



COURSE OUTLINE

Course Name: ITIL® Version 5 Transformation

DURATION	SKILL LEVEL	DELIVERY METHOD	TRAINING CREDITS	TECHNOLOGY
3 Days	Transformation	In Class/VILT	N/A	IT Service Management

Course Overview

The ITIL® Version 5 Transformation course equips delegates with the knowledge needed to understand and apply transformation practices in modern service management environments. It builds on core ITIL concepts and explores how transformation is planned, governed, executed, measured, and adapted in different organisational contexts.

The course introduces a transformation model made up of layers, stages, steps, and contextual adaptation. Delegates also explore common transformation patterns, measurement and evidence, learning and knowledge transfer, and the relationship between ITIL transformation, AI, DevOps, and PRINCE2.

Prerequisites

Prior completion of ITIL 4 or 5 Foundation certificate.

Target Audience

- IT Service Management professionals involved in transformation initiatives
- Service Managers, Service Owners, Process Owners, and Practice Owners
- Project Managers, Programme Managers, PMO professionals, and transformation leads
- IT leaders, governance teams, consultants, and change professionals
- Professionals working with ITIL, DevOps, PRINCE2, AI governance, or digital transformation programmes

Learning Objectives

- Recap key ITIL concepts and explain the purpose of ITIL transformation
- Understand the ITIL transformation model, including layers, stages, steps, and contextual adaptation
- Recognise common transformation patterns across initiation, governance, and execution
- Apply tools, methods, techniques, measurement, evidence, learning, and knowledge transfer to transformation activities
- Understand transformation considerations in the AI context, including AI governance

- Explain how ITIL transformation aligns with DevOps and PRINCE2

Topics

The course explores the following content areas:

Module 1: ITIL Foundation Recap and Transformation Overview

- Key concepts of ITIL
- Key concepts of ITIL transformation

Module 2: The ITIL Transformation Model

- Layers, stages, steps, and contextual adaptation in transformation
- End-to-end examples

Module 3: Common Patterns for Transformation

- Introduction to common patterns for transformation
- Initiation patterns
- Governance patterns
- Execution patterns

Module 4: Measurement, Learning, and Synthesis

- Tools, methods, and techniques
- Measurement and evidence
- Learning and knowledge transfer

Module 5: ITIL and AI

- Transformation in the AI context
- AI governance

Module 6: ITIL and Other Frameworks

- ITIL and DevOps
- ITIL and PRINCE2

Job Roles

- IT Service Manager
- Service Owner or Process Owner
- Practice Owner
- Transformation Lead
- Project Manager or Programme Manager
- PMO Professional
- IT Governance, Risk, or Compliance Professional
- IT Consultant or Digital Transformation Specialist

Exams and Certifications

ITIL® Version 5 Transformation Exam

- Online: Duration of 90 minutes (25% extra time for candidates taking the exam in a language other than their native language)
- Open book
- 40 multiple choice questions
- Passing score: 28/40 marks - 70%

Why this certification

After completing this course, students will learn how to:

- Understand the relationship between ITIL concepts and transformation activities
- Use a structured transformation model to plan and adapt transformation work
- Recognise practical transformation patterns for initiation, governance, and execution
- Use measurement, evidence, learning, and knowledge transfer to support transformation outcomes

Notes and Annotations

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