

ITIL® (Version 5) Transformation - Including Exam

Duration: 3 Days **Course Code: ITIL5T** **Delivery Method: Virtual Learning**

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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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:

- 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

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®

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