

# ITIL® (VERSION 5) TRANSFORMATION – INCLUDING EXAM

Course Code: 831025

This module equips candidates with guidance to transform the way organizations work by balancing governance, execution, and continual learning. Aligned with ITIL® guidance, it provides practical direction to help align people, processes, and technology, ensuring transformations deliver measurable value and build resilience across the enterprise.

The courseware and exam are currently only available in English.

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## What You'll Learn

After you complete this course, you will be able to:

- Ensure managerial and governance capabilities are fit for purpose and support the organization's desired ways of working.
- Formalise and streamlines organisational capabilities with clearer accountabilities and responsibilities.
- Improve the performance of specific parts of the Service Value System (SVS), such as individual practices or tool usage, while considering all four dimensions of service management.
- Improve the performance of the overall SVS by supporting collaboration across stakeholders and value streams.

## Who Needs to Attend

This course is aimed at:

- Sponsors and owners of transformation initiatives, responsible for leading change.
- Professionals involved in delivering transformation work, to understand what needs to be done.
- Professionals impacted by transformation, to understand the support and engagement they can expect.
- Consultants supporting organisations through transformation initiatives.

We would recommend you have completed at least one of the advanced ITIL® modules prior to attending this class. This isn't a pre-requisite but will provide you with more context to get the most out of this training.

## Prerequisites

The candidate must have passed one of the below certifications:

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CLASSROOM LIVE

\$3,095 CAD

3 Day

## Classroom Live Outline

### **Module 1: Introduction to ITIL® Transformation**

- 1.1 Key concepts of ITIL®
- 1.2 Key concepts of ITIL® Transformation

### **Module 2: The ITIL® Transformation Model**

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

### **Module 3: Transformation patterns**

- 3.1 Introduction to transformation patterns
- 3.2 Initiation patterns
- 3.3 Governance patterns
- 3.4 Execution patterns

### **Module 4: Measurement, learning, and synthesis**

- 4.1 Tools, methods and techniques
- 4.2 Measurement and evidence
- 4.3 Learning and knowledge transfer

### **Module 5: ITIL® and AI**

- 5.1 Transformation in the AI context
- 5.2 AI governance

### **Module 6: ITIL® and other frameworks**

- 6.1 ITIL® and DevOps
- 6.2 ITIL® and PRINCE2®

# ITIL® (VERSION 5) TRANSFORMATION – INCLUDING EXAM

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VIRTUAL CLASSROOM LIVE

\$3,095 CAD

3 Day

## Virtual Classroom Live Outline

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- 6.1 ITIL® and DevOps
- 6.2 ITIL® and PRINCE2®

Sep 9 - 11, 2026 | 8:30 AM - 4:30 PM EDT

Dec 7 - 9, 2026 | 8:30 AM - 4:30 PM EST

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