

ITIL Transformation (version 5) Training & Certification



Learn to lead change and apply the ITIL® Transformation Model

Lead Change. Drive Transformation. Deliver Sustainable Value.

ITIL Transformation (Version 5) provides a **structured and practical approach to planning, managing and sustaining transformation** across digital products, services and organisations.

The course introduces the **ITIL Transformation Model**, helping professionals navigate complex change by combining effective governance, execution, measurement and continual learning.

Participants learn how to turn transformation objectives into action, engage stakeholders, integrate emerging technologies such as AI, and ensure transformation initiatives deliver measurable and sustainable value.

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.



ITIL CERTIFICATION PATH

ITIL Transformation is a **core module across all three ITIL (Version 5) designations**: ITIL Practice Manager, ITIL Managing Professional and ITIL Strategic Leader.

The module only needs to be successfully completed **once**, and the achievement counts toward all three designation paths.

WHY ATTEND THIS TRAINING?

- Apply a structured approach to managing transformation initiatives from vision through execution.
- Improve collaboration and alignment between stakeholders, teams and value streams.
- Balance effective governance with the agility needed to deliver change.
- Measure transformation progress, learn from results and continually adapt.
- Build organisational resilience and deliver sustainable, value-driven transformation outcomes.

KEY LEARNING OBJECTIVES

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

- **Understand and apply the ITIL Transformation Model** to structure and manage transformation initiatives.
- **Select and apply transformation patterns** for initiation, governance and execution according to organizational context.
- **Align governance and stakeholders** to maintain direction, accountability and effective transformation control.
- **Execute and measure transformation initiatives**, using appropriate tools, methods, metrics and continual learning.
- **Integrate AI and emerging technologies** into transformation readiness and execution while managing organizational impact.

3-DAY TRAINING PROGRAMME

DAY 1 - UNDERSTANDING AND INITIATING TRANSFORMATION

Understanding Organizational Transformation

- What transformation means in the ITIL context
- Drivers and objectives of transformation
- Understanding organizational context and complexity
- Creating measurable value through transformation
- Common transformation challenges and success factors

The ITIL Transformation Model

- Introduction to the ITIL Transformation Model
- Understanding its layers, stages and steps
- Applying the model to different organizational contexts
- Connecting transformation with products, services and value streams

Initiating Transformation

- Establishing the need and vision for transformation
- Assessing organizational readiness
- Defining transformation objectives and desired outcomes
- Identifying and engaging key stakeholders
- Applying initiation patterns

DAY 2 - GOVERNING AND EXECUTING TRANSFORMATION

Governance and Transformation Control

- Aligning transformation with organizational governance
- Establishing decision rights and accountability
- Managing risks, constraints and dependencies
- Applying governance patterns
- Balancing governance, agility and execution

Executing Transformation

- Translating transformation objectives into coordinated action
- Applying execution patterns
- Managing transformation across different organizational contexts
- Coordinating teams, stakeholders and value streams
- Selecting and applying appropriate transformation tools and techniques

People and Change

- Understanding the human dimension of transformation
- Stakeholder engagement and communication
- Building commitment and collaboration
- Supporting new ways of working
- Managing resistance and maintaining momentum

DAY 3 - MEASURING, ADAPTING AND SUSTAINING TRANSFORMATION

Measuring Transformation

- Defining meaningful transformation measures
- Monitoring progress and outcomes
- Evaluating whether transformation is delivering expected value
- Using evidence and feedback to support decisions

Learning and Continual Improvement

- Learning throughout the transformation journey
- Adapting transformation initiatives as conditions change
- Embedding continual improvement
- Building sustainable organizational capabilities
- Strengthening organizational resilience

AI and the Future of Transformation

- Understanding the ITIL AI Capability Model
- Assessing AI and automation opportunities
- AI's impact on people, processes and technology
- Integrating AI into transformation readiness and execution
- Using emerging technologies to accelerate transformation responsibly

Course Review and Exam Preparation

- Review of the ITIL Transformation Model and key concepts
- Applying transformation patterns to practical scenarios
- Key takeaways and exam preparation

Who Should Attend?

ITIL Transformation is designed for professionals responsible for **leading, supporting or delivering organizational and digital transformation**, including:

- Transformation and Change Managers
- IT Managers and IT Leaders
- Digital Transformation Leaders
- Programme and Project Managers
- Product and Service Managers
- ITIL and IT Service Management professionals
- Business and Process Managers
- Consultants and transformation advisors
- Professionals involved in organizational change, innovation or AI-enabled transformation

PREREQUISITES

To access the **ITIL Transformation (Version 5) certification**, candidates must hold:

- **Any ITIL 4 certification**, or
- **ITIL Foundation (Version 5)**, or
- **ITIL Foundation Bridge (Version 5)**.

Candidates must also complete accredited training through an **Accredited Training Organization 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.