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 trade mark of AXELOS Limited
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 includes accredited and sustainable ITIL®, DevOps, Process Design (CPDE), Agile Service Management, Site Reliability Engineering (SRE), Value Stream Mapping (VSM) and Experience Level Agreement (XLA) training and education. 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 CEO, Lisa Schwartz, on **LinkedIn** and **Twitter**.

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 knowledge.

Accreditations

All of ITSM Academy's Certification Courseware is developed in-house and is accredited by independent, international organizations.

Game On! - Interactive Learning

Involves students in active learning, using the engaging qualities of a game, fueled by our Subject Matter Expertise.

Courseware Licensing

In addition to our public and corporate/onsite training, our Courseware - *which we develop in-house* - is available for licensing under our flexible Licensing Program, including Train-the-Trainer (for qualifying organizations).

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Portal - extends the classroom experience for our learners and provides everything our authorized trainers need to prepare for and teach our classes.

Professional Education Hours (PDUs/CPEs/CEUs):

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

Read More

The Story of the Academy

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

The founders of ITSM Academy "grew up" in