



ITIL 5 Transformation

Course ID #: 7000-1209-ZZ-Z

Hours: 28

Delivery Method: Group Internet Based

Course Content

Description:

A transformation is fundamentally different from routine continual improvement. Transformations are larger in scale, higher in complexity, and often involve significant uncertainty, requiring coordinated efforts across multiple organizational levels. They are used to move an organization or part of an organization (either structure-wise or processes-wise) from the current state to the next desired state and require the coordination of many moving parts and dependencies.

This course introduces the ITIL Transformation Model, which provides a flexible, non-prescriptive approach to help organizations navigate change. It focuses on three key patterns: initiation, governance, and execution. It is designed to help organizations balance governance, execution, and learning during periods of change. It is applicable to transformations ranging from relatively small initiatives to major change programs and provides step-by-step recommendations and a range of tools and methods.

This certification course provides a structured, practical approach to managing complex transformation initiatives. Candidates gain an understanding of transformation complexity and organizational context and learn how to apply the ITIL Transformation Model to enable sustainable change. This course also provides practical direction for aligning people, processes, and technology, ensuring that transformations deliver measurable value and foster resilience across the organization.

Objectives:

Upon successful completion of this course, students will:

- Key concepts of ITIL (including the ITIL Value System and the ITIL Product and Service Lifecycle)
- Key concepts of ITIL Transformation (e.g., its scope and characteristics)
- The ITIL Transformation Model
- Common patterns for transformation
- The role of measurement, learning, and synthesis
- How AI and AI governance support transformation and implementation initiatives
- How ITIL, DevOps and PRINCE2 are complementary in the management of the product and service lifecycle

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 Transformation

Course ID #: 7000-1209-ZZ-Z

Hours: 28

Delivery Method: Group Internet Based

Target Audience:

ITIL Transformation training is designed for individuals working in organizations involved in transformation initiatives. This includes:

- 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 organizations through transformation initiatives

Topics:

Lesson 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

Lesson 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

Lesson 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

Lesson 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

Lesson 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

Lesson 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



ITIL 5 Transformation

Course ID #: 7000-1209-ZZ-Z

Hours: 28

Delivery Method: Group Internet Based

Lesson 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

Lesson 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

Lesson 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
- 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 Transformation

Course ID #: 7000-1209-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.