



Leading Your Business Transformation

The background of the central section is a blurred image of business professionals in a modern office setting. Overlaid on the right side of this image are several white gear icons of varying sizes, symbolizing industry and technology.

**ITIL® V4 Leader: Digital and
IT Strategy (DITS)**
Course syllabus V1.0

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1. Introduction to the course syllabus

This document provides the detailed outline of the ITIL 4 Leader: Digital and IT Strategy (DITS) 3-day course. You will be provided with:

- Course syllabus
- Presentation material
- Two sample exams

The ITIL® 4 Leader: Digital and IT Strategy (DITS) is one of the two modules in the ITIL 4 Strategic Leader (SL) certification scheme. The other module in the SL designation is the ITIL® 4 Strategist: Direct, Plan & Improve. Accredited training for the ITIL 4 Strategic Leader modules is mandatory to enable full understanding of the core material.

The ITIL® 4 Digital and IT Strategy certification focuses on enabling business success through the creation of digital and IT strategies. The IT and Digital Strategy certification adds a new perspective to the ITIL suite and elevates the discussion around ITIL concepts to a strategic level among business leaders and aspiring leaders.

2. Course preparation

You are required to have successfully obtained your ITIL 4 Foundation certificate.

3. Administrative and logistical activities

If you are scheduled to take the certification exam, you should have received a confirmation e-mail asking you to confirm registration data. If you have any questions or problems regarding the exam registration, please talk to your trainer.

4. Target group

The target group of the ITIL 4 DITS certificate in IT Service Management is drawn from:

- Individuals who require an advanced and more specific understanding of the ITIL framework and how it may be used to enhance the quality of IT service management within an organization.
- IT professionals who are working within an organization that has adopted and adapted ITIL who need to be informed and also contribute to an ongoing service improvement program.

This may include but is not limited to, IT professionals, business managers and business process owners.



5. Course objectives

The ITIL 4 DITS course objectives are to guide candidates on:

- Relate the ITIL guiding principles to all aspects of Digital and IT Strategy
- Understand the following concepts:
 - Digital Technology
 - Digital Business
 - Digital Organization
 - Digitization
 - Digital Transformation
- Understand the following concepts:
 - Business strategy and business models
 - Digital and IT Strategy
 - Products
 - Services
- Know how to explain the relationship between Digital and IT Strategy and the components of the ITIL SVS
- Explain environmental analysis in terms of internal and external analysis
- Know how to show how an organization's viability is related to how agile, resilient, lean, continuous and co-creational it is
- Know how to analyze the VUCA factors and address them in a Digital and IT Strategy
- Explain and compare three levels of digital disruption (Ecosystem, Industry/Market, and Organizational)
- Show how an organization's position in a particular market or industry is influenced by different factors
- Use a digital positioning tool to determine the appropriate position for a digital organization
- 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
- 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 and assess risk
- Know how to 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
- 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
- Know how to define operating models for digital organizations, architecture management practice, and workforce and talent management practice
- Explain the major skills required of leaders in a digital organization
- Apply different approaches to strategy coordination and implementation
- Explain approaches to POMs (parallel operating models)
- Explain how to assess success of a Digital and IT Strategy, measurement and reporting practice
- Explain the typical activities of a digital transformation program

6. Delivery method

6.1 Educational alternatives

This course was designed so that it makes use of the following educational alternatives:

- **Deduction:** Using anecdotes and examples, the training presents use cases before the concepts have even been covered. The students deduct the learning from their own analysis. The topic and its concepts are presented afterwards to demonstrate how theory applies to what was deducted.
- **Questioning:** Asking questions forces participants to stop and think about different variables. It also enables the participants to put the newly acquired knowledge to the test. Quizzes have been incorporated as part of the training to make sure that the concepts are well understood by the participants.
- **Demonstrating:** Some use cases have been incorporated to the training AFTER the concepts. These serve to explain a cause and effect relationship using the newly acquired knowledge.

7. Exam

The ITIL 4 DITS Certification Exam is offered online or if required paper-based on the final day of class. It is a 30-question multiple-choice exam and 21/30 is required at the minimum to succeed to the exam, or 70%. The duration of the exam is 60 minutes, 15 minutes can be added if your first language is not English.



8. Session plans

The following provides individual session objectives for the different modules covered in the training.

Course Outline:

Module 1: Key Concepts of Digital and IT Strategy

- Digital, Information, and Communication Technology
- Digital Transformation
- Services, Products, and Competitive Advantage
- Tiers of Strategy
- Business Models
- Operating Models

Module 2: Strategy and the Service Value System

- Opportunity and Demand
- Value
- Governance
- ITIL Guiding Principles
- Continual Improvement
- ITIL Practices

Module 3: What is Vision?

- Disruptions
- Vision
- Digital Disruptions
- Balanced Strategic Focus
- Positioning Tools for Digital Organizations
- Assignment 1: Digital Disruption and Digital Positioning

Module 4: Where Are We Now?

- Environmental Analysis
- Opportunity Analysis
- Digital Readiness Assessment

Module 5: How Do We Get There (Strategic Planning)

- Strategy Planning
- Financial Aspects of Digital and IT Strategy
- Business Models for Strategy Planning
- Portfolio Optimization

Module 6: How Do We Get There (Strategic Approaches)

- Strategic Approaches for Digital Organizations
- Strategic Approaches for Operational Excellence
- Strategic Approaches to Evolution
- Strategic Approaches to Social Responsibility and Sustainability
- Assignment 2: Strategic Approaches for Digital Organizations

Module 7: Take Action (Managing Strategic Initiatives)

- How Strategies are Implemented
- Coordinating Strategy and Strategic Initiatives
- Leading Digital Transformation

- Digital Leadership
- Assignment 3: Strategy Planning and Communication

Module 8: Did We Get There? (Measuring Strategy)

- Key Facts About Measurement
- Measuring a Strategy
- Instrumenting Strategy

Module 9: How Do We Keep The Momentum Going

- Long-Term Momentum: Ensuring Organizational Viability
- Short-Term Momentum: Parallel Operation
- Assignment: Digital Strategy in VUCA Environment

Module 10: Managing Innovation and Emerging Technologies

- Managing Innovation
- Formal Approach to Innovation Management
- Culture that Supports Innovation
- Approaches to Innovation
- Evaluating and Adopting Emerging Technology

Module 11: Managing Strategic Risk

- Risk Management
- Risk Identification
- Risk Posture
- Risk Treatment

Fifalde Consulting Inc. is a trusted independent advisor, helping organizations maximize efficiencies and increase value to their IT services. We specialize in the delivery of Information Technology Service Management (ITSM) and Information Security Management (ISM) consulting and training services, using best practices such as the Information Technology Infrastructure Library (ITIL®), TIPA®, TOGAF®, and standards such as ISO/IEC 20000, 27001, 38500 and others. Fifalde's team includes a network of the most accredited consultants and trainers in the IT industry.

For more information on what Fifalde can offer your organization, please visit fifalde.com

