

"ITIL Strategy (Version 5)"

Course Introduction

ITIL® Strategy (Version 5) equips professionals with the knowledge and practical understanding required to develop, implement, and sustain business-aligned strategies that deliver long-term value through digital products and services. The course explores the principles of strategic thinking, digital transformation, and the ITIL Strategy Management Model, enabling participants to align technology investments with organizational objectives, navigate complex business environments, and drive continuous value creation. It also examines the strategic capabilities essential for successful execution, including leadership, innovation, AI governance, organizational change, sustainability, and the integration of ITIL with complementary frameworks such as DevOps and PRINCE2.

Course Outline (3 Days)

Module 1: ITIL Foundation Recap

- ITIL Guiding Principles
- Products, Services, and Product & Service Management
- Product & Service Lifecycle
- ITIL Four Dimensions of Product & Service Management
- ITIL Value System (ITIL VS)

Module 2: Key Concepts of ITIL Strategy

- Strategy and Digital Strategy
- Vision, Purpose, and Values
- Digital Transformation
- Characteristics of Strategy
- Strategy in a VUCA Environment
- Business Models and Operating Models

Module 3: Strategy Across the ITIL Four Dimensions

- Organizations & People
- Information & Technology
- Partners & Suppliers
- Value Streams & Processes

- Strategic Alignment Across the Four Dimensions

Module 4: The ITIL Strategy Management Model

- Purpose and Structure of the Strategy Management Model
- Strategy Development Cycle
- Strategy Implementation Cycle
- Aligning Strategy with Organizational Objectives

Module 5: Strategy Development Cycle

- Observe
- Orient
- Decide
- Plan
- Applying Strategic Analysis Techniques
- Translating Insights into Strategic Direction

Module 6: Strategy Implementation Cycle

- Plan
- Execute
- Synthesize
- Reflect
- Sustaining Strategy Execution
- Measuring Strategic Outcomes

Module 7: Strategic Capabilities

- Leadership
- Strategic Communication
- Innovation
- AI Governance
- Organizational Change Management (OCM)
- Digital Ethics
- Complexity Thinking
- Portfolio Management
- Risk Management
- Sustainability

Module 8: ITIL and Other Frameworks Integration

- ITIL and DevOps
- ITIL and PRINCE2
- Complementary Practices Across the Product & Service Lifecycle
- Leveraging Multiple Frameworks for Strategic Value

