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ITIL Certification Training: Strategic Leader

5 days (35 hours)

Overview

The ITIL Strategic Leader certification enables you to align digital strategy, governance, and value creation to drive high-impact IT decisions.

Our ITIL Certification: Strategic Leader training helps you go beyond the fundamentals to master the strategic challenges of digital organizations in complex and changing environments.

You will learn to integrate ITIL Strategist: Direct, Plan, and Improve with ITIL Leader: Digital and IT Strategy, to develop a coherent vision, to align investments with business priorities, and to strengthen the capacity for transformation.

The training will also help you understand how governance, change management, continuous improvement, and value measurement support a credible, sustainable, and results-oriented IT strategy.

Upon completion of the course, you will be able to make more informed decisions, better steer transformation initiatives, and confidently prepare for the ITIL Strategic Leader exam.

Like all our training courses, this one will introduce you to **the latest stable version** of the technology and its new features.

Objectives

- Understand the role of the ITIL Strategic Leader within the ITIL certification framework.
- Master the principles of digital strategy, governance, and alignment with business objectives.

- Structure a “Direct, Plan, and Improve” approach focused on performance and continuous improvement.
- Analyze the drivers of value creation in the context of digital transformation.
- Effectively prepare for the certification exam through role-playing exercises and targeted practice.

Target Audience

- Chief Information Officer
- Digital Transformation Manager
- ITSM Consultant
- IT Governance Manager
- IT Project Manager

Prerequisites

- Prior knowledge of ITIL fundamentals or possession of an ITIL Foundation certification.
- Experience in IT service management, project management, or organizational transformation.
- Understanding of governance, strategy, and business alignment issues.
- Ability to read professional documents in English, as certain concepts and terminology may be drawn from the ITIL framework.

Technical Prerequisites

- A recent laptop with a screen large enough for group work and course materials.
- Stable Wi-Fi or Ethernet internet connection for remote sessions.
- Up-to-date web browsers, such as Google Chrome or Microsoft Edge.
- A working microphone and headset for collaborative video conferencing workshops.
- Access to a workspace where you can take notes and work with digital documents.

ITIL Certification: Strategic Leader Training Program

[Day 1 - Morning]

Foundations of the Strategic Leader

- Positioning of the ITIL Strategic Leader within the ITIL certification landscape.
- Review of key concepts related to the service value system, value, and governance.
- Differences between operational, tactical, and strategic approaches in a digital context.
- Review of exam expectations and assessed competencies.
- Mapping the modules that make up the Strategic Leader track.
- Hands-on workshop: Assessing an organization’s strategic maturity using a case study.

[Day 1 - Afternoon] Aligning

Strategy and Value

- Understanding the concept of value in a digital services environment.
- Identifying stakeholder expectations and the associated trade-offs.
- Linking business objectives, IT priorities, and measurable results.
- Introducing governance and decision-making mechanisms.
- Analyze the risks of misalignment between strategy, capacity, and execution.
- Hands-on workshop: Build an alignment matrix between business objectives and IT initiatives.

[Day 2 - Morning]

Digital and IT Strategy

- Explore the principles of ITIL Leader: Digital and IT Strategy.
- Define a digital vision consistent with the corporate strategy.
- Understand the impact of technologies on business and organizational models.
- Identify the success factors for a credible digital strategy.
- Translate a strategic ambition into concrete guidelines.
- Hands-on workshop: Develop a proposed digital strategy based on a given business context.

[Day 2 – Afternoon]

Leadership and Decision-

Making

- Adopt a leadership mindset in a complex and uncertain environment.
- Structure decisions based on data, risks, and value.
- Understanding the interplay between innovation, compliance, and performance.
- Engage stakeholders around a shared vision.
- Anticipate resistance and ensure buy-in for change.
- Hands-on workshop: Prepare a decision-making case for an executive committee.

[Day 3 - Morning]

Direct, Plan, and Improve

- Discover the logic behind the ITIL Strategist module: Direct, Plan, and Improve.
- Integrate direction, planning, and continuous improvement within a single framework.
- Develop measurable objectives and performance metrics.
- Implement a pragmatic and sustainable improvement process.
- Understand the role of management practices in strategic execution.
- Hands-on workshop: Develop a continuous improvement plan based on an initial assessment.

[Day 3 - Afternoon]

Governance and Management

- Clarify governance responsibilities within an IT organization.
- Define mechanisms for control, monitoring, and accountability.
- Align governance, the initiative portfolio, and prioritization.
- Measure progress and the value generated by the actions undertaken.
- Avoid deviations in scope, boundaries, and capacity.
- Hands-on workshop: Design a management framework with metrics, rituals, and responsibilities.

[Day 4 - Morning]

Transformation and Resilience

- Analyze the drivers of transformation at the organizational level.
- Integrate the concept of resilience into strategic decisions.
- Link transformation, service continuity, and adaptability.
- Understand the human, cultural, and structural impacts of change.
- Identify the success factors for sustainable transformation.
- Hands-on workshop: Build a transformation roadmap with milestones and dependencies.

[Day 4 - Afternoon]

Measuring Value

- Define relevant metrics for tracking value creation.
- Distinguish between business activities, results, and business impact.
- Select metrics aligned with strategic objectives.
- Use feedback to adjust priorities.
- Prepare to communicate value to decision-makers.
- Hands-on workshop: Build a value dashboard for a strategic initiative.

[Day 5 - Morning]

Review and Certification

- Review key concepts in digital strategy, governance, and continuous improvement.
- Consolidate methodological points to watch out for in preparation for the exam.
- Address common pitfalls and expected phrasing.
- Reinforce the connections between the two modules of the Strategic Leader program.
- Practice answering questions under time pressure with a focus on certification.
- Hands-on workshop: mock exam with annotated feedback and response strategies.

Target Audience

This training is designed for both individuals and companies—large or small—that wish to train their teams in new, advanced IT technologies or to acquire specific industry knowledge or modern methods.

Entry-Level Assessment

The pre-training assessment complies with Qualiopi quality standards. Upon final registration, the learner receives a self-assessment questionnaire that allows us to evaluate their estimated proficiency in various types of technologies, as well as their expectations and personal goals for the upcoming training, within the limits imposed by the selected format. This questionnaire also allows us to anticipate certain connection or internal security issues within the company (intra-company or virtual classroom) that could pose challenges for monitoring and ensuring the smooth running of the training session.

Teaching Methods

Hands-On Training: 60% Practical, 40% Theoretical. Training materials distributed in digital format to all participants.

Organization

The course alternates between theoretical input from the instructor—supported by examples and reflection sessions—and group work.

Assessment

At the end of the session, a multiple-choice quiz is administered to verify that participants have successfully acquired the skills.

Certification

A certificate will be issued to each trainee who has completed the entire training program.