ITIL Transformation (Version 5)

Duration: 4 days | The exam voucher is included in the training's price.

COURSE DESCRIPTION

ITIL® Transformation (Version 5) is the universal core module required across every ITIL (Version 5) designation — Practice Manager, Managing Professional, and Strategic Leader — making it the unifying thread of the entire qualification scheme. It only ever needs to be completed once: the achievement counts across all designation pathways. The module can be taken as a stand-alone certification straight after ITIL Foundation (Version 5), or as the next step beyond any advanced module (Product, Service, Experience, Strategy, or any Practice Manager specialization).

ITIL Transformation exists because most transformation methods were built for predictable, stable environments — and those environments no longer exist. The module introduces a complexity-driven Transformation Model built around four layers — governance, positioning, execution, and learning — worked through twelve stages, together with three families of practical patterns:

- Initiation patterns — helping organizations understand their starting point: expectations, objectives, and challenges
- Governance patterns — an assessment model to map business-as-usual governance against transformation governance needs, easing the tension between the two
- Execution patterns — ways to deliver transformation work, coordinating multiple approaches in parallel with feedback loops

A supporting toolkit of commonly used methods and techniques, viewed through an ITIL lens, connects this guidance back to the ITIL practices and to complementary frameworks such as DevOps and PRINCE2. The module also covers the ITIL AI Capability Model, showing how organizations can balance structure and adaptability to deliver sustainable transformation outcomes as AI capability grows.

This 4-day on-site format extends the standard delivery with additional applied workshop time, a running organizational case study, and a group capstone exercise, giving participants more opportunity to practice transformation planning and governance techniques on realistic scenarios before sitting the certification exam.

COURSE OBJECTIVE

By the end of this course, participants will be able to:

- Explain the core concepts of transformation in the ITIL context, and how change, value, the Product and Service Lifecycle, and the ITIL Value System connect.
- Apply the ITIL Transformation Model across its four layers — governance, positioning, execution, and learning — and its twelve stages.
- Approach transformation across a range of contexts, from predictable to complex and chaotic environments.
- Differentiate and apply initiation, governance, and execution patterns to real transformation cases.
- Use governance patterns to map business-as-usual governance against transformation governance needs and resolve the tension between them.
- Coordinate multiple, parallel transformation workstreams using execution patterns and feedback loops.
- Apply the ITIL Transformation toolkit of methods, tools, and techniques appropriate to a given transformation context.
- Apply the ITIL AI Capability Model to balance structure and adaptability, supporting transformation readiness and adaptive execution.

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- Balance governance, execution, and continual learning to deliver measurable value and build organizational resilience.
- Strengthen collaboration across stakeholders and value streams throughout a transformation initiative.
- Analyze complex transformation cases and select the most appropriate governance and execution approach.
- Prepare with confidence for the ITIL Transformation (Version 5) certification exam.

COURSE OUTLINE

Day 1 — Foundations of Transformation in ITIL (Version 5)

- Recap: the ITIL Value System, the Product and Service Lifecycle, and where Transformation sits across the qualification scheme
- Why traditional transformation approaches fail in complex, uncertain conditions
- Core concepts: change, value, and how transformation differs from routine improvement
- Understanding transformation complexity: why predictable contexts allow detailed planning while unpredictable ones need adaptive approaches
- Introducing the ITIL Transformation Model and its four layers: governance, positioning, execution, learning

Day 2 — Initiation and Governance Patterns

- The twelve stages of the Transformation Model, worked through in detail
- Initiation patterns: understanding an organization's starting point, expectations, objectives, and challenges
- Governance patterns: mapping BAU governance against transformation governance needs
- Ensuring managerial and governance capabilities are fit for purpose for the organization's desired ways of working

Day 3 — Execution Patterns and the Transformation Toolkit

- Execution patterns: delivering transformation work and coordinating multiple approaches in parallel
- Building feedback loops into execution to sustain learning and course-correct in flight
- The Transformation toolkit: methods and techniques viewed through an ITIL lens, and how they connect to ITIL practices
- Formalizing and streamlining organizational capabilities with clarity on accountabilities and responsibilities
- Connections to DevOps, PRINCE2, and other complementary frameworks

Day 4 — AI Capability, Learning, and Exam Preparation

- The ITIL AI Capability Model: balancing structure and adaptability for transformation readiness
- Approaching AI-driven transformation when opportunity and impact are still unknown
- Embedding continual learning so organizations build internal capability and rely less on future large-scale transformations
- Group capstone exercise: full transformation plan (initiation, governance, execution, learning) for a realistic organizational scenario, presented to peers
- Full syllabus review and key-concept consolidation
- Exam format walkthrough, sample questions, and exam technique
- Certification exam (On-site with Proctor)

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WHO SHOULD ATTEND

- Transformation leaders, program and change directors, and PMO leads
- IT service managers, consultants, architects, and senior practitioners leading or supporting organizational change
- Senior leaders accountable for transformation who want core knowledge without studying every advanced module in depth
- Professionals completing any ITIL (Version 5) designation — Practice Manager, Managing Professional, or Strategic Leader
- Anyone responsible for embedding, sustaining, and optimizing change across products, services, and value streams

PREREQUISITES

- A valid ITIL Foundation (Version 5) certificate, or
- A valid ITIL 4 Foundation certificate (recognized as a prerequisite for Version 5 advanced modules)

EXAMINATION

- Format: Open-book, multiple-choice (the official ITIL Transformation book and Scenario Booklet are permitted; no other materials)
- Length: 40 questions / 90 minutes
- Pass mark: 70% (28/40) — one of the more demanding exams in the scheme, testing recall through to application and analysis (Bloom's Levels 1–4)
- Outcome: ITIL Transformation (Version 5) certificate — the universal module required for the ITIL Practice Manager, ITIL Managing Professional, and ITIL Strategic Leader designations (completed once, counted everywhere)

***Successful participants will be awarded the ITIL® (Version 5) Managing Professional Transition certification.*

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