ITIL® 4 Leader: Digital & IT Strategy

Gestão de Serviços TI

Live Training (também disponível em presencial)

- **Localidade:** Imprimir Curso
- **Data:** 04 Apr 2022
- **Preço:** 1950 € (Os valores apresentados não incluem IVA. Oferta de IVA a particulares e estudantes.)
- **Horário:** Laboral das das 09h30 às 16h30
- **Nível:**
- **Duração:** h

Sobre o curso

The pace of evolution in the digital world has never been so fast and organizations need to be flexible and adapt to the ever-changing environment if they want to keep providing value to their customers while remaining competitive in the marketplace.

The ITIL® 4 Leader: Digital & IT Strategy (DITS) elevates the discussion around ITIL concepts to a corporate strategy level, by enabling IT and digital leaders to influence and drive strategic business decisions, by creating an appropriate digital strategy aligned to the wider cross-organizational goals. The course provides guidance on how the strategy should impact the design, delivery, and support of services throughout the service value chain of an organization.

The ITIL® 4 Digital & IT Strategy course is therefore aimed towards IT and business directors, heads of department, aspiring C-Suite professionals, and other senior business leaders who want to strategically position an organization against digital disruptors, craft a digital vision, and build a robust digital strategy for long term growth.

O curso inclui o respectivo exame de certificação.

Destinatários

The course aimed towards IT and business directors, heads of department, aspiring C-Suite professionals and other senior business leaders who want to strategically position an organisation against digital disruptors, craft a digital vision and build a robust digital strategy for long term growth

Pré-requisitos

For this course, a minimum of three years of IT managerial experience is required, and you are required to have obtained your ITIL 4 Foundation certificate. You will need to provide us with a copy of this certificate upon registration in order to take this course.

Metodologia

Candidates must pass all the Case Study assignments in order to take the exam.

Case study assessment:

- This is an ‘open book’ assessment.
- Consists of 4 assignments based on a case study.
- Pass score is 75% (30 out of 40 marks).
- Duration:
  - 3 assignments of 60 minutes, 1 assignment of 90 minutes in the group work format, or,
  - 4 individual written assignments of 60 minutes each in individual format.

Exam:

- This is a ‘closed book’ exam.
- Duration: 60 minutes
- 30 multiple-choice questions.
- The pass score is 70% (21 out of 30 questions.
- The exam can be taken Online

Programa

- Demonstrate the use of the ITIL guiding principles in Digital & IT Strategy decisions and activities
- Understand how to leverage digital strategy to react to digital disruption
- Understand the relationship between the concepts of Digital & 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 & 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 & 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

Demonstrate the use of the ITIL guiding principles in Digital & IT Strategy decisions and activities

- Relate the 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
  - Optimize and automate

Understand how to leverage digital strategy to react to digital disruption

- Understand the key concepts: Digital Technology, Digital Business, Digital Organization, Digitalization, Digital Transformation
- Understand the key concepts: Business Strategy and Business Models, Digital and IT Strategy, Product Management and Service Management
- Explain the relationship between Digital and IT Strategy and the core components of the ITIL SVS

Understand the relationship between the concepts of Digital & IT Strategy, the service value system and the service value chain, and explain how to utilize them to create value

- Explain environmental analysis in terms of external and internal analysis, covering PESTLE and the Four Dimensions of Service Management

Understand how an organization uses Digital & IT Strategy to remain viable in environments disrupted by digital technology

- Show how an organization viability is related to how agile, resilient, lean, continuous and co-creational it is
- Analyse the VUCA factors and address them in a Digital and IT Strategy
- Explain and compare three levels of digital disruption: Ecosystem, Industry/market, Organizational
- Show how an organization position in a particular market or industry is influenced by factors as customer/market relevance, operational excellence, Internal and external focus, Balanced approach.
- Use a digital positioning tool to determine the appropriate position for a digital organization

Understand strategic approaches made possible by digital and information technology to achieve customer/market relevance and operational excellence

- Know how to apply different approaches to achieve customer / market relevance
- Know how to achieve operational excellence in the four dimensions of service management
- Understand the financial aspects of Digital and IT Strategy
- Assess strategic approaches for digital organizations

Understand the risks and opportunities of Digital & IT Strategy

- Explain the concept of risk management in the context of a digital organization
- In the context of Digital and IT Strategy, explain how to identify risk and assess risk
- Explain the 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
- Know how to apply techniques to develop and maintain a culture of innovation

Understand the steps and techniques involved in defining and advocating for a Digital and IT Strategy

- Know how to use a digital readiness assessment to perform a gap analysis between an organization’s current and desired positions
- Explain how to define and communicate a vision and a strategy
- Know how to use business cases to advocate for a Digital and IT Strategy

Understand how to implement a Digital and IT Strategy

- Know how to define operating models for digital organizations
- Explain the major skills required of leaders in a digital organization
- Apply different approaches to strategy coordination and implementation
- Explain approaches to POMs
- Explain how to assess success of a Digital and IT Strategy
- Explain the typical activities of a digital transformation program