



Course technical sheet

ITIL 4 Strategic Leader — SL

Fee

680,00 €

Final exam only

Course code

ITIL4_SL

Test duration

60 min

Passing score

70%

Issued

27/05/2026

Executive summary

Course description ITIL 4 Strategic Leader is designed for professionals who need to connect IT, digital services and business strategy. The course develops the ability to make decisions about digital investments, governance, operating models, transformation, risk and roadmaps, treating IT as a strategic lever for competitiveness, growth and value creation. Learning objectives By the end of the course, learners will be able to: - connect digital strategy, business objectives and service management; - assess investments, priorities, risks, opportunities and organisational impacts of digital initiatives; - define transformation roadmaps aligned with governance, operational capabilities and expected value; - apply direction, planning and improvement principles at a strategic level; - lead organisational change and collaboration across business, IT, suppliers and stakeholders; - interpret digital disruption, innovation, technology ecosystems and IT-enabled business models. Main contents - Digital strategy and the role of IT in business value creation. - Governance, policies, controls, risk and decision models. - Direct, Plan and Improve to align direction, objectives, metrics and improvement. - Digital and IT Strategy, digital transformation and response to disruption. - Portfolio, investments, priorities, roadmaps and benefits management. - Operating models, sourcing, partnerships and stakeholder management. - Organisational change, leadership, culture and value measurement. Target audience This course is intended for IT Directors, CIOs, CTOs, Digital Transformation Managers, governance leaders, portfolio managers, strategic consultants, senior managers and professionals who must guide digital and IT decisions at enterprise level. Expected outcomes Learners develop a strategic view of IT as an essential business component. The course improves decision quality, aligns investments and priorities, governs digital transformation and connects service management with long-term business objectives.

Certification process

- Registration or login to the Academy platform.
- Completion of the final course examination only. Any training or preparation may be completed externally or through other channels.
- The test questions refer to the objectives, skills and topics described in this technical sheet.
- Assessment of the result, possible validation and certificate issuance according to the rules applicable to the course.

Important note

On Academy, candidates take only the final course examination. Any training or preparation activity may be delivered externally or through other channels. The test questions refer to the topics described in this technical sheet and in the course syllabus summary.

Certification Bodies Management systems

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ITIL 4 Strategic Leader — SL

Syllabus summary

Course description ITIL 4 Strategic Leader is designed for professionals who need to connect IT, digital services and business strategy. The course develops the ability to make decisions about digital investments, governance, operating models, transformation, risk and roadmaps, treating IT as a strategic lever for competitiveness, growth and value creation. Learning objectives By the end of the course, learners will be able to: - connect digital strategy, business objectives and service management; - assess investments, priorities, risks, opportunities and organisational impacts of digital initiatives; - define transformation roadmaps aligned with governance, operational capabilities and expected value; - apply direction, planning and improvement principles at a strategic level; - lead organisational change and collaboration across business, IT, suppliers and stakeholders; - interpret digital disruption, innovation, technology ecosystems and IT-enabled business models. Main contents - Digital strategy and the role of IT in business value creation. - Governance, policies, controls, risk and decision models. - Direct, Plan and Improve to align direction, objectives, metrics and improvement. - Digital and IT Strategy, digital transformation and response to disruption. - Portfolio, investments, priorities, roadmaps and benefits management. - Operating models, sourcing, partnerships and stakeholder management. - Organisational change, leadership, culture and value measurement. Target audience This course is intended for IT Directors, CIOs, CTOs, Digital Transformation Managers, governance leaders, portfolio managers, strategic consultants, senior managers and professionals who must guide digital and IT decisions at enterprise level. Expected outcomes Learners develop a strategic view of IT as an essential business component. The course improves decision quality, aligns investments and priorities, governs digital transformation and connects service management with long-term business objectives.

Learning Objectives

- Connect digital strategy, business objectives, and service management.
- Assess investments, priorities, risks, opportunities, and organizational impacts.
- Define coherent transformation roadmaps and governance.
- Apply direction, planning, and strategic improvement principles.
- Lead organizational change and stakeholder collaboration.
- Interpret digital disruption and IT-enabled business models.

Skills Acquired

- Decision-making on digital investments and transformations.
- Effective governance and portfolio and benefits management.
- Leadership in change and innovation initiatives.
- Designing operating models and partnerships.

Target Audience

IT Directors, CIOs, CTOs, Digital Transformation Managers, governance and portfolio leaders, strategic consultants, senior managers.

Prerequisites

Professional experience in IT or digital service management; basic knowledge of ITIL principles.

Program

- Digital strategy and IT's role in business.
- Governance, policies, and risk management.
- Direct, Plan and Improve at strategic level.
- Digital transformation and response to disruption.
- Portfolio, investment, and roadmap management.
- Operating models, sourcing, and stakeholder management.
- Organizational change, leadership, and culture.

Teaching Methodology

Lectures, case studies, practical exercises, group discussions.

Assessment Method

Final exam requiring 70% passing score.

Duration

1 hour (online or classroom).

Certification

Certificate of completion upon passing the exam.

Expected Outcomes

Strategic IT vision; improved decision quality; alignment of investments and services with long-term objectives; ability to govern digital transformations.