

ITIL 5 Transformation

Course code: ITIL5TFM

ITIL Transformation (Version 5) is a two-day course for professionals who want to lead and manage transformation initiatives across digital products and services. The course provides a practical framework for embedding, sustaining, and optimising change, with a focus on balancing governance, execution, and continual learning. Participants will learn to apply the ITIL Transformation Model across a range of contexts – from structured to complex and chaotic environments – and use tools such as value stream mapping, Objectives and Key Results (OKRs), and the ITIL Maturity Model. The course also covers AI governance and its role in transformation readiness.

Target Audience

- Transformation managers and change managers responsible for planning, managing, and delivering transformation initiatives across digital products and services.
- IT managers and senior leaders who need a structured approach to leading organisational change in complex and dynamic environments.
- Programme managers and portfolio managers involved in overseeing large-scale transformations across the organisation.
- Consultants and enterprise architects supporting organisations in implementing and optimising digital transformation.
- Holders of ITIL Foundation (Version 5) or ITIL 4 certifications who are completing their path towards the ITIL 5 Managing Professional designation.

What You Will Learn

- Key ITIL Transformation Concepts: Gain a clear understanding of the core concepts of transformation in the ITIL context, including how change, value, the ITIL Product and Service Lifecycle, and the ITIL Value System are all connected.
- Transformation in Complex Environments: Discover how to approach transformation across a range of contexts, including complex and chaotic environments that require adaptive approaches.
- The ITIL Transformation Model: Learn how to apply the ITIL Transformation Model, including its layers, stages, and steps across governance, positioning, execution, and continual learning.
- Transformation Patterns and Approaches: Explore initiation, governance, and execution patterns and how they shape transformation scope, timing, and delivery.
- Governance and Transformation Alignment: Gain an in-depth understanding of how governance supports transformation while enabling flexibility and value delivery.
- Execution and Delivery of Change: Learn how to manage and implement transformation initiatives across different scenarios and organisational contexts.
- Measurement, Learning, and Continual Improvement: Discover how to measure progress, evaluate outcomes, and embed continual learning into the organisation.
- Tools and Methods for Transformation: Explore how to apply approaches such as value stream mapping, Objectives and Key Results (OKRs), and the ITIL Maturity Model to support transformation.
- AI and Transformation: Deepen your understanding of the ITIL AI Capability Model and how AI governance supports transformation readiness and adaptive execution.

Course Content

- Key Transformation Concepts in the ITIL Context: The relationship between change, value, the ITIL Product and Service Lifecycle, and the ITIL Value System.
- Transformation in Complex and Chaotic Environments: Approaches and methods for managing transformation across different organisational contexts.
- The ITIL Transformation Model: Layers, stages, and steps of the model – governance, positioning, execution, and continual learning.

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- Transformation Patterns: Initiation, governance, and execution patterns and their influence on transformation scope and delivery.
- Governance and Flexibility in Transformation: How governance supports both structure and adaptability for sustainable transformation outcomes.
- Managing and Implementing Change: Practical methods for leading and delivering transformation initiatives across different scenarios.
- Outcome Measurement and Continual Learning: Methods for measuring progress, evaluating results, and embedding learning into the organisation.
- Transformation Tools: Value stream mapping, OKRs, the ITIL Maturity Model, and their practical application.
- AI Governance and Transformation Readiness: The ITIL AI Capability Model and the role of AI governance in adaptive transformation execution.

Practical Information

- Course duration: 3 days.
- Prerequisites: ITIL Foundation (Version 5), ITIL Foundation Bridge (Version 5), or any ITIL 4 certification. Completion of accredited training is required.
- Exam: Open-book, online via PeopleCert, 90 minutes, 40 multiple-choice questions, passing score 70%.
- Language of instruction: English. Official study materials are in English.
- Certificate: PeopleCert ITIL Transformation (Version 5), internationally recognised, renewal every 3 years (60 CPD points).

Course delivered by an Accredited Training Organisation (ATO) Agilist s.r.o. certified by PeopleCert.

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