](#) and [ITIL® 4 Leader: Digital and IT Strategy](#).

«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 candidate 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-package-itil-4-strategic-leader