

ITIL® (Version 5) Strategy - Including Exam

Duration: 3 Days **Course Code: ITIL5SL-S** **Delivery Method: Company Event**

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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Company Events

These events can be delivered exclusively for your company at our locations or yours, specifically for your delegates and your needs. The Company Events can be tailored or standard course deliveries.

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

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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