training code: ZP-ITIL5-TRANen / ENG DL 3d / EN

ITIL® Transformation (Version 5) – accredited training with exam

The ITIL® Transformation (version 5) training teaches how to effectively lead organizational and service transformations in environments characterized by high complexity and rapidly changing business and technological conditions. The program demonstrates the practical application of the ITIL® transformation model, operational patterns, and governance mechanisms that help balance oversight, execution, and continuous organizational learning. The training is designed for transformation sponsors, change leaders, consultants, and professionals involved in delivering transformation initiatives, helping them coordinate people, processes, and technologies more effectively across the organization. After completing the training, you will be able to select appropriate transformation approaches, support the development of organizational resilience, and implement changes aligned with business objectives and organizational values.

Training recipients

- Transformation sponsors and owners of transformation initiatives
- Transformation leaders and change managers
- Members of transformation delivery teams
- Professionals supporting transformation within the organization
- Transformation consultants and advisors
- Transformation program and project managers
- Managers responsible for IT service development and organizational change

Benefits

- Learn how to lead transformation effectively by balancing governance, execution, and continuous organizational learning
- Understand how to improve decision-making using feedback and adaptive mechanisms for organizational change
- Develop organizational capabilities and clarify roles, responsibilities, and collaboration mechanisms that support transformation
- Learn how to improve practices, processes, and tools to strengthen the value system in line with the ITIL® approach
- Understand how to strengthen stakeholder collaboration and align different areas of the organization around shared transformation goals
- Discover how to apply the ITIL® transformation model in practice to build sustainable business change
- Build organizational resilience and prepare the organization to respond effectively to changing business and technological conditions

Training program

1. Introduction to ITIL® Transformation
   - Key concepts of ITIL®
   - Key concepts of ITIL® Transformation
2. The ITIL® Transformation Model
   - Layers, stages, steps, and contextual adaptation in transformation
   - End-to-end examples
3. Transformation patterns
   - Introduction to transformation patterns
   - Initiation patterns
   - Governance patterns
   - Execution patterns
4. Measurement, learning, and synthesis
   - Tools, methods and techniques
   - Measurement and evidence
   - Learning and knowledge transfer
5. ITIL® and AI
   - Transformation in the AI context
   - AI governance
6. ITIL® and other frameworks

- ITIL® and DevOps
- ITIL® and PRINCE2®

Expected preparation of the participant

Participants must hold either the ITIL® Foundation (version 5) certification or any ITIL® 4 certification, with the exception of ITIL® 4 Specialist: Acquiring & Managing Cloud Services (AMCS) and ITIL® 4 Specialist: Sustainability in Digital & IT (SDIT).

Training Includes

- Accredited ITIL® Transformation (Version 5) training materials
- ITIL® Transformation (Version 5) certification exam voucher
- Authorized ITIL® Transformation (Version 5) manual (online version)

Additional option:

- Take2 re-sit exam: PLN 200 (Note: available only before training via Altkom Akademia)

The prices presented on the website apply to sales on the Polish market. For customers outside Poland, or in cases where the PeopleCert exam requires settlement under a different region, the final price may be adjusted in accordance with PeopleCert's applicable regional pricing policy. Please contact us to confirm the price and receive an offer tailored to your country/region: trainings@altkom.pl

Language

- Training: English
- Materials: English
- Exam: English

Examination method

The participants receive vouchers, which are valid for 6 months, for online exam.
Having completed the training, the participant receives an e-mail with guidelines how to register on the exam. The date is determined directly with PeopleCert, with the use of participant's account.
Online exam is conducted in the presence of proctor – a person from PeopleCert, who connects remotely with training participant's desktop and observes the course of exam via Internet camera.

The person who takes the exam is obliged to show the place where he is going to write the exam to proctor via Internet camera. Proctor checks if there are not any other persons and study aids in the room.

Duration

3 days / 21 hours

Examination description

- Duration: 90 minutes
- Single-choice test: 40 questions
- Passing score: 70% (28/40)
- Open-book exam
- Use of official manual allowed
- Scenario-based questions
- Exam language: English