



ITIL[®] (Version 5) Complete Guide

Your full guide to the new AI Native ITIL (Version 5).



ACCREDITED
TRAINING ORGANISATION

by PeopleCert

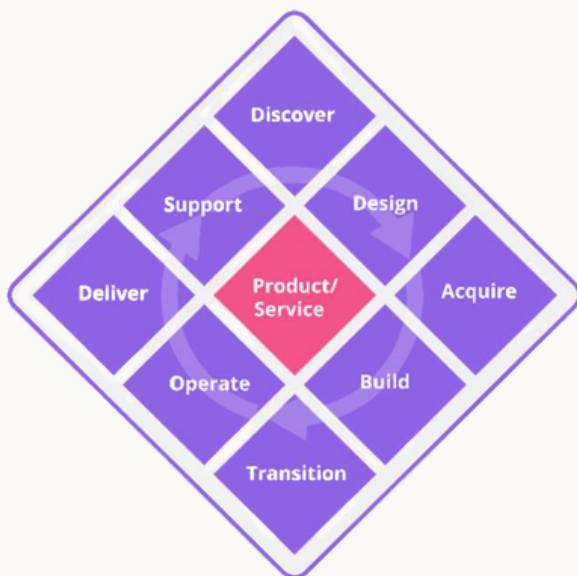
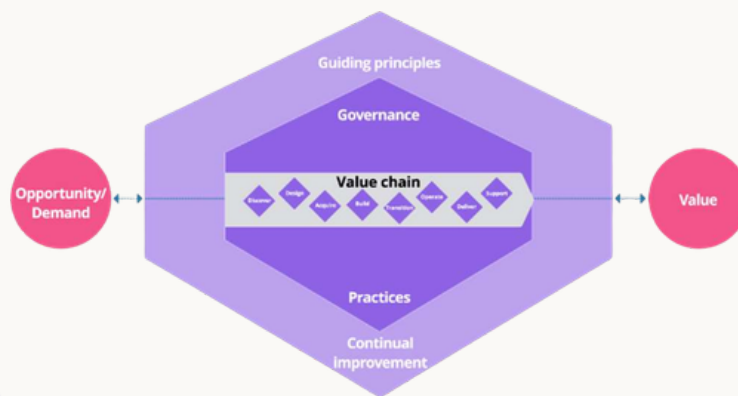
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Welcome to the New ITIL®

Welcome to the latest version of the most used ITSM framework in the world!

In response to a rapidly changing technology and service landscape ITIL® (version 5) is here as a fully-fledged digital product and service management framework building on guidance from ITIL® as evolution not disruption. Your investment in ITSM remains incredibly useful and will help spring-board your organisation towards greater value with this latest version.

Where ITIL4 introduced new approaches such as the Value Stream, Service Value Chain and the 4 Dimensions of Service Management concepts, ITIL (version 5) refines these concepts into the ITIL Value System and Product and Service Lifecycle models which are more aligned with current thinking and easier to apply while retaining the depth and breadth of coverage expected from ITIL®.



The new ITIL Portfolio reflects the shift in organisational thinking about what service management in the digital service age need to do to genuinely create value. The structure of the material and training reflects the need for guidance on how to implement this in practice. The 'AI-native' approach keeps pace with where ITSM benefits from the new technology in areas such as service operations and the need for governance around the use of AI.

These are exciting times in service management and there has never been a better time to engage (or re-engage) with industry best-practice!

Adam White-Bower

ITIL4 Master, ITIL Master (version 5)
Trainer/Consultant for Quanta Training
adam.white-bower@quanta.co.uk

ITIL® (version 5) Portfolio

The new ITIL portfolio is divided up into specific areas of focus that are intended to be easier to understand. Gone are publication and course titles like ‘Plan, Protect and Optimise’ from version 3 or ‘Drive Stakeholder Value’ from ITIL4. Instead each book and each course does what it says on the tin.

If your organisation needs to focus on service delivery then the ‘ITIL Service (version 5)’ book is the one that will most likely meet your needs. If the focus on ensuring that the end-to-end experience is managed appropriately and that everything from designing to running the experience is addressed to achieve high level of user and customer satisfaction then consider the ‘ITIL Experience (version 5)’ course.

In response to a need that has been expressed since before ITIL4 the ‘ITIL Transformation (version 5)’ publication is aimed at covering the topics related to successfully implementing service and product management with new ITIL Transformation Model.



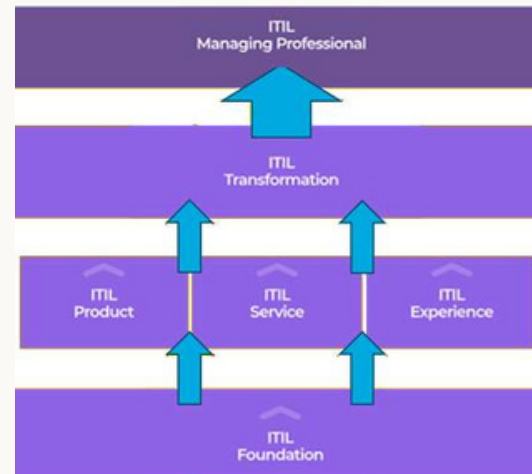
The new addition to the portfolio is the ‘ITIL AI Governance (version 5)’ publication which provides comprehensive coverage of what it means to utilise, direct and control the use of, and generate value from, AI in business today.

The Practice Guides and associated courses are still with us but the previous extension modules related to sustainable service and product management as well as managing cloud-based resources have now been rolled into the latest guidance as they are seen as central rather than optional guidance.

The existing designations of ‘Managing Professional’, ‘Strategic Leader’ and ‘Practice Manager’ are carried over from ITIL4 but with new requirements for their achievement, not least of which is the requirement for all of them to hold the ‘ITIL Transformation (version 5)’ qualification. Routes to update designations from both ITILv3 and ITIL4 are available. More information on all these portfolio elements follows.

ITIL (version 5) Designations - Managing Professional

Designed for IT practitioners and managers responsible for the end-to-end delivery and leadership of digital products and services. It focuses on integrating product and service thinking with human experience and sustainable transformation.



