uCertify

Course Outline

ITIL® 4 Leader Digital and IT Strategy



27 Mar 2024

1. Course Objective
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3. Exercises, Quizzes, Flashcards & Glossary

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4. Expert Instructor-Led Training
5. ADA Compliant & JAWS Compatible Platform
6. State of the Art Educator Tools
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   Syllabus

   Chapter 1: Introduction

   Chapter 2: Key concepts

   Chapter 3: What is the vision?

   Chapter 4: Where are we now?

   Chapter 5: Where do we want to be and how do we get there?

   Chapter 6: Take action!

   Chapter 7: Did we get there?

   Chapter 8: How do we keep the momentum going?

   Chapter 9: Digital leadership

   Chapter 10: Managing innovation and emerging technologies

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Here's what you get

11. Post-Assessment

1. Course Objective

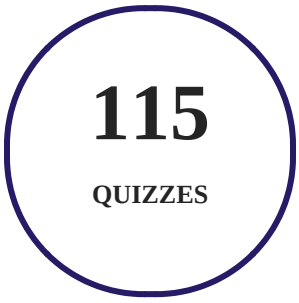
Gain hands-on experience to pass the ITIL 4 exam with the ITIL4 Digital and IT Strategy course and lab. The course and lab cover the digital strategy certification exam objectives and elevates the debate of ITIL principles to a strategic level among corporate and aspiring executives. With the ITIL certification course, students will learn a disciplined and flexible strategy to handle service management difficulties as well as how to maximize the value of their digital property in this course.

2. Pre-Assessment

Pre-Assessment lets you identify the areas for improvement before you start your prep. It determines what students know about a topic before it is taught and identifies areas for improvement with question assessment before beginning the course.

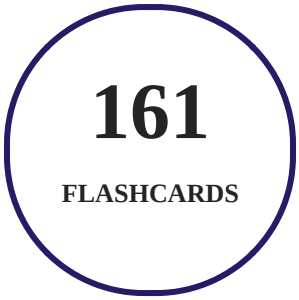
3. Quizzes

Quizzes test your knowledge on the topics of the exam when you go through the course material. There is no limit to the number of times you can attempt it.



4. flashcards

Flashcards are effective memory-aiding tools that help you learn complex topics easily. The flashcard will help you in memorizing definitions, terminologies, key concepts, and more. There is no limit to the number of times learners can attempt these. Flashcards help master the key concepts.



5. Glossary of terms

uCertify provides detailed explanations of concepts relevant to the course through Glossary. It contains a list of frequently used terminologies along with its detailed explanation. Glossary defines the key terms.



6. Expert Instructor-Led Training

uCertify uses the content from the finest publishers and only the IT industry's finest instructors. They have a minimum of 15 years real-world experience and are subject matter experts in their fields. Unlike a live class, you can study at your own pace. This creates a personal learning experience and gives you all the benefit of hands-on training with the flexibility of doing it around your schedule 24/7.

7. ADA Compliant & JAWS Compatible Platform

uCertify course and labs are ADA (Americans with Disability Act) compliant. It is now more accessible to students with features such as:

- Change the font, size, and color of the content of the course
- Text-to-speech, reads the text into spoken words
- Interactive videos, how-tos videos come with transcripts and voice-over
- Interactive transcripts, each word is clickable. Students can clip a specific part of the video by clicking on a word or a portion of the text.

JAWS (Job Access with Speech) is a computer screen reader program for Microsoft Windows that reads the screen either with a text-to-speech output or by a Refreshable Braille display. Student can easily navigate uCertify course using JAWS shortcut keys.

8. State of the Art Educator Tools

uCertify knows the importance of instructors and provide tools to help them do their job effectively. Instructors are able to clone and customize course. Do ability grouping. Create sections. Design grade scale and grade formula. Create and schedule assessments. Educators can also move a student from self-paced to mentor-guided to instructor-led mode in three clicks.

9. Award Winning Learning Platform (LMS)

uCertify has developed an award winning, highly interactive yet simple to use platform. The SIIA CODiE Awards is the only peer-reviewed program to showcase business and education technology's finest products and services. Since 1986, thousands of products, services and solutions have been recognized for achieving excellence. uCertify has won CODiE awards consecutively for last 7 years:

- **2014**
    1. Best Postsecondary Learning Solution

- **2015**
    1. Best Education Solution

2. Best Virtual Learning Solution
3. Best Student Assessment Solution
4. Best Postsecondary Learning Solution
5. Best Career and Workforce Readiness Solution
6. Best Instructional Solution in Other Curriculum Areas
7. Best Corporate Learning/Workforce Development Solution

- **2016**
    1. Best Virtual Learning Solution
    2. Best Education Cloud-based Solution
    3. Best College and Career Readiness Solution
    4. Best Corporate / Workforce Learning Solution
    5. Best Postsecondary Learning Content Solution
    6. Best Postsecondary LMS or Learning Platform
    7. Best Learning Relationship Management Solution

- **2017**
    1. Best Overall Education Solution
    2. Best Student Assessment Solution
    3. Best Corporate/Workforce Learning Solution
    4. Best Higher Education LMS or Learning Platform

- **2018**
    1. Best Higher Education LMS or Learning Platform
    2. Best Instructional Solution in Other Curriculum Areas
    3. Best Learning Relationship Management Solution

- **2019**
    1. Best Virtual Learning Solution
    2. Best Content Authoring Development or Curation Solution
    3. Best Higher Education Learning Management Solution (LMS)

- **2020**

1. Best College and Career Readiness Solution
2. Best Cross-Curricular Solution
3. Best Virtual Learning Solution

10. Chapter & Lessons

uCertify brings these textbooks to life. It is full of interactive activities that keeps the learner engaged. uCertify brings all available learning resources for a topic in one place so that the learner can efficiently learn without going to multiple places. Challenge questions are also embedded in the chapters so learners can attempt those while they are learning about that particular topic. This helps them grasp the concepts better because they can go over it again right away which improves learning.

