ITIL® Strategy (Version 5) Training

BILGINC IT Academy
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Duration: **3 Day**

This three-day course examines how **ITIL® Strategy** helps organizations define, execute, and sustain value creation in rapidly evolving digital environments. Throughout the course, participants will learn how strategic objectives are transformed into practical initiatives, how informed decisions are made in complex and uncertain situations, and how organizations maintain long-term strategic success through continual learning and adaptation.

As part of the **ITIL® (Version 5) Strategic Leader** pathway, this course is intended for professionals responsible for developing, influencing, or executing organizational and digital strategies. Participants will explore the **ITIL Product and Service Lifecycle**, the **ITIL Value System**, and the **ITIL Guiding Principles**, while gaining a solid understanding of digital strategy, organizational transformation, and operating effectively in constantly changing business environments.

The course also explains how strategy influences the **Four Dimensions of Product and Service Management** and demonstrates how ITIL can be successfully integrated with modern practices such as **DevOps** and **PRINCE2** to improve the delivery of digital products and services.

Prerequisites

Participants should hold one of the following certifications:

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

Who Should Attend

This course is intended for:

- Executives and managers responsible for defining organizational strategy.
- Professionals responsible for translating strategic direction into tactical initiatives.
- Operational managers and practitioners supporting the achievement of strategic objectives.
- Experienced professionals involved in digital transformation programmes.
- Individuals seeking to strengthen their expertise in ITIL strategy management and digital leadership.

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What You Will Learn

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

- Explain the fundamental ITIL concepts, including the Guiding Principles, Products and Services, the ITIL Product and Service Lifecycle, the Four Dimensions, and the ITIL Value System.
- Describe essential strategic concepts such as digital strategy, organizational vision, business values, digital transformation, and operating successfully in volatile, uncertain, complex, and ambiguous (VUCA) environments.
- Evaluate strategic considerations across Organizations and People, Partners and Suppliers, Information and Technology, and Value Streams and Processes.
- Explain the ITIL Strategy Management Model, including both the Strategy Development Cycle and the Strategy Implementation Cycle.
- Apply the strategy development and implementation cycles at a foundational level.
- Explain how ITIL works alongside DevOps and PRINCE2 to support the successful delivery of digital products and services.

Training Outline

Module 1 - ITIL Foundation Review and Value Creation

- Define digital products and digital services and explain their key characteristics.
- Describe how products and services deliver value through service offerings.
- Explore the purpose and structure of the ITIL Product and Service Lifecycle Model.
- Identify value chain activities and explain how they contribute to value creation.
- Explain the relationship between products, services, value co-creation, and lifecycle management.

Module 2 - Core Concepts of ITIL Strategy

- Explain the concepts of strategy, digital strategy, vision, purpose, and organizational values.
- Explore the role of digital strategy in enabling successful digital transformation.
- Identify the characteristics of an effective strategy.
- Understand how strategy is developed within volatile, uncertain, complex, and ambiguous (VUCA) environments.
- Examine how business models and operating models support strategic direction.

Module 3 - Strategy Across the Four Dimensions of Product and Service Management

- Evaluate the influence of organizational culture, structure, and capabilities on strategic planning.
- Explain the role of partners and suppliers in sourcing strategies and strategic relationships.
- Explore the strategic contribution of information and technology to innovation and digital capability.
- Explain how value streams and organizational processes are shaped by strategic objectives.

Module 4 - The ITIL Strategy Management Model

- Explain the purpose and structure of the ITIL Strategy Management Model.
- Explore the relationship between the Strategy Development Cycle and the Strategy Implementation Cycle.

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Module 5 - Strategy Development Cycle

- Explain the Observe, Orient, Decide, and Plan activities.
- Explore how the ITIL Guiding Principles support strategy development.
- Evaluate the influence of PESTLE factors on strategic decision-making.
- Assess how organizational capabilities and resources influence strategic choices.
- Apply the Strategy Development Cycle at a foundational level.

Module 6 - Strategy Implementation Cycle

- Explain the purpose and expected outcomes of the Strategy Implementation Cycle.
- Translate strategic objectives into practical implementation initiatives.
- Select appropriate execution approaches during implementation planning.
- Balance strategic change initiatives with ongoing operational activities.
- Maintain the long-term sustainability and relevance of organizational strategy.

Module 7 - Strategic Capabilities

- Explain the organizational capabilities required for successful long-term strategy execution.
- Explore the importance of leadership, governance, and organizational alignment.
- Support continual improvement and organizational learning.
- Strengthen resilience and adaptability throughout strategy execution.

Module 8 - Integrating ITIL with Other Frameworks

- Explain how ITIL and DevOps complement each other throughout the product and service lifecycle.
- Explore the collaboration between ITIL practices and DevOps ways of working.
- Understand the role of project management in the application of ITIL practices.
- Examine how ITIL and PRINCE2 can be combined to improve the delivery of digital products and services.

Exams and Assessments

This course includes an official certification examination.

- 40 multiple-choice questions
- 90-minute examination
- Open-book examination. Candidates may use the official ITIL Strategy publication, including personal notes written within the publication. No other reference materials are permitted.
- Pass mark: 28 out of 40 (70%)
- The examination is delivered online through PeopleCert and may be taken at a time that is convenient for the learner.