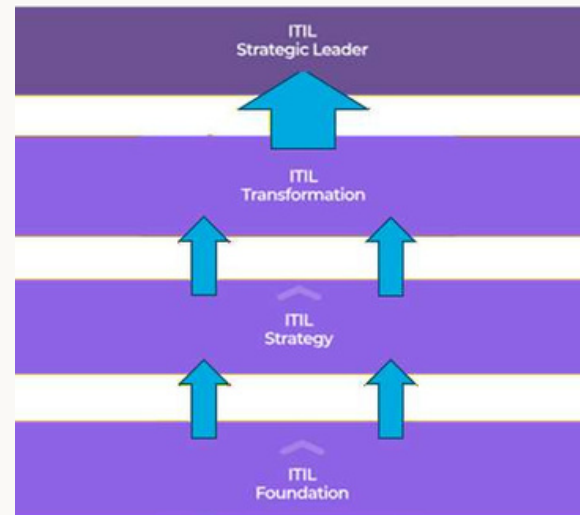
Key Information

- **Integrated Lifecycle Management:** Master a unified "Product and Service Lifecycle" that bridges the gap between development (Product) and operations (Service) to eliminate silos and improve flow.
- **Experience-Driven Value:** Shift beyond transactional delivery to focus on human-centric design, managing the customer, user, and employee experience as a primary driver of business value.
- **AI and Modern Tech Adoption:** Equips professionals to manage services in AI-enabled environments, ensuring that automation and intelligent systems are used responsibly and effectively.
- **Transformation Leadership:** Develops the ability to design, plan, and lead sustainable organisational changes across the entire service value system.
- **Qualification Structure:** To earn this designation, you must complete these five modules:.

1. **ITIL Foundation (ITIL4 or Version 5):** The mandatory entry point.
2. **ITIL Product:** Focuses on managing digital products from concept to value realisation.
3. **ITIL Service:** Focuses on the reliable delivery, operation, and support of services.
4. **ITIL Experience:** A new module focused on human-centric design and experience-led value co-creation.
5. **ITIL Transformation:** A universal module on driving and sustaining organisational change.

ITIL (version 5) Designations - Strategic Leader

Designed for roles that use ITIL as a strategic tool to drive business value and navigate digital transformation. Tailored for senior managers, IT directors, CIOs and enterprise architects, its primary purpose is to bridge the gap between organisational vision and the practical execution of digital services.



Key Information

- **Strategic Alignment:** Develop the skills to align IT and digital strategies with broader business goals, ensuring technology acts as a primary driver of organisational success.
- **Governance and Risk:** Master decision-making models, governance frameworks, and investment prioritisation to ensure digital initiatives deliver long-term value responsibly.
- **Leading in Complexity:** Equips leaders to navigate "VUCA" (volatile, uncertain, complex, and ambiguous) environments, especially when adopting and scaling AI and other disruptive technologies.
- **Sustainable Transformation:** Focuses on leading lasting organisational change by evolving operating models and embedding modern ways of working across the enterprise.
- **Qualification Structure:** To earn the Strategic Leader designation, you must complete three core components:

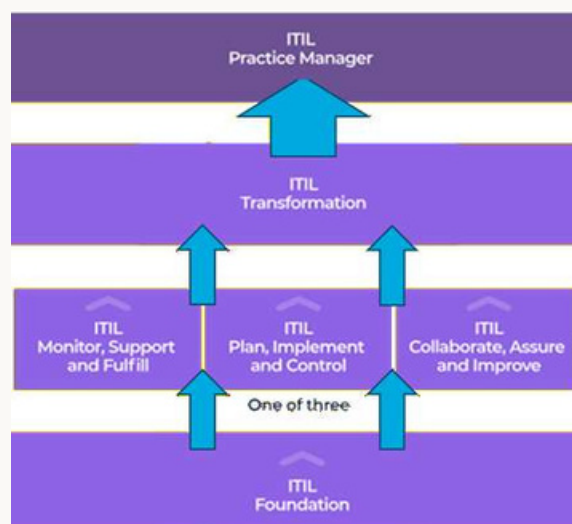
1. **ITIL Foundation (ITIL4 or Version 5):** The mandatory entry point
2. **ITIL Strategy (Version 5):** A specialised module focusing on connecting vision with execution and tracking real business impact.
3. **ITIL Transformation (Version 5):** The universal core module required for all Version 5 designations, focused on managing sustainable change.

ITIL (version 5) Designations - Practice Manager

Designed for professionals who apply ITIL practices in operational environments to ensure services are stable, reliable, and continuously improving.

It bridges the gap between day-to-day IT operations and broader business strategy.

Key Information



- **Operational Proficiency:** Build practical, hands-on capability to manage digital products and services with clarity and confidence.
- **Specialised Expertise:** Master specific groups of practices that support successful service delivery and management.
- **Business Alignment:** Align IT practices with business goals to deliver consistent, measurable value and sustainable results.
- **Transformation Leadership:** Equip professionals to design, plan, and manage sustainable change across the service value system through the mandatory ITIL Transformation module.
- **Career Progression:** Provide a role-aligned qualification that prepares individuals for roles like Service Delivery Manager or IT Operations Lead.

Qualification Structure

Achieving the ITIL (V5) Practice Manager designation requires:

1. **ITIL Foundation:** (ITIL 4 remains the valid prerequisite).
2. **ITIL Transformation (V5):** A mandatory module on driving sustainable organisational change.
3. **One Practice Specialisation Module:** A selection from three bundles.

ITIL (version 5) Courses - Foundation (2 days)

Introduces the core concepts, principles, and practices of ITIL, establishing a common language for modern product and service management.

