

ITIL® 4 Leader Digital and IT Strategy training (EN)

Group Training

Training code	CGAIT4DTCD
Spoken Language	English
Language Materials	English
Dayparts	6
Price	€2.150,00 excl. VAT No extra costs.

What is ITIL®4 Leader Digital and IT Strategy

Service providers deliver their services in a world that is increasingly digitalizing. In order to be successful in the future, having a digital strategy is essential. This training covers all aspects that are important when formulating a digital strategy. During the training, you will work on four practical assignments that are an integral part of the certification. The specific exam topics are discussed during the training. The specific topics that are covered are:

- Strategic approaches enabled by digital and information technology.
- How to use a digital strategy to respond to digital disruption.
- How to implement a digital and IT strategy.
- The ITIL®4 key concepts in relation to Digital and IT Strategy (DITS).
- Using the ITIL®4 guiding principles in DITS decision-making and activities.
- How to use DITS to remain viable in environments disrupted by digital technology.
- How to achieve customer/market relevance and operational excellence.
- DITS risks and opportunities.
- Steps and techniques involved in defining and advocating DITS.

The important practices that are central to this are:

- Portfolio Management
- Strategy Management
- Knowledge Management
- Architecture Management
- Continuous Improvement
- Risk Management
- Organizational Change Management
- Relationship Management



- Project Management
- Service Financial Management
- Workforce and Talent Management
- Measurement and Reporting Management

Who should attend ITIL®4 Leader Digital and IT Strategy

- IT Managers: Oversee IT operations and ensure alignment with business goals.
- Digital Transformation Leaders: Drive digital initiatives and manage change within the organization.
- CIOs: Develop and implement IT strategies that support overall business objectives.
- IT Consultants: Provide expert advice on IT strategy and digital transformation.
- Project Managers: Lead projects that involve digital and IT strategy implementation.
- Business Analysts: Analyze business needs and recommend IT solutions.
- Service Managers: Ensure IT services meet business requirements and deliver value.
- Risk Managers: Identify and mitigate risks associated with digital and IT strategies.
- Enterprise Architects: Design and oversee the implementation of IT infrastructure.
- Organizational Change Managers: Manage the human aspects of digital transformation.

Prerequisites

Participants should have the ITIL®4 foundation certificate and have experience in IT management. Familiarity with digital transformation concepts is beneficial but not required.

Objectives

At the end of the training you will be able to:

- Craft a digital vision
- Develop a cross-organizational digital strategy
- Drive operational excellence
- Respond to digital disruption
- Enable a sustainable business
- Strategically manage risk
- Develop digital leaders for the future

This course is designed to provide you with the strategic insights and practical skills needed to lead your organization through the complexities of digital transformation.

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