**ITIL Digital and IT Strategy (DITS)**

**Introduction**

These days, business and IT and digital management are inseparable. IT and digital capabilities have evolved far beyond simply being tools and now form the pillars of business capabilities, popular services, and strategic thinking. Despite this, it can be rare for IT and digital managers to truly embrace the business aspect of what they do, and this is where ITIL DITS comes in.  
  
‘ITIL Digital & IT Strategy (DITS)’ is an intermediate module within the ‘ITIL Strategic Leader (SL)’ branch of the ITIL 4 certification path. It covers the high-level and business-centric elements of real-world IT and digital management, enabling managers and executives to fully align IT and digital projects, structures, and services with essential strategic business elements. Not only can this help to maximize the value of an organization’s IT and digital arms, but it can also equip practitioners to pursue high-level management roles.

This course is designed to give students everything they need to sit and pass the ITIL 4 Digital & IT Strategy (DITS) certification exam. The course delivers a range of online training materials, including regular knowledge checks, free practice exams, and instructor-led videos with leading ITIL subject matter experts. Passing the exam helps students unlock the ITIL Strategic Leader designation while also taking them a step closer to the rank of ITIL Master.

**More about the course**

This course offers a comprehensive walkthrough of the ITIL 4 DITS syllabus. This includes how to leverage digital strategy in response to disruption, the relationship between digital and IT strategy and the ITIL Service Value System (SVS), and the role that IT plays in establishing, pursuing, and assessing the progress of corporate strategies.

**Benefits for Individuals**

ITIL DITS was developed to marry digital and IT management with high-level strategy. In other words, it equips individuals to understand how digital and IT elements drive corporate strategy, how to react to disruption in the marketplace, how to translate digital and IT metrics into business value, and so on.

The syllabus is ideal for career IT and digital managers eager to make their way through the ITIL 4 certification path. The perspective offered by the course can equip individuals for greater responsibilities, as well as higher-paying job roles.

**Benefits for Organizations**

To remain competitive businesses must be prepared to react to opportunities and disruption within the sphere of digital and IT. Not only do these developments help shape customer and client expectations, but they also create chances to optimize efficiency, communication, and other elements of value generation.

With this in mind, it simply makes sense to combine digital and IT management with the creation, implementation, and assessment of corporate strategies. ITIL DITS can fully equip a manager to take charge of this, allowing the business to enjoy the benefits of increased alignment between digital and IT capabilities and long-term goals. These include greater efficiency in value-generating IT processes, having strategies reflect an increased awareness of developments in digital and IT, and even more enthusiasm from IT staff thanks to a stronger understanding of how their work contributes to the bigger picture.

This ITIL 4 Digital & IT Strategy (DITS) course is ideal for organizations that want to train individuals or groups of employees while giving them the best possible chance of passing the ITIL DITS exam. The course comes with knowledge checks, a practice exam simulator, free exam vouchers, and access to a support team fully qualified to answer questions on ITIL DITS.

**Course Outline**

**Welcome to ITIL 4 Strategic Leader: Digital & IT Strategy**

**Learning Objectives**

This module introduces the main features of the course, including its objectives, aims, structure, and learning plan. It also goes over several frequently asked questions relating to ITIL 4.

Students receive:

* Diagram pack
* Glossary
* Syllabus
* Further reading and links document
* Links to download related ITIL publications

**Module 1: Essential Components / the Journey Starts Here**

This module examines the course essentials, such as the process for uploading course assignments, which documents must be completed as the modules progress, and how the course itself will be assessed.

Students also look at where ITIL 4 sits in relation to modern digital and IT management.

**Module 2: What Is Digital & IT Strategy?**

This module addresses how digital strategies can be leveraged in response to digital disruption. Students learn key concepts relating to digital and IT strategy, along with the relationship between the two and the ITIL Service Value System (SVS).

**Module 3: Where Are We Now?**

This module looks at the concepts of the SVS, the ITIL Service Value Chain (SVC), and digital IT strategy, as well as the relationships between them. Students then examine how ITIL practitioners leverage these elements to create value.

The module also goes into detail on external and internal analysis techniques.

**Module 4: Where Do We Want to Be?**

This module examines how businesses can use digital and IT strategy to boost their viability and thrive even in rapidly-changing environments.

As part of this, the module explains three types of digital disruption, along with market position tools, VUCA factors (volatility, uncertainty, complexity, and ambiguity), and how to address all of these elements within a single strategy.

**Module 5: Are We Ready?**

This module looks at how ITIL practitioners define, communicate, and advocate for digital and IT strategy and visions by using business cases.

