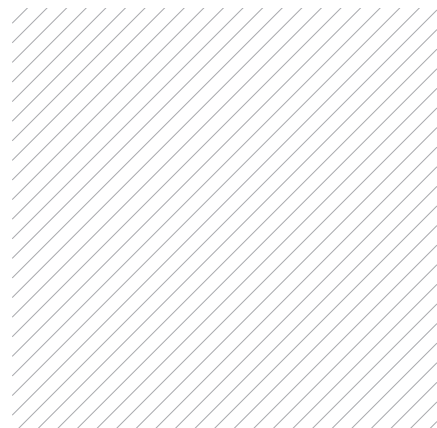




ITIL® 4 Strategic Leader Digital and IT Strategy

Training Course



› Why Bakkah?

Bakkah Learning is a leading company in the training field, with a team of carefully acquired experts in different spectrums of business to support learners in their journey to achieve professionalism and better opportunities in life.



CONTENT

- Designed by Experts
- Aligned with today's business world topics



PARTNERSHIPS

- Exclusive Partnerships with International Accreditation Bodies, like Axelos.



24/7 TECHNICAL SUPPORT

- Ready to answer your inquiries and handle your requests.



FLEXIBLE DELIVERY METHODS

- Live Online

About the Course

- The ITIL® 4 Strategic Leader: Digital and IT Strategy course, accredited by Axelos, equips professionals to formulate and execute digital and IT strategies aligned with organizational objectives. It covers key concepts such as digital transformation, IT governance, risk management, and value co-creation. Enrolling in this course provides a deep understanding of strategic planning, leveraging digital technologies, managing change, and optimizing IT investments. Axelos accreditation ensures industry-standard quality and a globally recognized credential in IT service management.

› Why Earn this Badge?



Who Needs this Course?

01 IT leaders and executives.

02 Business managers.

03 IT professionals.

04 Project managers.

05 Consultants and advisors.

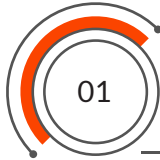
06 Aspiring digital and IT leaders.



Course Objectives:

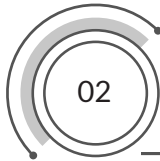


By the end of this course, you'll able to:



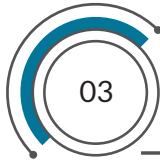
01

Formulate and execute digital and IT strategies.



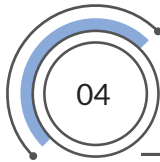
02

Apply best practices in digital transformation and IT governance.



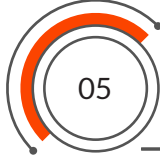
03

Develop strategic plans leveraging digital technologies.



04

Manage organizational change in the digital landscape.



05

Contribute to the strategic direction of your organization.

□ Exam Details

ITIL® 4 Strategic Leader Exam Prerequisite

An ITIL 4 Foundation certification is a pre-requisite for studying Digital and IT Strategy.

Exam Format

- 30 questions on ITIL 4 Leader
- Multiple choice
- 21 out of 30 marks are required to pass (70%)
- 60 minutes
- Closed book

Course Outlines

Introduction

- ✔ Digital and Information Technology has Changed the World
- ✔ The Role of Technology Leader Accelerated Innovation

What is the Vision?

- ✔ Digital Disruption
- ✔ Organizational Disruption
- ✔ Maturity Models

Where Are We Now?

- ✔ Environmental Analysis
- ✔ Opportunity Analysis

Where Are We Now?

- ✔ Key Facts About Measurement
- ✔ Types of Metrics
- ✔ Measuring the Relevance
- ✔ Operational vs Analytical Reports

Course Outlines

What is Digital & IT Strategy?

- ✓ Digital, Information, Operational & Communication Technology
- ✓ Digital Organization & Digital Business
- ✓ Digital Transformation
- ✓ Tiers of Strategy
- ✓ Business Models
- ✓ Operating Models
- ✓ Continual Improvement

Take Action

- ✓ How Strategies are Implemented
- ✓ Coordinating strategy and strategic initiatives
- ✓ Leading Digital Transformation
- ✓ Typical Activities of a Digital Transformation Programme

Where Do We Want to Be and How Do We Get There?

- ✓ Financial Aspects of IT & Digital Strategy
- ✓ Business Models & Innovation
- ✓ Customer/Market Relevance Approaches
- ✓ Operational Excellence Strategic Approaches
- ✓ Business Cases for Strategy

Course Outlines

How Do We Keep The Momentum Going?

- ✓ VUCA
- ✓ Strategic Approaches to Address VUCA
- ✓ Parallel Operating Models
- ✓ Ineffective Operating Models

Digital Leadership

- ✓ Digital Mindset
- ✓ Communication
- ✓ Relationship Management
- ✓ Education & learning

Managing Innovation & Emerging Technologies”

- ✓ Innovation or Adoption
- ✓ Activities in Managing Innovation
- ✓ Characteristics of Organizations with an Innovative Culture
- ✓ Building a Culture that Supports Innovation
- ✓ Approaches to Innovation
- ✓ Crowdsourced Learning
- ✓ Continual Learning

Course Outlines

Structuring for Digital Business

- ✓ Governance
- ✓ Linking Strategies and Enabling Digital Co-evolution
- ✓ Compliance
- ✓ The Role of the Service Management Office

Managing Strategic Risk

- ✓ Risk Management in Digital Organizations
- ✓ Risk Identification
- ✓ Disruption Risks
- ✓ Innovation & Cybersecurity Risks
- ✓ Engagement Risks
- ✓ Quantitative Risk Analysis



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