ITIL 5 Strategy

Course code: ITIL5STG

The ITIL 5 Strategy course prepares IT professionals and managers to align technology, digital services, and investment decisions with long-term organisational goals. Delegates will develop the skills to build and optimise strategies that drive lasting business value — including in AI-driven and rapidly evolving digital environments.Building on ITIL 5 Foundation, this course develops the competencies of a strategic leader: aligning governance, investment, and digital services with business priorities; making confident decisions in VUCA environments; and designing sustainable business and operating models. The course is accredited by PeopleCert, and together with the ITIL 5 Transformation certification, leads to the ITIL 5 Strategic Leader designation.

Affiliate	Duration	Course price	ITB
Praha	3	35 700 Kč	30
Brno	3	35 700 Kč	30
Bratislava	3	1 400 €	30

The prices are without VAT.

Course terms

Date	Duration	Course price	Type	Course language	Location

The prices are without VAT.

Target Audience

- IT and business strategists, directors, and senior managers who want to connect technology investments with organisational business goals and lead strategic change with clarity and confidence.
- CIOs, IT directors, enterprise architects, and portfolio managers who need a structured framework for developing, implementing, and optimising strategies in complex, digital, and AI-driven environments.
- Digital transformation managers, product managers, and practice owners responsible for resource allocation, decision-making under uncertainty, and the delivery of strategic initiatives.
- Consultants and business analysts who want to enrich their advisory skills with a recognised framework for strategic planning and governance.
- Holders of any ITIL 4 certification or ITIL 5 Foundation who want to deepen their strategic competence and earn a specialist module in the new ITIL version.

What You Will Learn

- Core ITIL Strategy Concepts: Understand the key concepts, principles, and terminology underpinning effective strategic management in the context of ITIL 5.
- Strategy in Digital and AI-Driven Environments: Learn how to develop and adapt strategies in dynamic, complex, and AI-native environments where conditions change rapidly.
- Strategy Development: Master a structured approach to observing, orienting, deciding, and planning - from identifying opportunities to defining clear strategic intent.
- Strategy Implementation: Learn to translate strategic intent into actionable initiatives, manage their execution, and continuously synthesise and reflect on outcomes.
- Operating Models and Strategic Alignment: Understand how business and operating models support strategic intent and enable value creation for customers and the organisation.
- Decision-Making in Complex Environments: Develop the ability to make informed, balanced decisions under conditions of uncertainty, volatility, and rapid change.
- Governance, Risk, and Sustainability in Strategy: Learn how governance, risk management, and sustainability approaches support long-term strategic success.

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- AI Governance in Strategy: Explore principles of responsible AI management in the context of strategic planning and execution.

Course Content

- Introduction to ITIL 5 Strategy: Key concepts, principles, and the ITIL Strategy Management model; relationship to other ITIL modules.
- Strategy in the Context of Digital Transformation and AI: How strategy evolves under VUCA conditions; the role of AI and automation in strategic decision-making.
- Strategy Development - OODP Framework: Observe, Orient, Decide, Plan - practical techniques for each phase.
- Strategy Implementation - PESR Framework: Plan, Execute, Synthesize, Reflect - how to move from intent to measurable outcomes.
- Business and Operating Models: How to select and adapt an operating model that supports strategic intent; types of value streams.
- Strategic Capabilities and Leadership: Key capabilities required for strategic leadership; developing strategic thinking across the organisation.
- Governance and Risk Management in Strategy: Governance frameworks; identification and management of strategic risks; ESG and sustainability as a strategic factor.
- AI Governance in Strategy: Principles of responsible AI use; ensuring AI initiatives support strategic objectives and ethical standards.
- Exam Preparation: Practice questions and techniques for working with the official guide in the PeopleCert open-book exam.

Practical Information

- Course duration: 3 days.
- Prerequisites: A valid ITIL 4 certification (any level) or ITIL 5 Foundation or ITIL 5 Foundation Bridge. Exam results will not be released without proof of completion.
- Exam: Open-book (official ITIL Strategy eBook only), online via PeopleCert, 90 minutes, 40 multiple-choice questions, passing score 70% (28 out of 40 marks).
- Language of instruction: English. Official study materials (eBook, Learning Resource Kit) are in English.
- Certificate: PeopleCert ITIL 5 Strategy, internationally recognised, renewal every 3 years (60 CPD points).
- Accreditation: Course is backed by an Accredited Training Organisation (ATO) Agilist s.r.o. certified by PeopleCert.

Further Certifications

- ITIL 5 Strategy is part of the new ITIL 5 module family, which also includes ITIL 5 Product, ITIL 5 Service, ITIL 5 Experience, and ITIL 5 Transformation.
- The module contributes to the ITIL 5 Managing Professional and ITIL 5 Master designations.
- Its strategic focus makes it an ideal companion to PRINCE2 Portfolio Management for a comprehensive competence in strategic management and portfolio governance.

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