



Course Title: ITIL® Transformation (Version 5) Certification Training	Course Duration: 2.0 Days
Exam: Included	Exam Type: Proctored Exam
Qualification: ITIL® Transformation (Version 5)	

Course Syllabus

Module 1: ITIL Foundations and Transformation Concepts

- ITIL guiding principles and the ITIL Value System
- Digital products, services, and lifecycle context
- Defining transformation in ITIL
- Characteristics of effective transformation

Module 2: The ITIL Transformation Model

- Context and complexity in transformation
- Four layers: governance, positioning, execution, learning
- Twelve stages and twenty-four steps
- Applying the model in practice

Module 3: Initiation Patterns

- Common drivers of transformation
- Initiation pattern types and characteristics
- Scope, sponsorship, and timing considerations

Module 4: Governance Patterns

- Business-as-usual vs. transformation governance
- Selecting and adapting governance approaches
- Balancing control, autonomy, and learning

Module 5: Execution Patterns

- Implement, discover, and contain patterns
- Matching execution patterns to context
- Applying patterns to transformation scenarios

Module 6: Measurement, Learning, and Synthesis

- Measuring progress and outcomes
- Tools and techniques (VSM, OKRs, maturity models)
- Capturing lessons and adapting transformation

Module 7: ITIL, AI, and Other Frameworks



- AI-enabled transformation and governance
- ITIL with DevOps and PRINCE2
- Integrating transformation across frameworks

Course Overview

The ITIL® Transformation (Version 5) course provides learners with the guidance needed to plan, govern, and execute organisational transformation using ITIL principles. Participants learn how to apply the ITIL Transformation Model, select appropriate transformation patterns, and measure, learn from, and adapt transformation efforts in complex and uncertain environments.

Course Learning Outcomes

- Core ITIL concepts as they apply to transformation
- The ITIL Transformation Model and its four layers
- Common initiation, governance, and execution patterns
- How context (ordered, complex, chaotic) shapes transformation decisions
- Measurement, learning, and adaptation in transformation
- How ITIL integrates transformation with AI, DevOps, and project management
- How to prepare for and pass the ITIL® Transformation certification exam

Audience

- Our ITIL® AI Governance (Version 5) training course is suitable for:
 - IT Operations Managers
 - Service Desk Managers
 - Development Managers
 - Developers
 - Infrastructure Operations Engineers
 - Change & Release Managers
 - Incident Managers
 - Problem Managers
 - Service Transition Managers
 - Application Operations Engineers
 - Availability Managers
 - IT Coordinators
 - Network Systems Administrators
 - IT Support Managers
 - Technical Support Engineers
 - Information Security
 - Data Center Support Specialists

Entry-Level Requirements

ITIL Transformation (Version 5) Training Prerequisites

Participants must hold ITIL 4 Foundation or ITIL (Version 5) Foundation certification.

ITIL Transformation (Version 5) Certification Information



To earn the ITIL Transformation (Version 5) certification, you must:

- Sit for the ITIL Transformation (Version 5) exam via PeopleCert's online proctoring service

Recommended Reading

It might be useful to revise your ITIL® Foundation level materials again to reinforce your existing level of knowledge of ITIL®

What's Included

- 2 days live instructor led training.
- Official course content and curriculum ITIL® Transformation (Version 5)
- Quizzes
- Exercises
- ITIL® Transformation (Version 5) Exam Voucher

Exam Information

ITIL® Transformation (Version 5) Examination:

The **ITIL® Transformation (Version 5)** examination will comprise of:

- Duration: 90 minutes, closed book
- Number Of Questions: 40
- Marks: Each question is worth 1 mark. There are 40 marks available. There is no negative marking.
- Pass Mark: is 70% or higher – 28/40 marks or above

Read the PeopleCert Official Guidance for [Windows Devices](#) and [MacOS Devices](#) for a step-by-step guide on how to take your online proctored examination.

Your Identification Document (ID):

On the day of your exam, your Proctor will verify your ID. You are responsible for ensuring the ID used to register and take your exam is valid and acceptable. On your exam day, if you do not present valid and acceptable ID, or the First/Middle Name(s) and Last Name of your ID do not exactly match the name you used to register for your exam, you will not be allowed to test and will not be entitled to a refund. You will, however, be able to re-book your exam following the standard exam booking process. Your ID must:

- Be current and valid – ID containing dates that have expired are not allowed.
- Be an original, not a photocopy.
- Include a recognisable photo of you.
- Match the information you gave when you booked your online exam.
- Be a government-issued national/state/province identity card that is recognized by the country in which you are a citizen or permanent resident.
- Contain your Birthdate/Year.
- Contain your First/Middle Name(s) and Last Name in English (Latin) characters.

Please Note: Electronic IDs will not be accepted.

What's Next

**ITIL® Experience (Version 5) Certification Training**

Learn to design and improve digital experiences with ITIL Experience V5. Build skills in experience governance, signals, trust, and lifecycle alignment.

ITIL® AI Governance (Version 5)

Aligned with ITIL (Version 5) guidance, this course offers practical direction on managing AI risks, establishing clear accountability, and ensuring regulatory compliance.

ITIL® Product (Version 5) Certification Training

Master ITIL Product (Version 5) practices to manage digital products end to end, including discovery, design, governance, and lifecycle improvement.

ITIL® Service (Version 5) Certification Training

Develop ITIL Service (Version 5) skills to design, deliver, operate, and improve digital services with governance, value streams, and resilience.

ITIL® Strategy (Version 5) Certification Training

Learn how to define, govern, and execute digital strategy with ITIL Strategy certification training.

ITIL® Managing Professional Transition (Version 5) Certification Training Fast-track your transition to ITIL Version 5 with certification training in product, service, experience, and transformation.

Additional Information

Learn to design and improve digital experiences with ITIL Transformation. Build skills in experience governance, signals, trust, and lifecycle alignment.