Module 1 – Key Concepts of Digital Product and Service Management

- Definition of products, services, digital products, and digital services
- Service offering interactions (goods, access to resources, service actions)
- Value, value co-creation, outcomes, costs, and risks
- Outputs vs outcomes

Module 2 – Service Relationships

- Roles: service provider, service consumer, digital product vendor
- Consumer roles: customer, user, sponsor
- Types of service relationships: basic, cooperative, collaborative
- The seven-step service journey
- Band of visibility between provider and consumer

Module 3 – The ITIL Value System (SVS)

- Purpose and structure of the Service Value System
- Components: Guiding Principles, Governance, Value Chain, Practices, Continual Improvement
- Inputs (opportunity, demand) and outputs (value)

Module 4 – Governance

- Definition and purpose of governance
- Governance of digital technology
- The Engage–Evaluate–Direct–Monitor (EDM) cycle
- Governance patterns and oversight models



Module 5 – ITIL Guiding Principles

- Focus on value
- Start where you are
- Progress iteratively with feedback
- Collaborate and promote visibility
- Think and work holistically
- Keep it simple and practical
- Optimise and automate

Module 6 – Value Chain and Management Practices

- Overview of the eight value chain activities
- Relationship to the 34 ITIL management practices
- Enabling vs. supporting practices
- Examples of practice application (incident, change, design, request, deployment, etc.)

Module 7 – Value Streams, Mapping and Management

- Definition and purpose of value streams
- As-is and to-be mapping approaches
- Identifying bottlenecks and improving flow efficiency
- Continual optimisation principles

ITIL (version 5) Courses - Foundation (2 days) Continued

Module 8 – Continual Improvement

- The seven-step continual improvement model
- Embedding improvement at all organisational levels
- Identifying, analysing and measuring improvements

Module 9 – The ITIL Four Dimensions

- Organisations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes
- External PESTLE influences

Module 10 – ITIL and Other Frameworks Integration

- Integration with Agile, DevOps, Lean and PRINCE2®
- Complementary principles and shared practices
- Aligning operating models for end-to-end value

ITIL (version 5) Courses

- Service (3 days)

Provides practical guidance on designing, delivering, and improving services to create consistent value and high- quality customer experiences.

Module 1: Digital Products and Services

- Introduction to digital products and services
- Characteristics of digital services
- Value creation through digital products and services
- Scope and purpose of the ITIL Product and Service Lifecycle Model
- Organisational value chain activities

Module 2: Discover

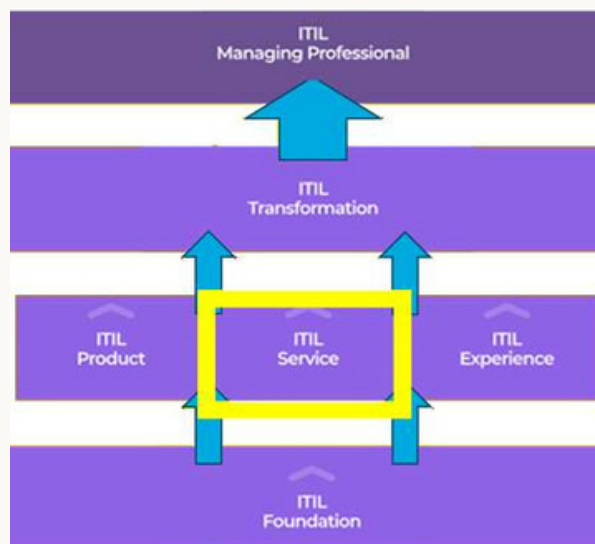
- Purpose and scope of the 'Discover' activity
- Key concepts and practices of discovery
- Steps and outputs of the discovery workflow
- Critical success factors and metrics
- Practical recommendations for effective discovery

Module 3: Design

- Designing digital products and services
- Human-centred design principles
- Design outputs, artefacts, and deliverables
- Critical success factors and design metrics

Module 4: Acquire

- Acquisition strategies for digital services
- Supplier and partner management
- Risk, governance, and compliance considerations
- Steps and outputs of acquisition workflows



Module 5: Build

- Developing and integrating digital service components
- Iterative and agile build activities
- Testing types: functional, non-functional, security, performance
- Build documentation, artefacts, and readiness checks
- Critical success factors and metrics

Module 6: Transition

- Purpose and scope of transition activities
- Transition readiness assessment and risk mitigation
- Deployment patterns and environment considerations
- Early life support and stakeholder communication
- Critical success factors and transition metrics

ITIL (version 5) Courses - Service (3 days) Continued

Module 7: Operate

- Ensuring service stability, reliability, and resilience
- Monitoring, observability, automation, and event management
- Operational workflows, runbooks, and troubleshooting
- Security operations and compliance integration
- Key success factors and operational metrics

Module 8: Deliver

- Service delivery principles and commitments
- Onboarding and offboarding processes
- Service request fulfilment and automation
- Feedback loops for continual improvement
- Delivery success metrics

Module 9: Support

- Incident, problem, and disaster handling
- Structured support workflows and escalation paths
- Major incident management
- Learning from incidents and improvement cycles
- Key metrics: MTTA, MTTR, SLA compliance, CSAT

Module 10: Lifecycle Management

- Integration of all lifecycle activities
- Value chain and value stream design
- Operating models and governance alignment
- Cross-functional coordination and ownership

Module 11: ITIL and Complementary Frameworks

- Integration with PRINCE2 and structured project management
- Integration with DevOps for fast flow and automation
- Responsible use of AI and automation across the lifecycle
- The ITIL Qualification Scheme and progression paths

ITIL (version 5) Courses

- Product (3 days)

Provides practical guidance on managing products through their lifecycle, from concept to value realisation, integrating product thinking with service mgmt.

Module 1: Digital Products and Services – Key Concepts

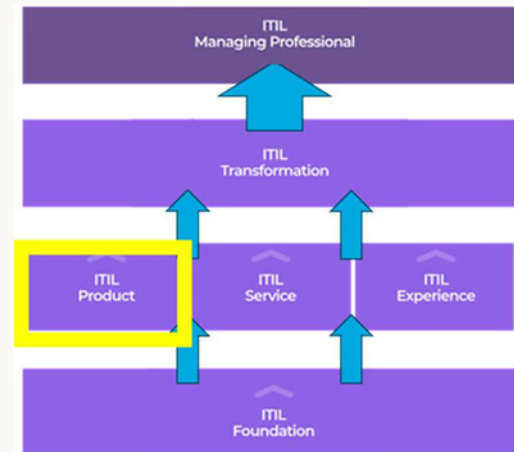
- Definition of digital products, services, and service offerings
- ITIL Service Value System and lifecycle relationships
- Value co-creation, outcomes, utility, and warranty
- Organisational strategy and operating models

