ITIL Strategy (Version 5)

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

COURSE DESCRIPTION

ITIL® Strategy (Version 5) is a core module within the ITIL Strategic Leader (Version 5) designation stream, sitting alongside ITIL Transformation. Where the Managing Professional stream (Product, Service, Experience) focuses on delivery, ITIL Strategy provides the "mortar" that holds the Service Value System "bricks" together — connecting vision, priorities, and execution so that technology, investment, and business outcomes stay aligned as conditions change.

A decade ago, volatility, uncertainty, complexity, and ambiguity (VUCA) affected only a fraction of the digital product and service management environment; today it affects effectively all of it. ITIL Strategy (Version 5) responds directly to this reality with a new Strategy Management Model built for speed and adaptability: an OODP cycle (Observe, Orient, Decide, Plan — adapting the classic OODA loop to sustain strategic durability) for sensing and deciding, and a Plan–Execute–Synthesize–Reflect cycle for translating strategic intent into actionable initiatives, tracking outcomes, and feeding learning back into the next cycle. The module also covers business and operating models, strategic capabilities, governance, risk, sustainability, and AI governance as they relate to strategy.

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 strategic planning and decision-making 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 ITIL principles, practices, and terminology that underpin effective strategy development and alignment.
- Describe how strategy must evolve in dynamic, complex, and AI-enabled contexts while maintaining clarity and direction.
- Apply the OODP model (Observe, Orient, Decide, Plan) to sense change and make effective, outcome-driven strategic decisions.
- Apply the Plan–Execute–Synthesize–Reflect cycle to translate strategy into actionable initiatives and sustained value.
- Explain how business and operating models support strategic intent and enable value creation.
- Make informed, conscious decisions in volatile, uncertain, complex, and ambiguous (VUCA) settings.
- Identify and develop the strategic capabilities needed to shape and deliver value-driven strategy.
- Apply governance, risk management, and sustainability principles to support long-term strategic success.
- Explain how AI governance enables responsible, value-driven strategy development and execution.
- Apply the ITIL Strategy Management Model to continuously guide strategic alignment with business goals, direction, and action.
- Balance governance and execution to deliver sustained value in fast-paced, AI-enabled environments.
- Prepare with confidence for the ITIL Strategy (Version 5) certification exam.

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COURSE OUTLINE

Day 1 — Foundations of Strategy in a VUCA World

- Recap: the ITIL Value System, guiding principles, and where Strategy fits across the qualification scheme
- Why strategy must be adjusted for growing volatility, uncertainty, complexity, and ambiguity (VUCA)
- Core ITIL principles, practices, and terminology underpinning strategy development
- Business and operating models: how they support strategic intent and enable value creation

Day 2 — Sensing and Deciding: The OODP Model

- Introducing the ITIL Strategy Management Model
- Observe and Orient: sensing signals and making sense of a changing environment
- Decide: making informed, conscious decisions under uncertainty
- Plan: turning decisions into direction while preserving strategic durability and feedback loops

Day 3 — Executing Strategy: Plan, Execute, Synthesize, Reflect

- Translating strategic intent into actionable initiatives
- Execute: balancing governance and execution to deliver sustained value
- Synthesize and Reflect: tracking outcomes, capturing learning, and feeding it back into the next strategy cycle
- Strategic capabilities: identifying and building the capabilities needed to deliver value-driven strategy
- Governance, risk management, and sustainability in long-term strategic success

Day 4 — AI Governance, Integration, and Exam Preparation

- AI governance in strategy: enabling responsible, value-driven strategy development and execution
- Connecting Strategy to Transformation, and to the Managing Professional disciplines (Product, Service, Experience)
- Group capstone exercise: full strategy cycle (OODP + Plan–Execute–Synthesize–Reflect) 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)

WHO SHOULD ATTEND

- Senior IT and business leaders responsible for digital and technology strategy
- CIOs, CTOs, Chief Digital Officers, and heads of transformation or PMO
- Enterprise architects and portfolio/investment decision-makers
- Strategy, planning, and governance professionals
- Professionals pursuing the ITIL Strategic Leader (Version 5) or ITIL Master (Version 5) designation
- Anyone accountable for connecting vision, priorities, investment, and execution across an organization

PREREQUISITES

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

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EXAMINATION

- Format: Open-book, multiple-choice
- Length: 40 questions / 90 minutes (typical format for core modules)
- Pass mark: 70% (28/40)
- Outcome: ITIL Strategy (Version 5) certificate — one of two core modules required (with ITIL Transformation) for the ITIL Strategic Leader (Version 5) designation

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

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