

ITIL® Strategy Version 5



CATEGORY
IT Service Management



LEVEL
Advanced



DURATION
3 days

COURSE DELIVERY

Classroom or virtual Classroom

TARGET AUDIENCE

This course is a strong fit if you're in or moving toward a role where strategy and leadership matter:

- IT Managers, Service Managers, and Team Leads
- IT Directors and Senior Practitioners
- Transformation, Change, and Strategy Professionals
- Business Analysts and IT Consultants

PREREQUISITES

Any ITIL 4 certification or ITIL Foundation (Version 5) or ITIL Foundation Bridge (Version 5).

EXAM INFO

- 90 minutes duration
- 40 multiple-choice questions
- 70% (28/40) required to pass
- Open book*

CERTIFICATE

ITIL Strategy Version 5

EXAM BODY

PeopleCert

COURSE DESCRIPTION

If you've ever felt the gap between setting a strategy and actually making it stick, you're not alone — and this is exactly the course that closes it. **ITIL® Strategy Version 5** is a practical, globally recognised certification designed to give you the tools, frameworks, and strategic thinking skills to lead confidently in today's fast-moving, AI-enabled world. It's not about theory for theory's sake — it's about learning how to connect the dots between business goals, technology, and real, measurable outcomes.

Whether you're stepping into a leadership role, guiding a transformation programme, or simply ready to sharpen the strategic edge of your career, this course meets you where you are. Built around the ITIL Strategy Management Model — which covers both strategy development and strategy implementation in depth — this certification is your opportunity to think bigger, lead smarter, and deliver lasting value to your organisation. This is a career-defining move, and it starts here.

LEARNING OBJECTIVES

Following the completion of the course, you will be able to:

- Recall core ITIL concepts — the Guiding Principles, Product and Service Lifecycle, Four Dimensions, and Value System — and see how they connect to strategy
- Describe key strategy concepts including digital strategy, vision, values, digital transformation, and what it means to lead in a VUCA environment
- Identify how strategy plays out across organisations and people, partners and suppliers, information and technology, and value streams and processes
- Explain the ITIL Strategy Management Model and confidently walk through both its lifecycles: strategy development and strategy implementation
- Understand how ITIL works hand-in-hand with DevOps and PRINCE2 — so you can apply it in the real world, not just in the exam room

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RELATED TRAINING

- ITIL® Product Version 5
- ITIL® Service Version 5
- ITIL® Experience Version 5
- ITIL® 4 Specialist: Create Deliver & Support
- ITIL® 4 Strategist: Direct, Plan & Improve
- ITIL® 4 Specialist: High Velocity IT
- ITIL® 4 Specialist: Drive Stakeholder Value
- ITIL® 4 Leader: Digital & IT Strategy
- ITIL® 4 Specialist: Monitor, Support & Fulfil
- ISO/IEC 20000 Auditor
- ISO/IEC 20000 Practitioner
- AgilePM® Agile Project Management Foundation

EDUCATION SOLUTIONS

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SKILLS YOU'LL BUILD

- **Strategic Alignment and Direction** — Use the ITIL Strategy Management Model to keep your organisation's strategy connected to its goals and driving real outcomes
- **Confident Decision-Making Amid Complexity** — Build the expertise to make smart, balanced calls even when the environment is uncertain, volatile, or fast-changing
- **Effective Execution and Value Realisation** — Learn how to turn strategic intent into action, balancing governance and delivery to create sustained value in AI-enabled environments

COURSE STUDENT MATERIAL

You'll have access to the official eBook, learning resource kit, and mock exam, giving you strong support on the way to certification.

CONCEPTS COVERED

1. ITIL Foundation Recap

- Key Concepts of ITIL
 - ITIL Guiding Principles
 - Key concepts of products, services, and product/service management
 - ITIL Product and Service Lifecycle
 - ITIL Four Dimensions of Product and Service Management
 - Components and purpose of the ITIL Value System

2. Key Concepts of ITIL Strategy

- Key Concepts of ITIL Strategy
 - Strategy, digital strategy, vision, purpose, values, and digital transformation
 - Digital transformation and the role of digital strategy
 - Key characteristics of strategy
 - Strategy in a VUCA environment
 - Business and operating models and their relationship to strategy

3. Strategy across the ITIL Four Dimensions of Product and Service Management

- Strategy Across the ITIL Four Dimensions
 - Strategic considerations for organisations and people
 - Strategic considerations for partners and suppliers
 - Strategic considerations for information and technology
 - Strategic considerations for value streams and processes

4. The ITIL Strategy Management Model

- Introduction to the ITIL Strategy Management Model
 - Purpose of the ITIL Strategy Management Model
 - Structure of the model and its two lifecycles: strategy development and strategy implementation

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EMPOWERING PROFESSIONALS

As MindMagine, we have trained more than 65,000 professionals over Asia and Oceania since 2001.

Our focus in our training is to empower our participants by balancing practical experience and the theoretical background. The participants walk away with knowledge to apply the learnings and the theoretical background to successfully pass the exam requirements.

Our education portfolio ranges from courses in business services and processes to IT services and processes. This portfolio has enabled us to support our clients end to end in their organizations and enable synergy throughout corporate value chains.

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5. The ITIL Strategy Development

Lifecycle

- Strategy Development
 - Purpose and key outputs of each activity: observe, orient, decide, plan
 - How the ITIL Guiding Principles support strategy development
 - PESTLE factors and how they shape strategy
 - Internal capabilities and resources and their impact on strategy
 - Applying each “observe”, “orient”, “decide”, “plan” step of the strategy development lifecycle

6. The ITIL Strategy Implementation

Lifecycle

- Strategy Implementation
 - Purpose and key outputs of each activity: plan, execute, synthesize, reflect
 - Translating strategic objectives into implementation initiatives
 - Selecting execution approaches for implementation initiatives
 - Balancing strategy implementation with effective day-to-day operations
 - Key functions of the synthesize activity: operational embedding, knowledge codification, benefits realisation
 - How the reflect activity works in practice
 - Fundamental considerations of strategy implementation
 - Applying the strategy implementation lifecycle to a real scenario

7. Sustainable Strategy Management

- Sustainable Strategy Management
 - How to ensure sustainable strategy implementation
 - How to keep your strategy relevant and successful over time

8. Strategic Capabilities

- Leadership
 - Communication
 - Innovation
 - AI governance
 - Organisational Change Management (OCM)
 - Digital ethics
 - Complexity thinking
 - Portfolio management
 - Risk management
 - Sustainability

9. ITIL and Other Frameworks

- ITIL and DevOps
 - How ITIL and DevOps work together
 - How they complement each other across the product and service lifecycle
- ITIL and PRINCE2
 - Why project management matters in ITIL
 - How ITIL and PRINCE2 complement each other in managing the product and service lifecycle