Module 2: Discover

- Purpose, scope, triggers, and value of discovery
- Discovery levels: organisational, portfolio, product
- Workflow steps: assess context, agree direction, prioritise actions, communicate roadmap
- Key enabling practices: architecture, business analysis, continual improvement, risk management
- Outputs: discovery reports, prioritised backlogs, product roadmaps
- Critical success factors and discovery metrics

Module 3: Design

- Human-centred design principles (ISO 9241-210)
- Design thinking and Double Diamond models
- Demand analysis, design planning, execution, and communication workflows
- Outputs: specifications, journey maps, wireframes, prototypes
- Supporting practices: architecture, availability, capacity, business analysis



Module 4: Acquire

- Purpose and scope of acquisition
- Sourcing approaches: build, buy, partner, hybrid models
- Steps: analyse needs, assess sourcing options, agree terms, procure resources, communicate availability
- Management practices: supplier management, asset management, financial management, talent management
- Metrics: cost efficiency, supplier performance, governance compliance

Module 5: Build

- Iterative development and agile delivery practices
- Phased build approach and architectural guardrails
- Automated testing: unit, integration, performance, security
- Embedding non-functional requirements (scalability, resilience, data protection)
- Risk and compliance integration within the build pipeline

ITIL (version 5) Courses

- Product (3 days)

Module 6: Transition

- Purpose and scope of transitioning products to live
- Operational readiness assessments
- Deployment patterns, environment parity, release packages
- Key practices: change enablement, release management, configuration management
- Outputs: runbooks, support documentation, training materials

Module 7: Operate

- Unified monitoring across infrastructure, applications, and business transactions
- Event management and automation of routine tasks
- Capacity forecasting and reliability engineering (SRE principles)
- Problem management and root-cause analysis
- Integrating security operations into day-to-day running

Module 8: Deliver

- SLA-driven service delivery and performance monitoring
- User onboarding and offboarding workflows
- Feedback loops for continual improvement
- Enabling practices: service desk, knowledgemanagement, communication management

Module 9: Support

- Incident, problem, and disaster categorisation
- Support workflows and escalation structures
- Major incident management and recovery
- Support metrics: MTTA, MTTR, SLA compliance, CSAT

Module 10: Lifecycle Management & Value Streams

- Value chain activities and their interactions
- Types of value streams: core, enabling, crossfunctional
- Value stream mapping: as-is, analysis, to-be, improvement actions
- Complexity management and continual improvement loops
- Governance across lifecycle: risk, supplier, technology, AI governance

Module 11: Integrating ITIL with Complementary Frameworks

- How ITIL, DevOps, PRINCE2, and PRINCE2 Agile complement each other
- Automation, CI/CD, and rapid flow from DevOps
- Project governance and delivery control from PRINCE2
- AI governance and automation in lifecycle management.

ITIL (version 5) Courses

- Experience (3 days)

Focuses on human-centric design and the mgmt. of customer, user and employee experiences across the customer journey to create value for all stakeholders.

Module 1: ITIL Foundation Recap and Experience Overview

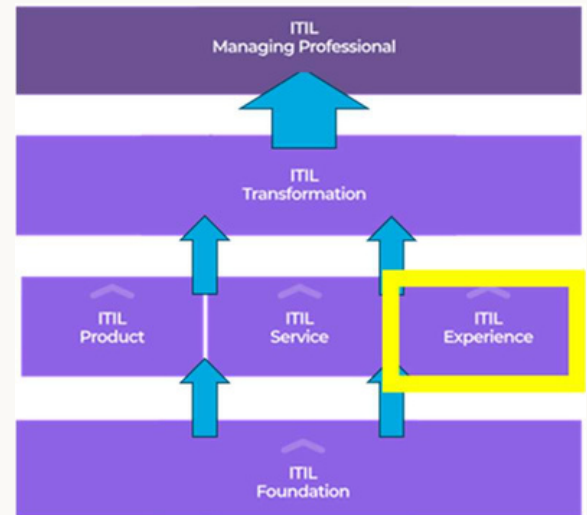
- Key ITIL concepts and the ITIL Guiding Principles
- Products vs. services: definitions and relationships
- The ITIL Product and Service Lifecycle
- The Four Dimensions of Product and Service Management
- Introduction to experience as a human response
- Digital experience and the digital experience system
- Anticipation, perception, and evaluation in experience

Module 2: Experience Stakeholders and Tensions

- Identifying key experience stakeholders: consumers and providers
- Consumer roles: user, customer, consumer sponsor
- Provider roles: agent, principal, provider sponsor, enabler
- Consumer-side and provider-side tensions
- Provider–consumer tensions and their impact on experience
- Scenario-based stakeholder activities

Module 3: Experience and the Four Dimensions

- Applying the Four Dimensions to experience management
- Holistic approaches to product and service management
- Operating model canvas and alignment with the ITIL
- Value System



Module 4: Experience in the ITIL Product & Service Lifecycle

- Lifecycle activities: Discover, Design, Acquire, Build, Transition, Operate, Deliver, Support
- Functional vs. relational experience drivers
- Mapping experience moments and friction points
- Stakeholder role interactions across lifecycle stages

Module 5: Experience Evidence and Signals

- Capturing experience evidence: numerical and narrative signals
- Evaluating evidence: trustworthiness and coherence
- Interpreting experience signals in context
- Triangulation of evidence across roles and moments

ITIL (version 5) Courses - Experience (3 days) Continued

Module 6: Experience Governance & Continual Improvement

- Experience frameworks and governance structures
- Notice–Interpret–Hypothesize–Experiment improvement loop
- Experience improvements by the system vs. to the system
- Building trust and psychological safety for improvement

Module 7: Integrating ITIL Experience with AI, DevOps & PRINCE2

- The ITIL AI Capability Model (Creation, Curation, Clarification, Cognition, Communication, **Coordination**)
- Ethical AI governance and trust
- Role of AI in capturing, interpreting, and enhancing experience
- Complementary frameworks: DevOps, PRINCE2
- Cross-framework integration for value creation

