

ITILR 4 Leader Digital and IT Strategy

Training Content

Module 1: KEY CONCEPTS OF DIGITAL AND IT STRATEGY

- Intent and Context
- Module Objectives
- Module Topics
- Digital, Information, Operational, and Communication Technology
- Digital Organization, Digital Business, Digitization, and Digital Transformation
- Services, Products, and Competitive Advantage
- Tiers of Strategy
- Business Models
- Operating Models
- Key Points Covered in the Module

Module 2 STRATEGY AND THE SERVICE VALUE SYSTEM

- Intent and Context
- Module Objectives
- Module Topics
- Opportunity and Demand
- Value
- Governance
- ITIL Guiding Principles
- Continual Improvement
- ITIL Practices
- Key Points Covered in the Module

Module 3 WHAT IS THE VISION?

- Intent and Context
- Vision
- Module Objectives
- Module Topics
- Digital Disruptions

- Balanced Strategic Focus
- Positioning Tools for Digital Organizations
- Assignment 1: Digital Disruption and Digital Positioning
- Key Points Covered in the Module

Module 4 WHERE ARE WE NOW?

- Intent and Context
- Module Objectives
- Module Topics
- Environmental Analysis
- Opportunity Analysis
- Digital Readiness Assessment
- Key Points Covered in the Module

Module 5 WHERE DO WE WANT TO BE AND HOW DO WE GET THERE? (STRATEGIC PLANNING)

- Intent and Context
- Module Objectives
- Module Topics
- Strategy Planning
- Financial Aspects of Digital and IT Strategy
- Business Models for Strategy Planning
- Portfolio Optimization
- Key Points Covered in the Module

Module 6 WHERE DO WE WANT TO BE AND HOW DO WE GET THERE? (STRATEGIC APPROACHES)

- Intent and Context
- Key Focus Areas of the Strategic Approaches
- Module Objectives
- Module Topics
- Strategic Approaches for Customer/Market Relevance
- Strategic Approaches for Operational Excellence
- Strategic Approaches to Evolution
- Strategic Approaches to Social Responsibility and Sustainability

- Assignment 2: Strategic Approaches for Digital Organizations
- Key Points Covered in the Module

Module 7 TAKE ACTION (MANAGING STRATEGIC INITIATIVES)

- Intent and Context
- Module Objectives
- Module Topics
- How Strategies are Implemented
- Coordinating Strategy and Strategic Initiatives
- Leading Digital Transformation
- Digital Leadership
- Assignment 3: Strategy Planning and Communication
- Key Points Covered in the Module

Module 8 DID WE GET THERE? (MEASURING STRATEGY)

- Intent and Context
- Module Objectives
- Module Topics
- Key Facts About Measurement
- Measuring a Strategy
- Instrumenting Strategy
- Key Points Covered in the Module

Module 9 HOW DO WE KEEP THE MOMENTUM GOING?

- Intent and Context
- Module Objectives
- Module Topics
- Long-Term Momentum: Ensuring Organizational Viability
- Short-Term Momentum: Parallel Operation
- Assignment 4: Digital Strategy in VUCA Environment
- Key Points Covered in the Module

Module 10 MANAGING INNOVATION AND EMERGING TECHNOLOGIES

- Intent and Context

- Module Objectives
- Module Topics
- Managing Innovation
- Formal Approach to Innovation Management
- Culture that Supports Innovation
- Approaches to Innovation
- Evaluating and Adopting Emerging Technology
- Key Points Covered in the Module

Module 11 MANAGING STRATEGIC RISK

- Intent and Context
- Risk
- Module Objectives
- Module Topics
- Risk Management
- Risk Identification
- Risk Posture
- Risk Treatment
- Key Points Covered in the Module