ITIL® Transformation (Version 5) Training

Duration: **3 Day**

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Transformation is a fundamental element of **ITIL® (Version 5)** and provides the foundation for every learning pathway within the framework. As organizations progress from understanding service management principles to implementing them across the enterprise, the ability to plan, lead, and support transformation becomes increasingly important.

This three-day course is designed as the next step after **ITIL Foundation**, providing learners with the knowledge required to continue their journey toward the **ITIL Managing Professional**, **Practice Manager**, or **Strategic Leader** designations.

The course focuses on how organizations can successfully plan and deliver transformation initiatives by applying ITIL guidance. Rather than concentrating solely on continual improvement, it addresses large-scale, coordinated change involving multiple stakeholders, interdependencies, uncertainty, complexity, and risk.

Participants will explore how transformation is structured across four key layers—**Governance, Positioning, Execution, and Learning**—and understand how these layers work together to achieve sustainable business outcomes.

The course also examines how modern practices and frameworks, including **Artificial Intelligence, DevOps, and PRINCE2**, complement ITIL and contribute to successful transformation initiatives. Through practical exercises and real-world scenarios, learners will gain an understanding of how transformation programmes are planned, executed, measured, and continuously improved within the ITIL Value System.

Prerequisites

Participants must hold one of the following certifications:

- ITIL® (Version 5) Foundation Certificate
- Any ITIL 4 certification

Who Should Attend

This course is intended for:

- Professionals involved in delivering or supporting digital products and digital services
- Business professionals who want to develop a better understanding of organizational transformation
- Service managers, product owners, and team leaders responsible for driving change initiatives
- Individuals implementing or expanding ITIL-based service management practices
- Professionals working toward the ITIL Managing Professional, Practice Manager, or Strategic Leader designations
- Anyone looking for practical guidance on how to successfully implement ITIL within an organization

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What You Will Learn

Upon successful completion of this course, learners will be able to:

- Explain the core ITIL concepts that support organizational transformation.
- Describe the transformation layers, stages, steps, patterns, and the contextual factors that influence them.
- Explain how governance models, tools, techniques, and measurement approaches enable successful transformation.
- Describe how Artificial Intelligence, DevOps, and PRINCE2 integrate with ITIL to support transformation initiatives.
- Explain how lessons learned contribute to continual improvement within the ITIL Value System.

Training Outline

Module 1 - ITIL Foundation Review and Introduction to Transformation

- Define digital products and digital services and explain their key characteristics.
- Explain how service offerings deliver value through digital products and services.
- Describe the purpose and structure of the ITIL product and service lifecycle model.
- Identify the activities within the ITIL value chain and explain how they contribute to value creation.
- Explain the relationship between products, services, value co-creation, and lifecycle management.
- Describe transformation within the ITIL framework and explain its role in the ITIL Value System.

Module 2 - The ITIL Transformation Model

- Describe the four transformation layers: Governance, Positioning, Execution, and Learning.
- Explain how the ITIL Transformation Model is applied in practical environments.
- Apply the stages and steps of the transformation approach in the appropriate sequence.
- Explain how ordered, complex, and chaotic environments influence transformation strategies.
- Describe the twelve stages of the ITIL Transformation Model.

Module 3 - Transformation Patterns and Initiation Patterns

- Identify the three categories of transformation patterns: Initiation, Governance, and Execution.
- Explain how each pattern contributes to successful transformation initiatives.
- Describe the characteristics of initiation patterns and their influence on scope definition and sponsorship.
- Explain how initiation patterns affect timing and strategic alignment.
- Describe common business-as-usual governance patterns and transformation governance patterns.
- Explain when execution patterns such as Contain, Discover, and Implement should be applied.

Module 4 - Governance Patterns for Transformation

- Describe commonly used governance models in business-as-usual operations.
- Explain governance approaches used during transformation initiatives.
- Describe how governance interacts with initiation and execution activities across the transformation lifecycle.
- Distinguish between operational governance and transformation governance approaches.

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- Identify how authority and assurance mechanisms influence governance decisions.
- Explain how governance supports strategic alignment, decision-making, and organizational oversight.

Module 5 - Execution Patterns in Transformation

- Identify the Contain, Discover, and Implement execution patterns.
- Explain when and how each execution pattern should be applied.
- Describe how transformation activities are delivered using each execution approach.
- Determine the most appropriate execution pattern for different transformation scenarios.
- Apply execution patterns to practical transformation examples.

Module 6 - End-to-End Transformation Examples

- Identify transformation layers, stages, and patterns within complete transformation scenarios.
- Explain how the four transformation layers work together throughout the transformation journey.
- Describe how transformation progresses through its stages and how feedback influences continuous progress.
- Explain how execution, governance, and positioning are reflected in real-world transformation initiatives.
- Describe how lessons learned strengthen future transformation capabilities.

Module 7 - Measurement, Tools, Learning, and Integration

- Identify transformation tools including Complexity Thinking, Value Stream Mapping, Objectives and Key Results (OKRs), the ITIL Maturity Model, Theory of Constraints, and RACI/RASCI.
- Explain how these tools support observation, governance, and execution.
- Describe the benefits and challenges of measuring transformation performance.
- Identify suitable measures for monitoring progress and evaluating outcomes.
- Explain methods for reflection, knowledge sharing, and organizational learning.
- Apply reflection and synthesis techniques to support continual improvement within the ITIL Value System.

Module 8 - Artificial Intelligence and Framework Integration

- Describe the ITIL Artificial Intelligence Governance Model and its role in transformation.
- Explain how artificial intelligence supports readiness assessments and adaptive governance.
- Describe how automation influences transformation methods and supporting tools.
- Explain how ITIL and DevOps complement each other throughout the product and service lifecycle.
- Describe how ITIL and PRINCE2 work together to support structured organizational change.

Exams and Assessments

This course includes an official certification examination.

- 40 multiple-choice questions
- 90-minute examination
- Open-book exam. Candidates may use the official ITIL Transformation publication and the official scenario booklet, including personal notes written within these materials. No other reference materials are permitted.
- Passing score: 28 out of 40 (70%)
- The examination is delivered online through PeopleCert and may be taken at a time convenient

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for the learner.