

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

**Duration: 3 Days**    **Course Code: ITIL5T**    **Delivery Method: Company Event**

### Overview:

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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### 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:

- 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.

### Objectives:

- **After you complete this course you will be able to:**
- Explain core ITIL® concepts and how they support transformation.
- Describe transformation layers, stages, steps, patterns, and contexts.
- Explain how tools, methods, techniques, governance models, and measurements are used in transformation.
- Explain how AI, DevOps, and PRINCE2® integrate with ITIL® for value creation.

### 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) Transformation

The exam is 90 minutes long, 40 multiple choice questions. This is an open book exam and the pass mark is 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
- ITIL5SL-S - ITIL® (Version 5) Strategy - Including Exam

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## Content:

### 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®

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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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