

ILIT Strategist Program: Building Leadership, and Improvement in IT Management

1 – 5 November 2027
London

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Ref: 103600392_80714 **Date:** 1 – 5 November 2027 **Location:** London **Fees:** 5700 Euro

Course Overview:

The Infrastructure Library for Information Technology ILIT Strategist: Direct, Plan & Improve Certification Course equips IT leaders, managers, and strategic planners with the essential tools and frameworks to guide digital transformation effectively.
This course, centered around the ILIT Direct Plan and Improve DPI framework, provides a comprehensive understanding of governance, continual improvement, measurement-based leadership, and the integration of Agile and Lean principles.

Participants will master the ILIT Strategist Direct, Plan & Improve approach learning how to align business strategy with IT operations, define governance models, and embed continual improvement across departments. Designed for managers pursuing ILIT certification, this course also serves as a critical step in the ILIT Managing Professional path.

Through case studies, simulations, and practical exercises, participants will gain the skills to drive organizational change, enhance service quality, and build adaptive IT strategies that align with modern business needs.

Target Audience:

- IT Managers and IT Directors
- Strategy and Governance Leaders
- Change Managers and Transformation Officers
- Service Delivery Managers
- Process Improvement Specialists
- Senior Project Managers
- Business Relationship Managers
- Professionals pursuing ILIT Managing Professional certification

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Targeted Organizational Departments:

- IT Strategy and Governance
- IT Service Management ITSM
- Continuous Improvement Teams
- Quality Assurance and Compliance
- Project Management Office PMO
- Enterprise Architecture and Transformation Offices

Targeted Industries:

- Information Technology & Digital Services
- Telecommunications
- Financial Services & Banking
- Healthcare IT
- Government & Public Sector
- Education & Research Institutions
- Manufacturing and Utilities

Course Offerings:

- By the end of this course, participants will be able to:
- Apply the principles of the ILIT Direct, Plan & Improve module
- Develop strategic and tactical planning frameworks
- Design measurement systems for continual improvement
- Lead organizational change using Agile and Lean methodologies
- Integrate governance, risk, and compliance practices
- Build and manage a continual improvement model
- Prepare effectively for the ILIT Strategist certification exam

Training Methodology:

This course combines interactive learning with real-world application through:

- Case studies aligned with the ILIT Strategist framework
- Group workshops and simulation exercises
- Agile and Lean transformation games
- Feedback sessions and progress assessments
- Continual improvement project design activities

This approach ensures participants not only understand ILIT concepts but can apply them practically within their organizations.

Course Toolbox:

Participants will receive:

- Instructor-led digital guide
- ILIT DPI practice and simulation questions
- Continual Improvement templates
- Governance and reporting dashboards
- Agile and Lean workflow samples
- Compliance and risk management checklists

Note: This course provides practical insights and examples but does not include licensed ILIT toolkits.

Course Agenda:

Day 1: Strategic Direction and Planning in ILIT

- **Topic 1:** Understanding the ILIT Service Value System SVS and guiding principles
- **Topic 2:** Strategy and governance principles in the ILIT DPI framework
- **Topic 3:** Defining vision, direction, and scope using organizational models
- **Topic 4:** Integrating strategic direction into IT service management
- **Topic 5:** Managing stakeholders for governance success
- **Reflection & Review:** Applying strategic thinking in ILIT environments

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Day 2: Governance, Risk, and Compliance GRC Essentials

- **Topic 1:** IT governance under the ILIT strategic framework
- **Topic 2:** Risk management aligned with continual improvement
- **Topic 3:** Establishing policies and governance controls
- **Topic 4:** Governance across value streams and projects
- **Topic 5:** Managing compliance using ILIT DPI best practices
- **Reflection & Review:** Aligning governance with improvement objectives

Day 3: Continual Improvement in ILIT Services

- **Topic 1:** Understanding the Continual Improvement model
- **Topic 2:** Tools and techniques for driving improvement
- **Topic 3:** Defining roles and accountability in improvement initiatives
- **Topic 4:** Metrics and measurement for ILIT performance tracking
- **Topic 5:** Building a sustainable culture of improvement
- **Reflection & Review:** Evaluating improvement outcomes and lessons learned

Day 4: Agile, Lean, and Organizational Change Management

- **Topic 1:** Applying Agile principles in ILIT planning and improvement
- **Topic 2:** Leveraging Lean tools to enhance IT service efficiency
- **Topic 3:** Managing organizational change during ILIT transformations
- **Topic 4:** Influencing culture and behavioral change
- **Topic 5:** Measuring change impact and effectiveness
- **Reflection & Review:** Integrating Agile, Lean, and OCM in ILIT governance

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Day 5: From Planning to Execution — Embedding ILIT DPI

- **Topic 1:** Designing value-stream-based improvement initiatives
- **Topic 2:** Applying ILIT DPI practices in real-world ITSM contexts
- **Topic 3:** ILIT Strategist exam preparation and practice review
- **Topic 4:** Recap of ILIT Direct, Plan & Improve framework components
- **Topic 5:** Capstone simulation: Strategic improvement project
- **Reflection & Review:** Consolidating DPI concepts for practical application

FAQ:

What prerequisites are required?

No strict prerequisites are required, though ILIT Foundation certification and 2+ years of IT management experience are recommended.

How long is each day's session, and is there a total number of hours required for the entire course?

The course runs for 1 week, approximately 20–25 hours total, including discussions and exercises.

Is ILIT DPI the same as other ILIT modules?

No. ILIT DPI focuses on governance, planning, and continual improvement, whereas other ILIT modules address delivery, support, or stakeholder engagement.

How is this course different?

Unlike other ILIT programs, the Strategist DPI course emphasizes strategic leadership and continual improvement. It bridges theory and practical application, integrating Agile, Lean, and Change Management to empower IT leaders to drive measurable transformation.