Students receive a ‘readiness assessment’ and examine how it can be utilized to assess the gap between where a business wants to be and where it currently is.

**Module 6: How Do We Get There?**

This module explores the ways digital and IT can be used to create and realize strategies that empower organizations to achieve operational excellence.

**Module 7: Essential Strategic Factors: Innovation**

This module looks at the elements of innovation and how ITIL practitioners establish, maintain, and improve cultures of innovation within a workplace.

**Module 8: Essential Strategic Factors: Risk**

This module covers risk assessment within digitally-driven organizations. Students learn the most common risks faced by ITIL practitioners and how to prepare for and take advantage of them.

**Module 9: Taking Action**

This module explores how to define a digital organization’s operating model. These models explain how businesses deliver value and carry out day-to-day operations. This perspective is important for managers who want to optimize internal processes.

**Module 10: Did We Get There?**

This module looks at the assessment metrics, measures, and reporting processes ITIL practitioners use to assess the success of digital and IT strategies.

A clear perspective of what made a strategic initiative succeed or fail can offer valuable insight that can then be applied to future projects, such as what roadblocks need to be removed or which processes need to be adapted.

**Module 11: Digital Leadership**

This module examines the skills that leaders in digital and IT require in order to drive success. Several approaches to strategic coordination and implementation are also broken down for students.

Students then study activities that usually take place during a digital transformation program.

**Module 12: ITIL 4 Leader: Digital & IT Strategy Wrap-up**

This module concludes the syllabus and wraps up the content covered throughout the course. Students are advised to revisit previous sections to prepare for the ITIL DITS certification exam.

**Practice Exam Simulators**

This module features practice exams that simulate the conditions of the ITIL 4 Strategic Leader: Digital & IT Strategy certification exam. Students are advised to familiarize themselves with test questions before booking the official examination.

**Assessment**

Students are advised to use this [online test](http://www.peoplecert.org/en/Candidates/Test-it-before-you-take-it/Pages/test-it-before-you-take-it.aspx) to check the suitability of the webcam, microphone, and internet connection they intend to use for the exam. Visit the PeopleCert website for more information.

**Case study assignments**

This course features several open-book case-study-based assignments, which are graded according to the assessment matrix.

There are four assignments, each of which lasts 60 minutes and has a pass mark of 75%.

Candidates must pass each of the case study assignments to move on to the next phase. If a candidate fails an assignment, they are asked to complete an additional assignment based on the same case study.

**Multiple-choice questions (MCQ)**

At the end of this course, students must complete a multiple-choice examination.

* This is an online proctored exam
* The exam has a duration of 60 minutes
* The exam is closed-book (only provided materials are permitted for use)
* Students must answer at least 21/30 questions (70%) correctly to pass

**What do you get?**

* Six months’ access from the date of purchase to complete your training
* 18+ hours of online training content
* Free exam voucher
* Access through multiple devices
* Offline player for studying on the move
* Tutor support

**FAQs**

**What is ITIL?**

ITIL, formerly known as the ‘Information Technology Infrastructure Library’, is a set of best practices for IT service management (ITSM). ITIL provides organizations with directions for effectively managing and improving their IT services.

**Who owns ITIL?**

ITIL is owned by AXELOS, a joint venture between Capita and the UK Cabinet Office.

**Is this ITIL 4 DITS course accredited?**

Yes, this ITIL 4 Leader: Digital & IT Strategy (DITS) certification course is accredited by PeopleCert, on behalf of AXELOS.

**What are the prerequisites for this course?**

To sit the ITIL 4 Leader: Digital & IT Strategy (DITS) examination, students must show proof that they have attained one of the following qualifications:

* ITIL 4 Foundation
* ITIL V3 Foundation (+17 intermediate credits)

**What is the duration of this course?**

This course provides over 18 hours’ worth of training materials. This includes learning modules, module-level assessments, revision modules, practice exams, and additional reference materials that can help you with your exam preparation.

**How long can users access this course?**

Learners receive six months of access from the purchase date of the course.

**How long is the exam voucher valid for?**

The exam vouchers are valid for 12 months from the point when they are issued.

**How can the exam be taken?**

The course includes an exam voucher for the ITIL 4 Leader: Digital & IT Strategy (DITS) examination, which can be taken virtually online using a service provided by [PeopleCert](https://www.peoplecert.org/).

Please ensure your device meets the system requirements before booking your exam. You can do so via this [online test](https://legacy.peoplecert.org/en/Candidates/Test-it-before-you-take-it/Pages/test-it-before-you-take-it.aspx). Please visit the [PeopleCert](https://www.peoplecert.org/) website for more information and guidance.

**Does the course include a manual?**

The course does not require a manual.