Learners can do Flashcards, Exercises, Quizzes and Labs related to each chapter. At the end of every lesson, uCertify courses guide the learners on the path they should follow.

Syllabus

Chapter 1: Introduction

- About this guide
- ITIL practices
- The digital and IT strategy context

Chapter 2: Key concepts

- Digital, information, operational, and communication technology
- Digital organization
- Digital business

- Digitization
- Digital transformation
- Products and services
- Tiers of strategy
- Business models
- Operating models
- Strategy and the service value system

Chapter 3: What is the vision?

- Digital disruption
- Deciding on a balanced strategic focus
- Positioning tools for digital organizations
- Creating a vision

Chapter 4: Where are we now?

- Environmental analysis
- Opportunity analysis
- Digital readiness assessment

Chapter 5: Where do we want to be and how do we get there?

- Strategy planning
- Strategic approaches for digital organizations
- Strategy discussion and approval

Chapter 6: Take action!

- How strategies are implemented
- Coordinating strategy and strategic initiatives
- Leading digital transformation
- Strategy communication and implementation

Chapter 7: Did we get there?

- Key facts about measurement
- Measuring a strategy
- Instrumenting strategy
- Strategy review

Chapter 8: How do we keep the momentum going?

- Long-term momentum: Ensuring organizational vialibilty

- Short-term momentum: Parallel operation

Chapter 9: Digital leadership

- Digital mindset
- Communication
- Relationship management
- Education and learning
- Evaluating emerging technology and industry trends
- Agile management techniques
- Defining and using strategic metrics
- Orchestrating diverse environment
- Operationalizing strategy
- Business and technology management skills

Chapter 10: Managing innovation and emerging technologies

- Definition
- Managing innovation is a strategic capability
- Managing innovation is a mindset and culture

- 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
- Approaches to innovation
- Evaluating and adopting emerging technology

Chapter 11: Managing strategic risk

- Definition
- Risk management in digital organizations
- Organizing risk management
- Using risk management to evaluate opportunities
- Risk identification
- The risk register
- Qualitative risk analysis
- Quantitative risk analysis
- Risk triggers

- Risk posture: Balancing the risks and rewards of digital technology
- Risk treatment
- Achieving a risk-informed mindset and culture

Chapter 12: Structuring for digital business

- Governance
- Structuring the organization
- Transitioning from traditional to new organizational structures

Chapter 13: Conclusion

11. Practice Test

Here's what you get

30	11	30
PRE-ASSESSMENTS QUESTIONS	FULL LENGTH TESTS	POST-ASSESSMENTS QUESTIONS

Features

Each question comes with detailed remediation explaining not only why an answer option is correct but also why it is incorrect.

Unlimited Practice

Each test can be taken unlimited number of times until the learner feels they are prepared. Learner can review the test and read detailed remediation. Detailed test history is also available.

Each test set comes with learn, test and review modes. In learn mode, learners will attempt a question and will get immediate feedback and complete remediation as they move on to the next question. In test mode, learners can take a timed test simulating the actual exam conditions. In review mode, learners can read through one item at a time without attempting it.

12. Performance Based Labs

uCertify's performance-based labs are simulators that provides virtual environment. Labs deliver hands on experience with minimal risk and thus replace expensive physical labs. uCertify Labs are cloud-based, device-enabled and can be easily integrated with an LMS. Features of uCertify labs:

- Provide hands-on experience in a safe, online environment
- Labs simulate real world, hardware, software & CLI environment
- Flexible and inexpensive alternative to physical Labs
- Comes with well-organized component library for every task
- Highly interactive - learn by doing
- Explanations and remediation available
- Videos on how to perform

Lab Tasks

- Understanding the Wardley's Strategy Cycle
- Discussing the Service Value System
- Discussing Digital Disruption
- Understanding the Positioning Assessment Framework

- Discussing the Positioning tools for Digital Organizations
- Describing PESTLE
- Discussing Environmental and Opportunity Analysis
- Discussing Digital Readiness Assessment
- Understanding the Barrett Model (Part-I)
- Understanding the Barrett Model (Part-II)
- Analyzing Portfolio Optimization
- Discussing the Strategies for a Successful Digital Transformation
- Understanding Satir Change Model
- Discussing the Measurement and Reporting Practice
- Understanding the Planning and Evaluation Model
- Illustrating the examples of objectives, indicators, and metrics at different levels of management
- Discussing the Implementation of Strategy in Different Sectors
- Understanding the Cynefin Framework
- Discussing Digital Leadership
- Recognizing the Technology Adoption Lifecycle
- Discussing the Formal Approach to Innovation Management
- Discussing the Types of Risks
- Identifying the Different Types of Risks
- Understanding the Types of IT Service Providers

Here's what you get

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PERFORMANCE BASED LAB

13. Post-Assessment

After completion of the uCertify course Post-Assessments are given to students and often used in conjunction with a Pre-Assessment to measure their achievement and the effectiveness of the exam.

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