



ITIL 4 Leader: Digital and IT Strategy

Training Course

Certification provided by

PeopleCert
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Why Bakkah?

Bakkah is a leading company that owns two subsidiaries: **Consulting Company and Learning Company**. With a team of highly experienced and certified professionals, we will help you capitalize on opportunities driven by proven business practices.

We help you obtain professional certificates that will take your career to the next level. Our Learning products focus on building and boosting capabilities by offering the best and latest internationally accredited training courses in various fields, including: Project Management, Human Resource, Business Analysis, Information Technology, Quality Management, Supply Chain Management and Logistics.

We are keen to use and keep up with the latest global learning methods and processes. Since our training courses are flexible and aligned with the global changes, this will ensure an ongoing learning process and build high-quality capabilities.



Bakkah in Numbers





Course Objective

The ITIL 4 Leader: Digital and IT Strategy module provides guidance about crafting a digital vision and shaping IT and business strategies.

This course focuses on the importance and challenges of creating an appropriate digital strategy to enable the success of businesses and how it can (and should) be integrated to the IT strategy and aligned with the wider organization's goals. It explores the use of ITIL framework to support organizations in their digital transformation journey by providing a structured and flexible approach for addressing service management challenges and utilizing the potential of modern technology to get the most value from digital technology. It also adds a new perspective to the ITIL suite and elevates the discussion around ITIL concepts to the very strategic level among companies and business leaders.



Course Methodology

Online Training



5 Days – Online Training



Exam Simulation



Practice Test



Group Activity (Break-out Session) after each lesson



Access to additional References – Glossary/ Recommended Reading/ Syllabus



Material language will be in English





Targeted Audience

 Digital and IT Strategy will be invaluable for leaders across your organization, including directors, department heads, and aspiring C-Suite professionals.



Course Outline



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



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



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 Strategic Risk

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



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



Structuring for Digital Business

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



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