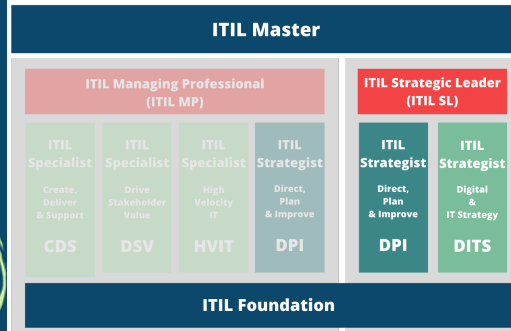


WHAT IS...?

ITIL STRATEGIC LEADER

www.itsmacademy.com



ITIL® Strategic Leader (ITIL SL) is a stream of two training modules that recognizes the value of ITIL, not just for IT operations, but for all digitally-enabled services. Becoming an ITIL Strategic Leader demonstrates that an individual has a clear understanding of how IT influences and directs business strategy.

Upon passing the exam for a course, learners earn the relevant certification (e.g., ITIL Strategist: Direct, Plan and Improve).

To obtain the ITIL Strategic Leader designation, successfully complete the two modules below. After earning the 2nd certification, the ITIL Strategic Leader designation is awarded.

Direct, Plan and Improve (DPI) – The ‘Twofer’– Supports anyone involved in directing or planning action based on a defined strategy and in continual improvement. *Learn the skills needed to control, influence and inspire others to embrace new ways of working and create effective, high-performing teams.*

- Practices introduced include organizational change management, measurement and reporting, and continual improvement

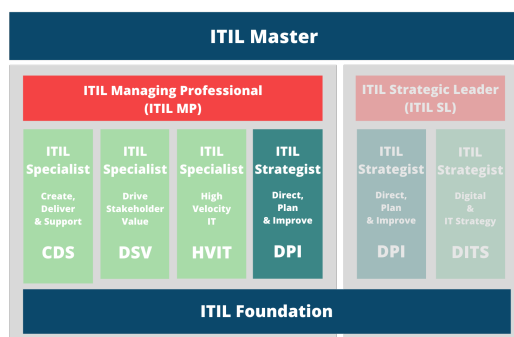
DPI is part of both the Managing Professional & Strategic Leader streams, hence the "twofer" label.

Digital and IT Strategy (DITS) – Survive & Thrive – Covers creating an IT strategy, how IT impacts the business strategy, the digital transformation journey, and the daily challenges leaders and department heads are facing.

Take the lead! Learn how to influence and drive strategic business decisions.

- Practices introduced include strategy management, portfolio management, service financial management, risk management, architecture management, workforce and talent management, measurement and reporting

See ITSM Academy [class options and dates](#) or download the [course catalog](#).



Looking for practitioner guidance?

The [ITIL 4 Managing Professional](#) stream has you covered.

ITIL® is a registered trademark of the PeopleCert group. Used under licence from PeopleCert. All rights reserved.
[ITIL 4 Foundation](#) is a pre-requisite for each of these courses.

Contact us to schedule time with a subject matter expert.

+1-954-491-3442

<http://itsmacademy.com>

info@itsmacademy.com

Additional Resources:

- [ITSM Professor Blog](#) - a WEALTH of knowledge published weekly since 2008
- [Webinar Archives](#) - Monthly since 2007
- [ITSM Academy Resource Center](#)



ITSM Academy

We are a female owned small business, established in 2004. Our extensive catalog contains accredited and sustainable IT Service Management (ITSM) education and advice including; ITIL®, DevOps, Process Design (CPDE), Agile, Site Reliability Engineering (SRE), Value Stream Mapping (VSM) and Experience Level Agreement (XLA). Our business values are founded on trust, loyalty, professionalism and long term relationships.

...educate and inspire is not just our corporate slogan, it speaks to our core mission and goal.



Follow our founder and CXO, Lisa Schwartz, on [LinkedIn](#).

Instructors

Every ITSM Academy instructor is certified to the highest levels in the areas they train. They have years of hands-on IT practitioner experience, enabling them to effectively intertwine theory and real-life stories and scenarios. Using the highest quality content, this engaging training style encourages active group participation, allowing all learners to bring from class a wealth of practical and actionable knowledge.

Accreditations

All of ITSM Academy's certification courseware is developed or enhanced in-house and is accredited by independent, international organizations where applicable.



Game On! - Interactive Learning

Involves students in active learning, using the engaging qualities of a game, fueled by our subject matter experts.

Courseware Licensing (all developed or enhanced in house)

In addition to our public and corporate/onsite training, our courseware is available for licensing / co-branding under our flexible licensing program, including Train-the-Trainer (for qualifying organizations).

my.itsmacademy.com (digital portal)

Extends the learning experience with games, videos, exercises, sample exams, and course materials. It also provides instructors a vast repository of information and guidance to successfully prepare for and teach our courses.

Professional Education Hours (CPDs/PDUs/CPEs/CEUs):

ITSM Academy is proud to make it possible for individuals who attend our classes to earn professional education hours. (e.g., CPDs, PDUs, CPEs, CEUs). These professional education hours can be submitted to associations such as PeopleCert, the Project Management Institute and ISACA, if applicable.



The Story of the Academy

Today, ITSM Academy is widely recognized for its expertise in multiple IT frameworks (ITSM, ITIL, Process Engineering (CPDE), DevOps, Agile Service Management, Lean) and, more importantly, how they work together. But that's not where we started.