

ITIL® (Version 5) Strategy - Including Exam

Duration: 3 Days **Course Code: ITIL5SL-S** **Delivery Method: Virtual Learning**

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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Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

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

info@globalknowledge.co.uk

www.globalknowledge.com/en-gb/

Global Knowledge, Mulberry Business Park, Fishponds Road, Wokingham Berkshire RG41 2GY UK