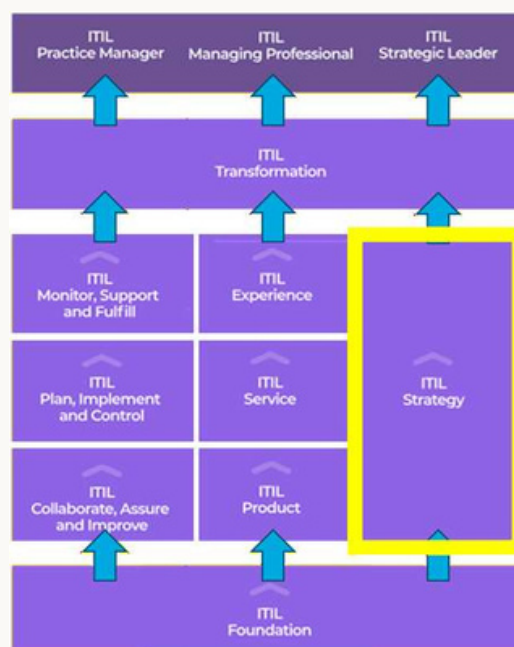
ITIL (version 5) Courses

- Strategy (3 days)

Provides guidance on developing, implementing, and continuously adjusting strategies in Volatile, Uncertain, Complex, and Ambiguous (VUCA) environments.

Module 1: ITIL Foundation Recap

- Overview of ITIL® Version 5 and its evolution
- The ITIL® Guiding Principles and their relevance to strategy
- The ITIL® Value System and value co-creation
- The ITIL® Product and Service Lifecycle
- The ITIL® Four Dimensions of Product and Service Management



Module 2: Key Concepts of ITIL Strategy

- Understanding strategy, digital strategy, and strategic intent
- Purpose, vision, values, and organisational direction
- Digital transformation and strategic change
- Operating in volatile, uncertain, complex, and ambiguous (VUCA) environments
- Business models and operating models

Module 3: Strategy Across the ITIL Four Dimensions

- Organisations and people: culture, leadership, and capability
- Information and technology: data, systems, and digital enablement
- Partners and suppliers: sourcing strategies and ecosystems
- Value streams and processes: end-to-end value delivery

Module 4: The ITIL Strategy Management Model

- Purpose and structure of the ITIL® Strategy Management Model
- Overview of the strategy development lifecycle
- Overview of the strategy implementation lifecycle
- Relationship between strategy, continual improvement, and transformation

Module 5: Strategy Development Lifecycle

- Observing internal and external signals
- Using PESTLE analysis and organisational context
- Orienting strategy through analysis and alignment
- Making strategic decisions and trade-offs
- Planning strategic direction and objectives

ITIL (version 5) Courses - Strategy (3 days) Continued

Module 6: Strategy Implementation Lifecycle

- Planning and prioritising implementation initiatives
- Executing strategy while balancing day-to-day operations
- Synthesising outcomes and embedding change
- Reflecting on results and capturing learning
- Feeding insights back into ongoing strategy development

ITIL (version 5) Courses - Transformation (3 days)

Provides practical, scalable guidance for embedding, sustaining, and optimising change across products and services.

Module 1: ITIL Foundation Recap and Transformation Overview

- Recap of key ITIL principles, concepts, and the ITIL value system
- Digital products, services, and value co-creation
- Understanding the difference between continual improvement and transformation

Module 2: The ITIL Transformation Model

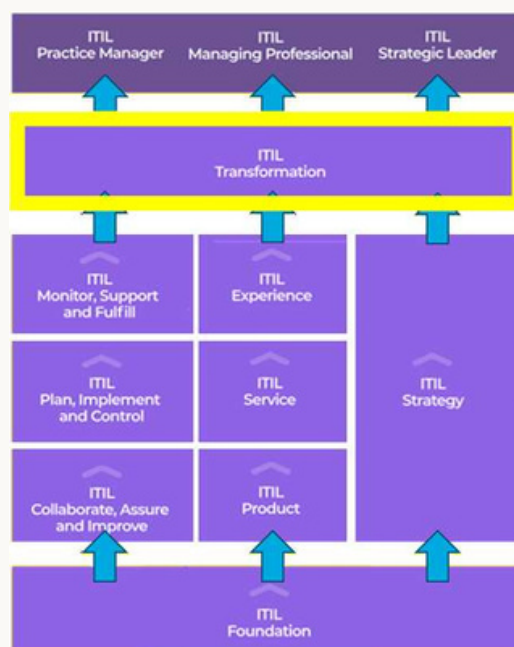
- The four layers of the ITIL Transformation Model: governance, positioning, execution, and learning
- The twelve stages and twenty-four steps of transformation
- Applying the model across ordered, complex, and chaotic contexts

Module 3: Initiation Patterns

- The five initiation patterns and their typical triggers
- Defining scope, sponsorship, constraints, and urgency
- Selecting appropriate methods and techniques for each initiation pattern

Module 4: Governance Patterns

- Business-as-Usual (BAU) governance versus transformation governance
- Authority and assurance combinations
- Designing governance structures that evolve as transformation progresses



Module 5: Execution Patterns

- Execution patterns: implement, discover, and contain
- Matching execution approaches to uncertainty, risk, and predictability
- Managing dependencies and coordination across initiatives

Module 6: End-to-End Transformation Scenarios

- Applying initiation, governance, and execution patterns together
- Mapping real-world scenarios to the ITIL Transformation Model
- Synthesising learning across multiple transformation efforts

ITIL (version 5) Courses - Transformation (3 days) Continued

Module 7: Measurement, Learning, and Synthesis

- Identifying signals, measures, and outcomes of transformation
- Evaluating progress and value realisation
- Embedding learning into the organisation's value system

Module 8: ITIL and Artificial Intelligence

- Assessing AI readiness in a transformation context
- The ITIL AI Capability Model
- Governance for ethical and responsible AI adoption

Module 9: ITIL and Other Frameworks

- How ITIL and DevOps complement each other
- The role of project management and PRINCE2 in ITIL-based transformation
- Integrating multiple frameworks for end-to-end value delivery

ITIL Management Practice Courses

- Monitor, Support and Fulfil (3 days)

Expands on the key service management practices typically associated with service delivery including monitoring services and responding to service actions.

