



ITIL 4 Leader: Digital and IT Strategy

DURATION

5 days

CONTACT HOURS

30

LEVEL

Intermediate

FEE PER DELEGATE

US\$1,500

Setting an IT strategy that survives contact with the operating model it has to run on.

Digital strategy documents fail in a recognisable way: an ambition, a technology list, and no account of the operating model, the funding cycle or the capability the organisation actually has. ITIL 4 is useful here precisely because it forces the operating model into the conversation, through the service value system and the practices that have to change for a strategy to be delivered. This week is aimed at the people who have to write and defend a strategy rather than at certification recall, and works from the delegate's own organisation.

Available as classroom, live online, in house.

Who it is for

IT directors and managers responsible for strategy, enterprise and solution architects, service owners, and transformation and portfolio leads.

What you will be able to do

- State a digital ambition in terms of outcomes the business recognises.
- Assess the current operating model honestly, including the funding cycle.
- Identify which practices have to change for the strategy to be deliverable.
- Build a roadmap sequenced by dependency rather than by preference.
- Govern delivery so the strategy is revised on evidence rather than abandoned.

The outline

DAY 1

What a strategy has to answer

Outcomes the business recognises, not a technology list · Where digital ambition meets the funding cycle · Positioning, and deciding what not to do · Reading the organisation's appetite accurately

DAY 2

The operating model

Service value system, and using it as a diagnostic · Value streams, and where the work actually stops · Sourcing, partners and the capability that is not yours · Funding, chargeback and the behaviour each creates

DAY 3

Capability and practices

The practices a given strategy depends on · Capability honestly assessed rather than aspirationally · Skills, roles and the people problem underneath · Technical debt as a constraint on strategy

DAY 4

Roadmap and investment

Sequencing by dependency rather than by preference · Business case in terms the finance function accepts · Portfolio decisions, and stopping something · Risk, and the parts of the plan most likely to fail

DAY 5

Governing and adapting

Measures that show whether the strategy is working · Reviewing on evidence rather than on calendar · Communicating a change of direction without losing credibility · Continual improvement as a practice rather than a slogan

What you leave with

- A current state assessment of the delegate's operating model.
- A strategy on a page, with outcomes, constraints and sequence.
- A governance approach tying investment decisions to the strategy.

Published dates

DATES	WHERE	FEE
23 to 27 November 2026	Dar es Salaam, Tanzania	US\$1,500
30 November 2026 to 4 December 2026	Accra, Ghana	US\$1,500
7 to 11 December 2026	Lagos, Nigeria	US\$1,500
14 to 18 December 2026	Cape Town, South Africa	R15,000

Fees are per delegate and cover all materials. Registration is arranged by the delegate. Reg

Register or ask a question

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