

# ITIL® Transformation 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 involved in, IT service transformation. It is particularly relevant for:

- IT professionals and team leads moving into transformation or change management
- Managers and programme leads overseeing digital service delivery or organisational change
- IT governance, compliance, and advisory professionals aligning service management with business strategy
- Consultants supporting digital transformation, DevOps adoption, or AI-driven change

## 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 Transformation Version 5

## EXAM BODY

PeopleCert

## COURSE DESCRIPTION

Change is constant in IT. But knowing how to make that change stick — to embed it, sustain it, and turn it into real value for your organisation — that is a different skill set entirely. **ITIL® Transformation (Version 5)** is built around exactly that. It gives you a practical, structured approach to leading transformation across digital products and services, with the governance know-how and the globally recognised certification to show for it.

This is not a course about theory for theory's sake. ITIL Transformation (Version 5) is designed to build the kind of job-ready expertise that translates directly into your day-to-day work — whether you are steering change programmes, aligning cross-functional teams, or navigating the increasingly AI-driven landscape of modern IT service management. If you have been waiting for the course that bridges the gap between where you are and where you want to be, this is it.

## LEARNING OBJECTIVES

ITIL Transformation (Version 5) covers everything you need to understand transformation — and apply it. By the end of the course, you will be able to:

- Explain core ITIL concepts and how they underpin transformation in digital environments
- Describe the full transformation model — layers, stages, steps, patterns, and how context shapes your approach
- Explain how tools, governance models, techniques, and measurements are used across a transformation initiative
- Explain how AI, DevOps, and PRINCE2 work alongside ITIL to create and sustain value

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## RELATED TRAINING

- ITIL® Strategy Version 5
- 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 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

[www.MindMagine.com/education-solutions/](http://www.MindMagine.com/education-solutions/)



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## SKILLS YOU'LL BUILD

- **Transformation Leadership and Execution** — Build the expertise to lead and support effective transformation programmes across digital products and services
- **Governance, Execution, and Balance** — Apply the ITIL AI Capability Model to manage complexity and deliver sustainable outcomes even in fast-moving environments
- **Value-Driven Change Management** — Ensure every transformation initiative you touch delivers measurable, lasting results and strengthens organisational resilience

## 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.



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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.

[www.MindMagine.com/education-solutions/](http://www.MindMagine.com/education-solutions/)



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## CONCEPTS COVERED

### 1. ITIL Foundation Recap and Transformation Overview

- Key concepts of ITIL
  - ITIL Guiding Principles
  - Products and services, product and service management
  - ITIL Four Dimensions of Product and Service Management
  - Components and purpose of the ITIL Value System (ITIL VS)
  - ITIL Product and Service Lifecycle
- Key concepts of ITIL Transformation
  - Transformation and its scope in the ITIL context
  - The difference between disruptive and uncertain change
  - The characteristics of an effective approach to transformation

### 2. The ITIL Transformation Model

- Layers, stages, steps, and contextual adaptation in transformation
- Introduction to common patterns for transformation
  - Identify, describe, and differentiate the 3 types of common patterns: initiation, governance, execution

### 3. Initiation Patterns

- Apply initiation patterns at appropriate stages of the ITIL Transformation Model

### 4. Governance Patterns

- Apply governance patterns at appropriate stages of the ITIL Transformation Model

### 5. Execution Patterns

- Apply execution patterns at appropriate stages of the ITIL Transformation Model

### 6. End-to-End Transformation Examples

- Describe and assess end-to-end transformation examples, identifying layers, stages, and patterns used

### 7. Measurement, Learning, and Synthesis

- Tools, methods, and techniques for transformation
- Measurement and evidence: benefits, issues, and applying measures to transformational cases
- Learning and knowledge transfer: capturing, evaluating, and integrating signals and lessons into the organisation's value system

### 8. ITIL and AI

- Transformation in the AI context: AI's role in readiness assessments and adaptive governance
- AI governance: the ITIL AI Capability Model and how AI governance supports transformation

### 9. ITIL and Other Frameworks

- ITIL and DevOps: complementary use in managing the product and service lifecycle
- ITIL and PRINCE2: the role of project management in ITIL and complementary application across the service lifecycle