ITIL®
THE LANGUAGE OF GROWTH

PeopleCert

Module At-a-Glance

ITIL Strategy (Version 5)

Module Name
ITIL Strategy (Version 5)

Module in One Sentence
Provides guidance on developing, implementing, and continually adjusting strategy in volatile, uncertain, complex, and ambiguous (VUCA) environments.

Core Themes
- Strategic alignment between technology and business
- Building a culture of continual transformation
- Talent, trust, and investment decision-making
- Readiness to embrace rapid change and innovation, including AI

Target Job Roles
- Leaders with strategic responsibility at all levels of the organization
- Professionals with tactical responsibility for implementing strategy
- Professionals with operational responsibility for supporting strategic objectives

Benefits
- Ensures strategic capabilities are fit for purpose and support the organisation's vision and mission
- Formalizes and develops existing strategic capabilities with clearer governance and communication
- Improves the performance of key parts of the Service Value System (SVS), particularly governance, while considering all four dimensions of service management
- Provides clarity and confidence to make balanced, sustainable decisions while maintaining focus on purpose and values

Key Marketing Messages
- Helps organizations align technology, investment, and execution with business strategy
- Supports confident decision-making in complex, fast-changing environments
- Designed for leaders navigating digital, organizational, and AI-driven change

Content Summary
This module equips candidates to act with clarity and confidence by aligning technology investments with business strategy and outcomes, in line with ITIL guidance. It helps ensure that digital products and services deliver measurable value while embedding a culture of trust, agility, and continual value co-creation in a rapidly evolving environment.

Assessment Summary
- Multiple Choice
- Open Book
- 90 minutes, 40 questions

Learning coverage
- Key ITIL terms and definitions
- The ITIL Strategy Management Model
- Strategic capabilities
- ITIL and other frameworks

Prerequisites
- Any ITIL 4 certification or
- ITIL Foundation (Version 5)
- Accredited training or Official eLearning

Recommended training duration
2 - 3 days

Have questions?
Contact your PeopleCert Business Development Manager for launch support and partner resources.

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