

ITIL5TRN: ITIL (Version 5) Transformation Certification Course with Exam

Price: 2940

Duration:

Delivery Methods: Virtual

Overview

Outline

ITIL (Version 5) Transformation Certification Course Outline

ITIL (Version 5) Transformation introduces the ITIL Transformation Model, a practical and adaptable framework for organizational transformations. Learners acquire practical, scalable guidance they can use to successfully lead, support, and engage in transformation initiatives.

This course covers key ITIL (Version 5) terms and concepts, the ITIL Transformation Model, and how ITIL, AI and other frameworks such as DevOps and PRINCE2 enable and support product and service management.

Module 1: Key ITIL concepts

- Key ITIL models
- The characteristics of digital products and services
- How digital products and services create value
- Digital product and service management (DPSM)
- The scope and purpose of the ITIL Product and Service Lifecycle Model
- The lifecycle management activities of digital products and services
- The ITIL Value System
- Continual improvement vs. transformation
- The characteristics of organizational change

Module 2: The ITIL Transformation Model

- The three common patterns for transformation: initiation, governance, and execution
- How each pattern type supports transformation work

- The four layers of transformation (governance, positioning, execution, learning) and their roles
- How the ITIL Transformation Model is applied in practice
- The twelve stages of the ITIL Transformation Model
- How to apply the twelve stages in the correct sequence
- How 'ordered', 'complex', and 'chaotic' contexts influence transformation

Module 3: Initiation Patterns

- The key characteristics of the five initiation patterns
- How an initiation pattern influences scope, sponsorship, timing, and methods
- The tools/methods/techniques that could contribute to the initiation pattern

Module 4: Governance Patterns

- Common BAU governance patterns
- Common transformation governance patterns
- BAU vs. transformation governance patterns
- How governance supports alignment, decision making, and oversight in transformation

Module 5: Execution Patterns

- The three execution patterns (implement, discover, contain) and when each is used
- How transformation work is executed using the implement, discover, and contain patterns
- Which execution pattern fits different transformation situations
- Applying the correct execution pattern to simple transformation examples

Module 6: End-to-End Transformation Example

- The purpose of the 'transition' activity
- Describing an end to end transformation example
- Assessing an end-to-end transformation example

Module 7: Measurement, learning, and synthesis

- How to apply key transformation tools, methods, and techniques
- How progress and outcomes of transformations are measured
- The benefits and the potential issues of using measurements in transformation
- How signals and lessons are captured, evaluated, and integrated into the organization's value system

Module 8: ITIL and AI

- How AI supports readiness assessments and adaptive governance
- How AI and automation influence tools, methods, and techniques
- The ITIL AI Capability Model
- How AI governance supports transformation and effective implementation

Module 9: ITIL and Other Frameworks

- How ITIL and DevOps complement each other across the product and service lifecycle
- How ITIL practices collaborate with DevOps ways of working
- Why project management is important when applying ITIL practices

Course Includes

- ■ Access to ITSM Academy’s Learner Portal – my.itsmacademy.com – extends the classroom experience with online content and tools
 - Digital learner manual (excellent post-class reference)
 - ITIL (Version 5) Transformation Reference Card
 - Research Paper – WhatIs? ITIL (Version 5)
 - Learner Personal Action Plan
 - Memory exercises, study aids and sample exams
- How ITIL can be combined with PRINCE2 to deliver products and services effectively

Course Schedule

Date	Time	Price	Options
06/16/2026	09:00 AM - 05:00 PM CT	2,940.00	Buy Now Enroll

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FAQ

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Ten (10) business days' notice is required to reschedule a class with no additional fees. Notify TOPTALENT LEARNING as soon as possible at 469-721-6100 or by written notification to info@toptalentlearning.com to avoid rescheduling penalties.

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What is your late policy?

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What happens when I finish my class?

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