

ITIL Transformation (Version 5)

- Introduction to ITIL and Transformation concepts
- The ITIL Transformation Model (layers and structure)
- Transformation patterns overview
- Transformation pattern type 1: initiation patterns
- Transformation pattern type 2: governance patterns
- Transformation pattern type 3: execution patterns
- End-to-end examples of transformation
- Measurement, tools, learning, and synthesis
- AI, ITIL, and other frameworks integration