

## ITIL® (Version 5) Strategy - Including Exam

Duration: 3 Days Course Code: ITIL5SL-S

### Overview:

This module equips candidates to act with clarity and confidence by aligning technology investments with business strategy and outcomes, in line with ITIL® guidance. It helps ensure that digital products and services deliver measurable value while embedding a culture of trust, agility, and continual value co-creation in a rapidly evolving environment.

The courseware and exam are currently only available in English.

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### Target Audience:

#### This course is aimed at:

- Leaders with strategic responsibility at all levels of the organization.
- Professionals with tactical responsibility for implementing strategy.
- Professionals with operational responsibility for supporting strategic objectives.

### Objectives:

- **After you complete this course you will be able to:**
- Recall core ITIL® concepts such as the ITIL® Guiding Principles, the ITIL® Product and Service Lifecycle, the ITIL® Four Dimensions, and the ITIL® Value System.
- Describe key strategy concepts including digital strategy, vision, values, digital transformation, and strategy in a VUCA environment
- Identify strategic considerations across organizations and people, partners and suppliers, information and technology, and value streams and processes
- Explain the ITIL® Strategy Management Model and its two lifecycles: strategy development and strategy implementation
- Understand how ITIL® integrates with DevOps and PRINCE2®.

### Prerequisites:

The candidate must have passed one of the below certifications:

- ITIL® 4 Foundation examination
- ITIL® (Version 5) Foundation examination
- ITIL5F - ITIL® (Version 5) Foundation - Including Exam
- ITIL5F-2 - ITIL® (Version 5) Foundation (2 days) - Including Exam

### Testing and Certification

#### Recommended preparation for exam(s):

- ITIL® (Version 5) Strategy  
The exam is 90 minutes long, 40 multiple choice questions. This is an open book exam with a pass mark of 70%.

Exam vouchers are provided with this course. These will have a validity of 12 months. You will need to schedule your exams within this time frame.

### Follow-on-Courses:

- ITIL5MP-E - ITIL® (Version 5) Experience - Including Exam
- ITIL5MP-P - ITIL® (Version 5) Product - Including Exam
- ITIL5MP-S - ITIL® (Version 5) Service - Including Exam
- ITIL5T - ITIL® (Version 5) Transformation - Including Exam

## Content:

### Module 1: Key ITIL® terms and definitions

- 1.1 Key concepts of ITIL®
- 1.2 Key concepts of ITIL® Strategy
- 1.3 Strategy across the ITIL® Four Dimensions

### Module 2: The ITIL® Strategy Management Model

- 2.1 Introduction to the ITIL® Strategy Management Model
- 2.2 Strategy development
- 2.3 Strategy implementation
- 2.4 Sustainable strategy management

### Module 3: Strategic capabilities

- 3.1 Leadership
- 3.2 Communication
- 3.3 Innovation
- 3.4 AI governance
- 3.5 Organizational Change Management (OCM)
- 3.6 Digital ethics
- 3.7 Complexity thinking
- 3.8 Portfolio management
- 3.9 Risk management
- 3.10 Sustainability

### Module 4: ITIL® and other frameworks

- 4.1 ITIL® and DevOps
- 4.2 ITIL® and PRINCE2

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## Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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