
IT Service Management - ITIL® Transformation Version 5

LEARN in 3 days

This intensive three-day course introduces the **ITIL® Transformation (Version 5)** qualification. It provides practical guidance for leading, executing, and sustaining organizational change through digital evolution. Participants will learn how to navigate the complexities of cultural and operational shifts, align transformation initiatives with business goals, and integrate people, processes, technology, and partners to ensure long-term agility using ITIL best practices.

ITIL® VERSION

This course introduces the ITIL Transformation 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 organizational transformation and digital evolution.
- Explain how transformation initiatives create sustainable value throughout the enterprise.
- Apply the ITIL Transformation Lifecycle management activities to organizational change.
- Analyze cultural challenges, success factors, and performance metrics across change stages.
- Understand how AI, Agile, and Lean methodologies support enterprise-wide transformation.
- Prepare for the PeopleCert ITIL® Transformation (Version 5) certification exam.

TARGET AUDIENCE

This course is designed for:

- **Strategic Leaders** and senior management aiming to drive organizational direction.
- Change managers and transformation leads.
- IT and business leaders driving organizational agility and modernization.
- 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 transformation and agility
- Value co-creation through organizational change
- Lifecycle activities: Assess and Strategize
- Cultural success factors, challenges, and metrics

COURSE CONTENT: DAY-2

- ITIL Transformation Lifecycle management
- Lifecycle activities: Prepare and Mobilize
- Lifecycle activities: Implement and Embed
- Practices enabling organizational change management
- Velocity metrics and continuous improvement

COURSE CONTENT: DAY 3

- Lifecycle activities: Realize and Sustain
- End-to-end transformation value streams
- AI, automation, and leadership in transformation
- ITIL alignment with Agile and Lean
- 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.

