ITIL Strategy (version 5) Training & Certification

Define and align digital strategies to support organizational aims, innovation and long-term value creation

Develop strategy. Align technology. Deliver lasting value.



ITIL Strategy (Version 5) provides **practical guidance on developing and executing effective strategies** within complex, fast-changing, AI-enabled organisations. This **3-day course** helps IT professionals to connect business objectives, technology investments and execution in order to achieve measurable outcomes and sustainable value.

Participants will learn how to make better strategic decisions, translate strategic intent into action and integrate governance, risk, sustainability and innovation into their strategies.

This **all-inclusive training** offer includes a course led by a certified trainer, course documentation, an exam voucher, a one-year PeopleCert membership, and lunches and coffee breaks.

WHY ATTEND THIS TRAINING?

- Develop a structured approach to creating and implementing effective strategies.
- Align technology investments and initiatives with business objectives and measurable outcomes.
- Improve strategic decision-making in complex and uncertain environments.
- Strengthen the connection between strategy, governance, risk, sustainability and execution.
- Build the leadership capabilities needed to create long-term value and organisational resilience.

KEY LEARNING OBJECTIVES

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

- **Understand key ITIL strategy concepts** and how they support value creation and strategic alignment.
- **Develop effective strategies** by observing, orienting, deciding and planning in dynamic business environments.
- **Translate strategy into execution** through structured planning, implementation and continual evaluation.
- **Align business and operating models** with strategic objectives, technology investments and organizational capabilities.
- **Integrate governance, risk, sustainability, AI and innovation** into strategic decision-making.

3-DAY TRAINING PROGRAMME

Day 1 – Strategic Thinking and Direction

Understanding Strategy in the ITIL Context

- Key ITIL Strategy concepts, principles and terminology
- The role of strategy in digital product and service management
- Connecting organizational purpose, objectives and value
- Strategy in complex, digital and AI-enabled environments

Understanding the Strategic Environment

- Assessing internal and external factors
- Stakeholders, customers and changing market expectations
- Technology and AI as strategic drivers
- Making decisions under complexity and uncertainty

Developing Strategy

- Establishing strategic direction
- Observing and understanding the environment
- Orienting strategic choices around organizational objectives
- Decision-making and strategic planning

Day 2 – From Strategy to Execution

Business and Operating Models

- Understanding business models and value creation
- Aligning operating models with strategic intent
- Connecting people, processes, technology and partners
- Evaluating organisational capabilities and resources

Strategy Implementation

- Translating strategic objectives into actionable initiatives
- Prioritizing investments and resources
- Aligning technology initiatives with business outcomes
- Managing dependencies and competing priorities

Governance, Risk and Sustainability

- Integrating governance into strategic decision-making
- Understanding and managing strategic risks
- Incorporating sustainability into strategy
- Balancing control, innovation and agility

Day 3 – Strategic Leadership and Value Realisation

Strategy in an AI-Enabled Organisation

- Understanding AI as a strategic capability
- Integrating AI governance into strategic decisions
- Evaluating AI opportunities, risks and investments
- Using technology and innovation to support strategic objectives

Leading and Communicating Strategy

- Leadership as a strategic capability
- Communicating strategic direction effectively
- Building stakeholder alignment and engagement
- Supporting innovation and organizational adaptability

Effective Execution and Value Realisation

- Connecting strategy with execution
- Measuring outcomes and value realization
- Reviewing and adapting strategy
- Supporting organizational resilience and long-term value
- Course review and preparation for the certification exam

WHO SHOULD ATTEND?

ITIL Strategy is designed for professionals involved in **defining organizational direction, making strategic decisions, managing technology investments or translating strategy into business outcomes**, including:

- CIOs, CTOs, IT Directors and senior IT managers
- Strategy and Business Managers
- Digital Transformation Leaders
- Portfolio, Programme and Product Managers
- Service Managers and ITIL practitioners
- Enterprise and Business Architects
- Consultants and advisors
- Professionals aspiring to strategic or leadership roles

PREREQUISITES

To access the **ITIL Strategy (Version 5) certification**, candidates must hold **any ITIL 4 certification, ITIL Foundation (Version 5), or ITIL Foundation Bridge (Version 5)**.

Candidates must also complete accredited training through an **Accredited Training Organisation or ITIL Official eLearning** before their examination results can be released.

About the Exam

- 40 multiple-choice questions
- Duration: 90 minutes (+ extra time for non native English speakers)
- Open book exam
- Minimum pass score: 70%

- Language: English
- Renewal: every 3 years

During the training you will receive an exam voucher for an online proctored exam. You will take your exam after the training at a date/hour of your choice. Thanks to your PeopleCert membership, a Take2 or 1 free exam retake is included. Your trainer will explain the exam procedure in detail during the course.