The Key Practices of Monitor, Support and Fulfil

- Incident Management
- Problem Management
- Service Request Management
- Service Desk
- Monitoring and Event Management

For each practice the course covers the following topics

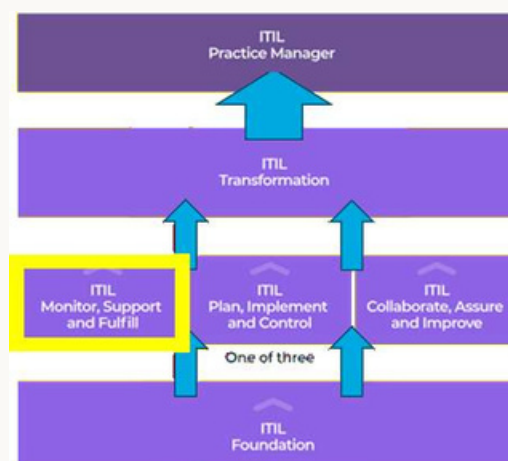
- Key Concepts of the practice
- Purpose & Scope
- Terms & Concepts
- Practice Success Factors & Key Metrics

Value Streams and Processes

- The ITIL Service Value Chain
- Processes
- Integrating the practice into the Organisation's Value Streams

Roles, Skills & Organisational Solutions

- Key Skills required for the practice
- Roles of the practice
- Positioning the practice within an Organisational Structure



Using Information & technology to support the practice

- Inputs & Outputs of the practice
- Other informational and technology considerations
- Automation of IT Asset Management

Partners & Suppliers in the practice

- Role of partners and suppliers in the practice
- Risks and challenges associated with 3rd parties

Developing Practice Capabilities

- The ITIL Maturity Model
- The ITIL Capability Criteria
- Capability Development
- Continual Improvement of the Practice

ITIL Management Practice Courses

- Plan, Implement and Control (3 days)

Expands on the key service management practices typically associated with service transition activities including monitoring services and responding to service actions.

The Key Practices of Plan, Implement and Control

- Change Enablement
- Deployment Management
- Release Management
- IT Asset Management
- Service Configuration Management

For each practice the course covers the following topics

Key Concepts of the practice

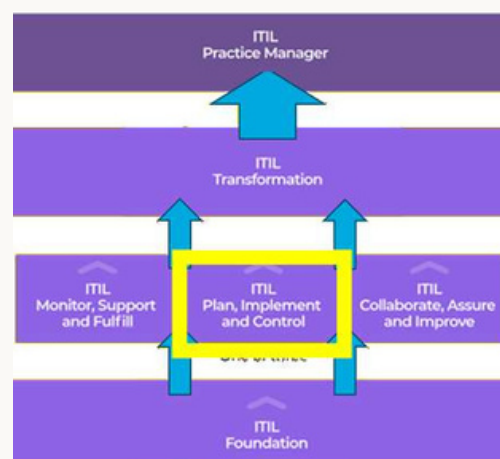
- Purpose & Scope
- Terms & Concepts
- Practice Success Factors & Key Metrics

Value Streams and Processes

- The ITIL Service Value Chain
- Processes
- Integrating the practice into the Organisation's Value Streams

Roles, Skills & Organisational Solutions

- Key Skills required for the practice
- Roles of the practice
- Positioning the practice within an Organisational Structure



Using Information & technology to support the practice

- Inputs & Outputs of the practice
- Other informational and technology considerations
- Automation of IT Asset Management

Partners & Suppliers in the practice

- Role of partners and suppliers in the practice
- Risks and challenges associated with 3rd parties

Developing Practice Capabilities

- The ITIL Maturity Model
- The ITIL Capability Criteria
- Capability Development
- Continual Improvement of the Practice

ITIL Practice Courses - Collaborate, Assure and Improve (3 days)

Expands on the key service management practices typically associated with relationship management, supplier management and continual improvement activities.

The Key Practices of Collaborate, Assure and Improve

- Relationship Management
- Supplier Management
- Service Level Management
- Information Security Management
- Continual Improvement

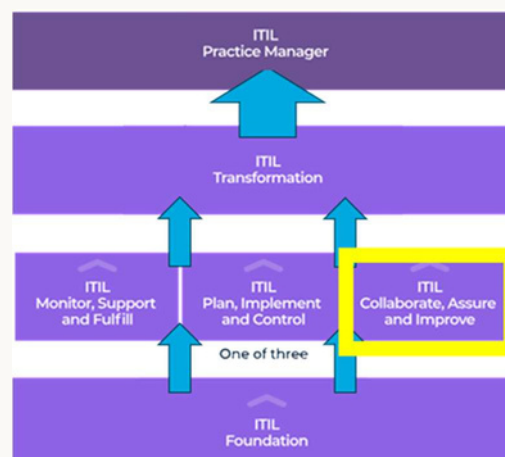
For each practice the course covers the following topics

Key Concepts of the practice

- Purpose & Scope
- Terms & Concepts
- Practice Success Factors & Key Metrics
- Value Streams and Processes
- The ITIL Service Value Chain
- Processes
- Integrating the practice into the Organisation's Value Streams

Roles, Skills & Organisational Solutions

- Key Skills required for the practice
- Roles of the practice
- Positioning the practice within an Organisational Structure



Using Information & technology to support the practice

- Inputs & Outputs of the practice
- Other informational and technology considerations
- Automation of IT Asset Management

Partners & Suppliers in the practice

- Role of partners and suppliers in the practice
- Risks and challenges associated with 3rd parties

Developing Practice Capabilities

- The ITIL Maturity Model
- The ITIL Capability Criteria
- Capability Development
- Continual Improvement of the Practice

ITIL Extension Module

- AI Governance (version 5) (2 days)

Expands on the key service management practices typically associated with relationship management, supplier management and continual improvement activities.

N.B. ITIL FOUNDATION (version 5) IS NOT REQUIRED TO ATTEND THIS COURSE.

N.B. This course is a stand-alone qualification. It does NOT contribute any ITIL v5 Designation.

