



Name of Course	Level 1: ITIL 4 digital and IT Strategy
Lessons	Outline
<p>Module 1: What is Digital and IT Strategy?</p>	<ul style="list-style-type: none"> • Digital, Information, Operational, and Communication Technology • Digital Organization • Digital Business • Digitization • Digital Transformation • Tiers of Strategy • Business Models • Operating Models
<p>Module 2: The Strategy Journey</p>	<ul style="list-style-type: none"> • Overview • What is the Strategy? • What is the vision? • Digital disruption • Positioning Tools for Digital Organizations • Digital Readiness Assessment • Strategy Planning • Strategy Discussion and Approval • Taking the Action Process
<p>Module 3: Managing Innovation and Emerging Technologies</p>	<ul style="list-style-type: none"> • Major Definitions • Managing Innovation • Innovation or Adoption • Achieving a Balanced Approach to Innovation • Formal Approach to Innovation Management • Characteristics of Organizations with an Innovative Culture • Building a Culture that Supports Innovation
<p>Module 4: Managing Strategic Risk</p>	<ul style="list-style-type: none"> • Major Definitions • Organizing Risk Management • Using Risk Management to Evaluate Opportunities • Risk Identification • The Risk Register • Qualitative Risk Analysis • Quantitative Risk Analysis



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Module 4: Managing Strategic Risk	<ul style="list-style-type: none"> • Risk Triggers • Risk Capacity and Appetite • Risk Treatment
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Name of Course **Level 2: ITIL 4 Strategist (Direct, Plan and Improve)**

Lessons **Outline**

Module 1: Introduction	<ul style="list-style-type: none"> • Scope of Control • Direction • Planning • Improvement
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Module 2: Strategy and Direction	<ul style="list-style-type: none"> • Strategy Management • Defining the Structures and Methods • The Role of Risk Management • Portfolio Management • Direction via Governance, Risk, and Compliance
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Module 3: Assessment and Planning	<ul style="list-style-type: none"> • Basics of Assessment • Basics of Planning • Introduction to Value Stream Mapping
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Module 4: Measurement and Reporting	<ul style="list-style-type: none"> • Basics of Measurement and Reporting • Types of Measurements • Success Factors and KPIs • Measurement and the Four Dimensions • Measurement of Products and Services
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Module 5: Continual Improvement	<ul style="list-style-type: none"> • Creating a Continual Improvement Culture • Continual Improvement of the Service Value Chain and Practices • Continual Improvement in Organizations
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Name of Course	Level 2: ITIL 4 Strategist (Direct, Plan and Improve)
Lessons	Outline
Module 6: Communication and Organizational Change Management	<ul style="list-style-type: none"> • Basics of Effective Communication • Identifying and Communicating with Stakeholders • Basics of OCM
Module 7: Developing a Service Value System	<ul style="list-style-type: none"> • Centre of Excellence for Service Management • The Four Dimensions of Service Management in the SVS
Module 8: Bringing IT Together	<ul style="list-style-type: none"> • Modern Leadership Management • Summary