

# ITIL® 4 Leader, Digital & IT Strategy: Certification

Hands-on course of 3 days - 21h

Ref.: ITZ - Price 2024: CHF2 350 (excl. taxes)

## EDUCATIONAL OBJECTIVES

At the end of the training, the trainee will be able to:

Help organizations through their digital transformation by offering a structured, flexible approach

Supporting IT managers in the process of creating and implementing a digital strategy

Prepare for and take the ITIL 4 Leader DITS certification exam

## TEACHING METHODS

This course involves active, participatory learning. ITIL® concepts are explained, illustrated through feedback, and enhanced with group discussions.

## CERTIFICATION

The certification exam is given in French. Training delivered in French.

## THE PROGRAMME

last updated: 06/2022

### 1) Digital Strategy and IT Strategy

- Emphasizing value.
- Starting where you are.
- Advancing iteratively with feedback.
- Collaborating and promoting visibility.
- Thinking and working holistically.
- Keeping it simple and practical.
- Optimize and automate.

### 2) Preparing for and taking the ITIL® 4 DITS exam

- Review of the ITIL® 4 DITS program.
- Questions/answers between participant and trainer.
- Mock exam and group correction. Tips for the exam.

*The exam is multiple-choice: 30 questions in 60 minutes (75 minutes if English is not the candidate's native language) If at least 70% of the answers are correct (21 right answers), the exam is passed.*

### 3) Digital concepts

- Digital technology.
- Digital enterprise, digital organization.
- Digital transformation.
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*Where digital fits into the organization*

### 4) For the customer, market.

- For operational staff
- Internal and external focus.
- Balanced approach.
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*Financial policies (portfolio management, financial management for services).*

## TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

## ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

## TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

## ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@ORSYS.fr to review your request and its feasibility.

### 5) Portfolio optimization.

- Financing projects, products, and services.
- Balancing the cost of innovation and operation.
- Pricing models.

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*Risk management in the context of a digital organization.*

### 6) Identifying the risk, assessing risks.

- Determining an acceptable balance between opportunity and risk.
- Concept of innovation and key techniques.
- Applying techniques to develop and maintain a culture of innovation.

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*Defining operating models for digital organizations.*

### 7) The main skills required of leaders in a digital organization.

- Approaches: Large-scale and incremental transformation, mergers and acquisitions, and individual changes.
- POM (parallel operating model) approaches.
- Evaluate the success of a digital and IT strategy.

## DATES

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REMOTE CLASS

2024 : 10 Jul, 02 Oct