Introduction to AI Governance

- Understanding Artificial Intelligence and its organisational impact
- The business drivers for AI governance
- Governance objectives, principles and outcomes
- Introduction to AI governance frameworks and models

ITIL and AI Service Management

- Overview of ITIL concepts and service management practices
- The relationship between ITIL and AI governance
- Creating value through AI-enabled services
- Aligning AI initiatives with business outcomes and strategy

AI Governance Structures

- Governance operating models for AI
- Roles, responsibilities and accountability frameworks
- Decision-making structures and oversight mechanisms
- Stakeholder engagement and executive sponsorship

Risk, Ethics and Responsible AI

- Understanding AI-related risks and opportunities
- Principles of ethical and responsible AI
- Managing bias, explainability and transparency
- Building trust and accountability into AI systems requirements



Data Governance for AI

- Data quality, accuracy and integrity requirements
- Data privacy and protection considerations
- Data lifecycle management for AI solutions
- Information governance and stewardship responsibilities

Compliance and Regulatory Considerations

- Understanding the evolving AI regulatory landscape
- Governance policies, standards and controls
- Audit, assurance and compliance activities
- Documentation, evidence and reporting requirements

ITIL Extension Module

- AI Governance (version 5) (2 days)

Continued

AI Service Lifecycle Governance

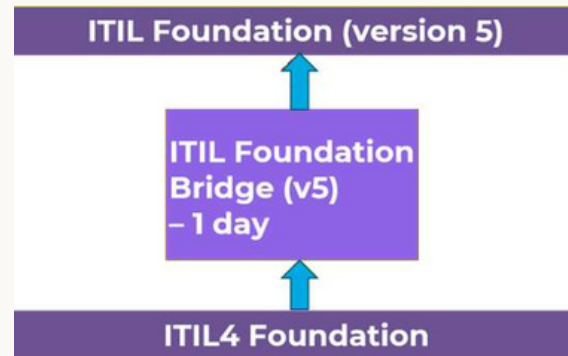
- Governance throughout the AI service lifecycle
- Planning, design and development controls
- Deployment, operation and monitoring practices
- Continual improvement and performance optimisation

Implementing AI Governance in Practice

- Developing an AI governance roadmap
- Assessing organisational readiness and maturity
- Managing change and driving adoption
- Practical exercises, examples and implementation case studies

ITIL Update Courses - ITIL (version 5) Foundation Bridge (1 day)

This intensive 1-day ITIL® Foundation Bridge course is designed for professionals who already hold an ITIL Foundation qualification from a previous version and need to update their knowledge to ITIL Foundation (Version 5). The course focuses on the evolution from ITIL 4 to ITIL Version 5, expanding from traditional IT service management into digital product and service management, governance, sustainability, value streams, and the integration of AI and modern ways of working.



Introduction & The New ITIL

- Evolution of ITIL to Version 5
- From IT service management to digital product and service management

Digital Product & Service Management

- Products, services, digital products, and digital services
- Service offerings and value co-creation

Service Relationships

- Service provider, service consumer, and product vendor roles
- Basic, cooperative, and collaborative service relationships
- Service journeys, customers, users, and sponsors

The ITIL Value System (ITIL VS)

- Guiding Principles
- Governance
- Value chain
- Management practices
- Continual improvement

Governance & Guiding Principles

- Governance of digital technology
- Engage, evaluate, direct, and monitor
- Applying the ITIL Guiding Principles in practice

IProduct & Service Lifecycle and Value Chain

- Discover, Design, Acquire, Build, Transition, Operate, Deliver, Support
- How management practices enable value creation

Value Streams

- Core and enabling value streams
- Value stream mapping and management
- Continual Improvement
- The ITIL Continual Improvement Model
- Embedding improvement across the organisation

Four Dimensions & AI Integration

- Organisations and People
- Information and Technology including AI
- Partners and Suppliers
- Value Streams and Processes

Integration with Other Frameworks

- ITIL and PRINCE2®
- ITIL and DEVOPS INSTITUTE®

ITIL Update Courses - ITIL (version5)

Managing Professional Transition

(5 days)

Customers that already have ITILv3 Expert, ITIL4 Managing Professional or ITILv3 or ITIL4 Master can upgrade their qualification by attending the ITIL Transition (version 5) course and sitting 2 exams. This course will only be available for a limited time.

- 2 exams

ITIL v5 Transition exam

ITIL v5 Transformation exam

Module 1: ITIL Product, Service, and Experience Foundations

- Key ITIL Version 5 concepts and guiding principles
- Digital products, digital services, and value co-creation
- Product, service, and experience perspectives

Module 2: Product and Service Lifecycle Management

- The ITIL Product and Service Lifecycle model
- Lifecycle management activities and non-linear execution
- Value streams and operating models

Module 3: ITIL Experience

- Human-centred and experience-driven design
- Customer journeys, trust, and perception
- Balancing experience, cost, risk, and sustainability

Module 4: ITIL Transformation

- Transformation versus continual improvement
- The ITIL Transformation Model: layers, stages, and steps
- Governance, execution, and learning in transformation initiatives



Module 5: Tools, Techniques, and Measurement

- Value stream mapping and operating model alignment
- Objectives and Key Results (OKRs)
- ITIL Maturity Model, metrics, and performance measurement

Module 6: ITIL and Artificial Intelligence

- AI readiness in service management and transformation
- The ITIL AI Capability Model
- Ethical, responsible, and value-focused AI governance

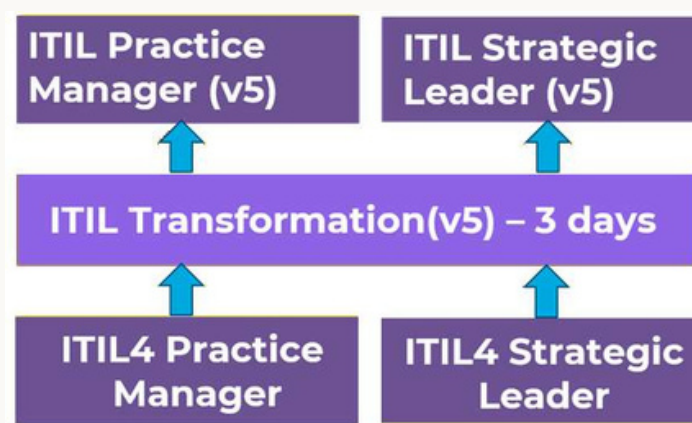
Module 7: ITIL and Other Frameworks

- Integration of ITIL and DevOps practices
- Alignment between ITIL and PRINCE2
- End-to-end value delivery across multiple frameworks

ITIL Update Courses - ITIL Transformation (version 5) (3 days)

Update Option

Customers that already have ITIL4 Strategic Leader or ITIL4 Practice Manager can upgrade their qualification by attending the ITIL Transformation (version 5) course. This update option will only be available for a limited time.



