kod szkolenia: ZP-ITIL5-STRAen / ENG DL 3d

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

In a dynamic digital environment, organizations need a strategy that effectively aligns business objectives with technology investments, as well as the development of services and products. The ITIL® Strategy (version 5) training demonstrates how to use ITIL® guidelines to build, implement, and evolve a strategy that supports the creation of measurable business value and the long-term growth of the organization. It is designed for leaders and professionals responsible for strategic management, digital transformation, and the development of digital services and products. After completing the training, you will be better equipped to align IT activities with organizational strategy, develop strategic capabilities, and foster a culture of trust, agility, and continuous value co-creation.

Training recipients

- IT Directors, CIOs, CTOs, and leaders responsible for strategy
- Digital transformation managers and change leaders
- IT service, product, and practice owners
- IT program and project managers
- Enterprise, technical, and solution architects
- Scrum Masters and Agile team leaders
- Risk managers and professionals supporting strategic management
- Specialists responsible for the development of digital products and services

Benefits

- Understand how to align technology investments with business strategy and support organizational goals in accordance with ITIL® guidelines
- Strengthen strategic capabilities and better align activities with the organization’s vision, mission, and development directions
- Enhance governance and strategic communication by formalizing existing management methods and practices
- Improve the effectiveness of key elements of the ITIL® Service Value System (SVS) and increase the efficiency of service and product management
- Apply the four dimensions model of service management to better connect people, processes, partners, and technologies
- Strengthen a culture of trust, agility, and continuous value co-creation within the organization
- Prepare to support digital transformation and the strategic development of the organization in line with ITIL® guidelines
- Understand how ITIL® works together with DevOps and PRINCE2® in the delivery of digital products and services

Training program

1. Key ITIL® terms and definitions
   - Key concepts of ITIL®
   - Key concepts of ITIL® Strategy
   - Strategy across the ITIL® Four Dimensions
2. The ITIL® Strategy Management Model
   - Introduction to the ITIL® Strategy Management Model
   - Strategy development
   - Strategy implementation
   - Sustainable strategy management
3. Strategic capabilities
   - Leadership
   - Communication
   - Innovation
   - AI governance
   - Organizational Change Management (OCM)
   - Digital ethics
   - Complexity thinking
   - Portfolio management

- Risk management
- Sustainability

4. 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® Strategy (Version 5) training materials
- ITIL® Strategy (Version 5) certification exam voucher
- Authorized ITIL® Strategy (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.

Czas trwania

3 dni / 21 godzin

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