
IT Service Management - ITIL® Version 5 Strategy

LEARN in 3 days

This intensive three-day course introduces the **ITIL® Strategy (Version 5)** qualification. It provides practical guidance for defining, planning, and executing digital strategies that drive organizational transformation and co-create value through high-level service direction. Participants will learn how to navigate the strategic lifecycle, align digital capabilities with long-term business goals, and govern the integration of people, technology, and partners using ITIL best practices.

ITIL® VERSION

This course introduces the ITIL Strategy Syllabus EN v5.0.

LANGUAGE

The course, course materials and exam are in English.

COURSE OBJECTIVES

In three days, participants will acquire the knowledge and skills required to:

- Understand key concepts of digital strategy and strategic positioning.
- Explain how strategic planning creates value across the organizational lifecycle.
- Apply the ITIL Strategic Management activities to real-world scenarios.
- Analyze strategic risks, success factors, and ROI metrics.
- Understand how AI, Data Analytics, and Governance frameworks support strategic decision-making.
- Prepare for the PeopleCert ITIL® Strategy (Version 5) certification exam.

TARGET AUDIENCE

This course is designed for:

- IT Directors, CIOs, and aspiring C-suite executives.
- Strategic planners and Business Relationship Managers (BRMs).
- Digital transformation leads and organizational change managers.
- ITIL practitioners seeking ITIL® 5 advanced/strategic leader certifications

COURSE STRUCTURE

- Interactive readings and instructor-led strategic deep-dives.
- Practice activities resembling exam-style questions
- Collaborative exercises and case studies
- Guided review and examination preparation

STUDY DAYS

- 3 days of learning, including the final exam (scheduled later by candidate).

COURSE CONTENT: DAY-1

- Introduction to digital strategy and business alignment
- Value co-creation at the strategic level
- Strategic activities: Direction, Scope, and Objectives
- Analyzing the internal and external environment (PESTLE/SWOT)

COURSE CONTENT: DAY-2

- The ITIL Strategic Lifecycle: Formulating and Planning
- Executing strategy: Financial management and Investment excellence
- * Governance, Risk, and Compliance (GRC) in strategy
- Strategic practices: Portfolio and Relationship management

COURSE CONTENT: DAY 3

- Leading digital transformation and organizational change
- AI-driven strategy, automation, and data-backed decision making
- Measuring strategic success: OKRs and Balanced Scorecards
- Comprehensive exam review and mock examination

PREREQUISITE

ITIL® Foundation (Version 5) certification is required.

EXAM

The official PeopleCert ITIL® Product (Version 5) exam is included.

The participant will receive a voucher valid for 12 months to write their exam and will need to schedule his/her exam.

The Certification exam will be written electronically following the training. This requires access to a connected computer with active audio and video.

The exam is open-book and consists of 40 multiple-choice questions.

Duration: 90 minutes (extra time available for non-native language candidates).

The exam is taken online and requires a computer with active audio and video.

It is mandatory to get the training from an accredited organization with an accredited training material.