



ITIL 5 Strategy

Course ID #: 7000-1208-ZZ-Z

Hours: 28

Delivery Method: Group Internet Based

Course Content

Description:

Every organization requires four enabling capabilities which must be well-designed and well-executed for successful day-to-day operations and during periods of transformation. These core building blocks include leadership, governance, strategy, and management. Strategy is defined as a set of decisions and plans that enable an organization to fulfil its purpose and progress towards its vision.

Strategy determines long-term direction and competitive positioning for the organization. During Business as Usual (BAU), strategy guides resource allocation, market positioning, and capability development to maintain competitive advantage. During transformations, it identifies new opportunities, defines target operating models, and reshapes the organization's approach to markets and operations.

This certification course explores how strategy evolves in dynamic, complex, and AI-enabled contexts, and how to maintain clarity and direction. Candidates learn how strategic capabilities shape and deliver value-driven strategy and develop the ability to make informed, conscious decisions in uncertain and rapidly changing settings. This course also explores how to governance, risk management, and sustainability support long-term strategic success and how AI governance enables responsible, value-driven strategy development and execution.

Objectives:

Upon successful completion of this course, students will:

- Key concepts of ITIL (Version 5)
- Key strategy concepts including digital strategy, vision, values, digital transformation, and strategy in a VUCA environment
- Strategic considerations across the four dimensions of product and service management
- The ITIL Strategy Management Model and its two lifecycles: strategy development and strategy implementation
- How ITIL integrates with DevOps and PRINCE2

Prerequisites:

- ITIL 4 Foundation or ITIL (Version 5) Foundation
- Attend accredited training course (mandatory)
- Complete pre-class reading assignment
- Familiarity with some aspect of IT management, product management, or service management is recommended.



ITIL 5 Strategy

Course ID #: 7000-1208-ZZ-Z

Hours: 28

Delivery Method: Group Internet Based

Target Audience:

ITIL Strategy training is designed for individuals involved in defining and continually adjusting a digital strategy to ensure that it is effective, adaptive, responsible, and sustainable.

This includes enterprise executives and product management and service management professionals involved in defining how the organization uses digital technology and in driving the digital transformation. Related roles include Strategy Managers, Digital Transformation Managers, Portfolio Managers, Digital Product Managers, Service Managers, Practice Owners, Solution Designers, Business and IT Consultants, Enterprise or Business Architects, IT Directors, and C-suite roles. This course is also mandatory for individuals striving to obtain the ITIL (Version 5) Strategic Leader designation.

Topics:

Lesson 1: Key concepts of ITIL (Version 5)

- The characteristics of digital products and services
- How digital products and services create value
- The purpose and structure of the ITIL Product and Service Lifecycle Model
- The lifecycle management activities of a digital product
- The value chain activities and how they create value through products and services
- The relationships between products, services, value co-creation, and lifecycle management

Lesson 2: Key concepts of ITIL Strategy

- The key concepts of ITIL Strategy, including strategy, digital strategy, vision, purpose, values, and digital transformation
- Digital transformation and the role digital strategy plays in enabling it
- The key characteristics of strategy
- How strategy operates within a Volatile, Uncertain, Complex, Ambiguous (VUCA) environment
- Business and operating models and how they connect to and support strategy

Lesson 3: Strategy Across the ITIL Four

Dimensions of Product and Service Management

- Strategic considerations related to organizations and people, including culture, structure, and capabilities
- How strategy shapes relationships with partners and suppliers and influences sourcing decisions
- The strategic role of information and technology in guiding innovation, data use, and digital capability
- How strategy influences value streams and processes, including design, optimization, and value creation

Lesson 4: The ITIL Strategy Management Model

- The purpose of the ITIL Strategy Management Model
- The structure of the model, including its two cycles (strategy development and strategy implementation) and how they work together



ITIL 5 Strategy

Course ID #: 7000-1208-ZZ-Z

Hours: 28

Delivery Method: Group Internet Based

Lesson 5: The ITIL Strategy Development Lifecycle

- The purpose and key outputs of the four strategy development lifecycle activities
- How the ITIL Guiding Principles support effective strategy development
- How PESTLE factors influence strategy
- How internal capabilities and resources affect strategy
- Applying each step of the strategy development lifecycle

Lesson 6: The ITIL Strategy Implementation Lifecycle

- The purpose and key outputs of the four strategy implementation lifecycle activities
- How the ITIL Guiding Principles support effective strategy implementation
- How strategic objectives translate into implementation initiatives
- Applying each step of the strategy implementation lifecycle
- How execution approaches are selected during implementation planning

Lesson 7: Sustainable Strategy Management

- How strategy implementation balances change with daily operations
- How organizations ensure ongoing relevance and success of strategy

Lesson 8: Strategic Capabilities

- The role of leadership, communication, and governance in strategy
- How innovation and AI governance contribute to strategic value
- How OCM, digital ethics, and complexity thinking support strategic change
- How portfolio and risk management guide strategic decisions
- How sustainability enables long term value creation

Lesson 9: ITIL and Other Frameworks

- How ITIL and DevOps complement each other across the product and service lifecycle
- How ITIL practices can effectively collaborate with DevOps ways of working
- Why project management is important when applying ITIL practices
- How ITIL can be combined with PRINCE2 to deliver products and services effectively

Register for this class by visiting us at:

www.tcworkshop.com or by calling us at 800-639-3535

NASBA CPE details are provided on the following pages.



ITIL 5 Strategy

Course ID #: 7000-1208-ZZ-Z

Hours: 28

Delivery Method: Group Internet Based

NASBA Information

Level: Intermediate

Advanced Preparation:

Attendance Requirement: To be awarded the full credit hours, you must sign in and attend the entire course.

Recommended Field(s) of Study: Computer Software and Applications

Recommended CPEs: 31.20

Policies: Course Registration, Cancellation, Refund, and Complaint Resolution

For more information regarding administrative policies such as complaint and program cancellation policies, please contact our offices at 800-639-3535 or visit us at: www.tcworkshop.com

Official National Registry Statement:

The Computer Workshop is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credits. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.nasbaregistry.org

NOTE: Since our information is in multiple places on our website or in PDF format that is sent to clients, we have provided our normal course content with the NASBA Information added along with links to our policy page on the web. We will add our name to the Official National Registry Statement after we are approved.