Additional Information regarding updating from earlier versions of ITIL

FOR CANDIDATES THAT HAVE ONE OR MORE ITILv3 or ITIL4 QUALIFICATIONS BUT NO SPECIFIC DESIGNATION THERE ARE NO UPDATE PATHS. PATHS ONLY EXIST FOR QUALIFYING DESIGNATIONS.

Qualifying Designations are:-

- ITILv3 EXPERT
- ITILv3 MASTER
- ITIL4 MANAGING PROFESSIONAL
- ITIL4 STRATEGIC LEADER
- ITIL4 PRACTICE MANAGER
- ITIL4 MASTER

There is NO migration path from specific ITIL4 courses to ITILv5 courses. Customers must have achieved the full designation from the above list to qualify for appropriate update paths. For example, “The candidate has CDS towards Practice Manager, which additional ITIL5 courses does the candidate need to do to switch over to ITIL Practice Manager (version 5)?” – It is not possible to mix and match courses like this.

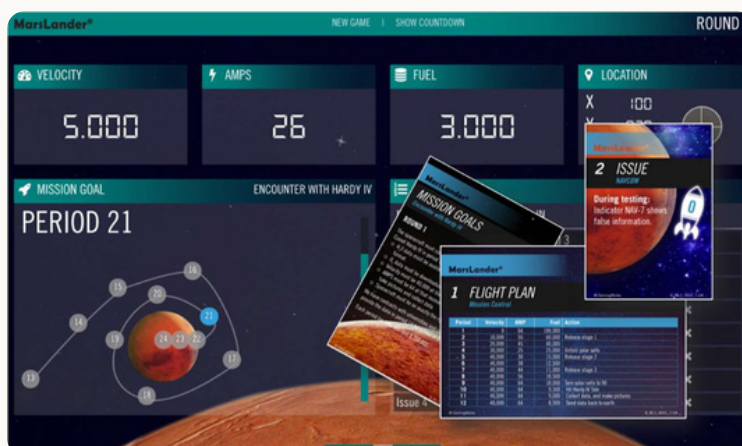
ITIL Business Simulations

- MarsLander (1 day)

The next generation IT Service Management (ITSM) Business Game - Now available with variants for ITIL4 and ITILv5

Can you deliver IT services that meet your organisation's needs while successfully completing your Mars mission?

To manage Service Delivery effectively, you'll need to be Agile, Lean, and work cohesively as a team. Synchronising software and hardware development with service operations and responding rapidly to changes will be crucial.



Additionally, in today's environment, reliance on an ecosystem of partners and suppliers requires them to be equally aligned and flexible. You'll not only need to apply ITIL principles but also embrace Agile Service Management. But what does that truly entail?

In this intensive one-day simulation, you'll learn, experience, and understand the value and importance of these practices within the context of your organisation.

Any organisation aiming to integrate Lean, Agile, or DevOps principles into their Service Management approach—and unlock more value from their IT investments—can benefit from spending a day delivering the MarsLander mission!

Please note that you will need a minimum of **8 delegates** for this experience.

Service Management in Practice

- Managing Incidents in line with business need
- Solving Problems to support the customer
- Managing Change in Service Delivery
- Adapting service management processes to work in high-velocity environments

Managing Value Creation

- Prioritising work based on business benefit rather than purely technical considerations. Using visual tools to enable better decision making
- Performing customer and supplier engagement
- Using measurement as a means of understanding value creation, not just technological performance

Teamworking, Communication and Collaboration

- Understanding roles and responsibilities
- Using Lean and Agile principles to collaborate effectively
- Use ITSM processes to facilitate outcomes
- Use Kanban principles to enable flow of work
- Use Agile methods to delivery value according to business priorities

ITIL Business Simulations

- Apollo 13 (updated to ITILv3, 4 & 5) (1day)

87 hours from home. Your spacecraft is slowly dying. You have a serious problem, unless you and the ground support staff start working as a team to solve it, we risk losing the crew. But remember, time is running out. And fast. Welcome to the Apollo13 - an IT Service Management (ITSM) case experience.



You will gain first-hand knowledge of ITSM theory and learn how ITSM processes are used in other environments. Understand the interdependence of processes and their impact on business continuity. Learn how good design can improve the performance of the service department. Understand how good processes can be improved by designing and implementing as a team and the importance of a successful awareness campaign. Managing Incidents, solving Problems and managing one of the most significant in-mission changes in NASA history lie in wait to aid learning about the operational side of IT Service Management.

Please note you will need a minimum of **9 delegates** for this experience

Team Building, Communication

- Understand the importance of defined Tasks, Roles and Responsibilities
- Design processes to support mission delivery
- Establish communication and break down siloes to maximise the chances of success
- Use the Guiding Principles to ensure consistency of delivery and value creation
- Manage knowledge and work together as a team to create and use it effectively

ITIL Process coverage includes: -

- Availability management
- Financial management
- Capacity management
- Security management
- Incident management
- Problem management
- Configuration management
- Knowledge management
- Change Enablement

...and many others as the team wrestle with real challenges to get the crew back to earth.

“...What you call IT Service Management is just what we had to do...”

– Gene Krantz, Mission Director talking to Paul Wilkinson, the creator of the Apollo 13 simulation.

Quanta Training Limited

8-10 The Moors

Worcester

WR1 3EE

quanta.co.uk

Tel: (01905) 610600

CONTACT US



Acknowledgements

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