ITIL® (Version 5) Transformation

Category: Infrastructure & IT Operations | **Vendor:** PeopleCert

Duration: 24.00 hours (3 days) **19.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format:	Instructor Led - Online
Certification:	ITIL Transformation (Version 5)
Related Exam:	ITIL-5-Transform

Course Overview

This module equips candidates with guidance to transform the way organizations work by balancing governance, execution, and continual learning. Aligned with ITIL® guidance, it provides practical direction to help align people, processes, and technology, ensuring transformations deliver measurable value and build resilience across the enterprise. Add the Membership above and receive these additional benefits: 1-year PeopleCert membership + Subscription 1 Free Exam Retake

About This Course

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Who Should Attend

- 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.

Prerequisites & Entry Requirements

General Prerequisites:

- Participants must hold ITIL 4 Foundation or ITIL (Version 5) Foundation certification
- We would recommend you have completed at least one of the advanced ITIL® modules prior to attending this class. This isn’t a pre-requisite but will provide you with more context to get the most out of this training.

Learning Outcomes

Upon successful completion of this course, participants will be able to:

Core concepts of digital experience and experience value How experience integrates with the ITIL Product and Service Lifecycle How lifecycle activities influence experience outcomes Experience governance, signals, and continual improvement How ITIL integrates experience thinking with DevOps, AI, and project management How to prepare for and pass the ITIL® Experience certification exam

Detailed Course Outline

Module 1: Introduction to ITIL® Transformation

- 1.1 Key concepts of ITIL®
- 1.2 Key concepts of ITIL® Transformation

Module 2: The ITIL® Transformation Model

- 2.1 Layers, stages, steps, and contextual adaptation in transformation
- 2.2 End-to-end examples

Module 3: Transformation patterns

- 3.1 Introduction to transformation patterns
- 3.2 Initiation patterns
- 3.3 Governance patterns
- 3.4 Execution patterns

Module 4: Measurement, learning, and synthesis

- 4.1 Tools, methods and techniques
- 4.2 Measurement and evidence
- 4.3 Learning and knowledge transfer

Module 5: ITIL® and AI

- 5.1 Transformation in the AI context
- 5.2 AI governance

Module 6: ITIL® and other frameworks

- 6.1 ITIL® and DevOps
- 6.2 ITIL® and PRINCE2®

□□ Certification Path

ITIL Transformation (Version 5)

Exam: ITIL-5-Transform

Frequently Asked Questions

Q: What delivery options are available for ITIL® (Version 5) Transformation?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: What certification does this course prepare me for?

The ITIL® (Version 5) Transformation course helps prepare you for the ITIL Transformation (Version 5) certification path.

Q: Which exam does this course prepare me for?

This course prepares you for the ITIL-5-Transform official exam. You can take this exam at any exam center across United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online wherever you are located.

Q: How many CPD hours does this course provide?

The 3-day ITIL® (Version 5) Transformation course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the ITIL® (Version 5) Transformation training?

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for ITIL® (Version 5) Transformation?

Yes, we provide corporate training, dedicated training, and closed classes for ITIL® (Version 5) Transformation. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for ITIL® (Version 5) Transformation?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your ITIL® (Version 5) Transformation training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

Professional Training & Development

Email: info@nexushuman.com

Website: www.nexushuman.com

Phone: +353 1 889 8700 (Ireland) | +44 20 8142 8961 (UK)

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