

ITIL Transformation Certification Training

3 days (21 hours)

Overview

The ITIL Transformation training helps you structure and manage the evolution of ITSM practices to improve service quality, business value, and risk management. It is based on concrete use cases: catalog redesign, reduction of recurring incidents, and acceleration of changes.

You will clarify the transformation target (governance, processes, roles, tools), then build a realistic roadmap: prioritization, quick wins, metrics, and change management. The goal is to shift from a “process” approach to a results-oriented product/service approach.

The approach is hands-on: diagnostic workshops, workflow mapping, role-playing exercises (incident, change, request), and tool demos. Deliverables: maturity assessment, transformation backlog, RACI matrix, KPI/SLA/XLA model, communication plan, and 90-day roadmap.

Objectives

- Assess ITSM maturity and identify priority gaps.
- Define service targets and appropriate governance.
- Build a transformation backlog and an iterative roadmap.
- Implement value-driven KPIs, SLAs, and XLAs.
- Drive adoption through change management and continuous improvement.

Target Audience

- ITSM Managers / Service Managers
- Transformation Project Managers / PMO
- Support, Operations, and Production Managers
- Quality, Compliance, and Risk Managers

Prerequisites

- Basic understanding of incident, request, and change management
- Understanding of IT services and the business relationship
- Experience in a support/operations environment
- Basic knowledge of reporting and metrics

Technical prerequisites

- Modern browser (Chrome/Edge/Firefox) and office suite
- Access to an ITSM tool (ServiceNow, Jira SM, GLPI) or demo environment

Our ITIL Transformation Training Program

[Day 1 - Morning]

Aligning ITIL Transformation with Strategy and Value

- Clarifying objectives: value, user experience, time-to-market, and risk
- Positioning ITIL within the transformation: governance, practices, continuous improvement
- Identify stakeholders and their expectations (business, IT, suppliers)
- Define success metrics: KPIs, OKRs, CSFs, and dashboards
- Hands-on workshop: Mapping transformation objectives and associated KPIs.

[Day 1 - Afternoon]

Assess the current state and build the ITIL roadmap

- Conduct an assessment: maturity of practices, tools, organization, and skills
- Mapping services and dependencies: service portfolio, CMDB (expected level)
- Prioritize initiatives: quick wins vs. structural transformations
- Develop a roadmap: milestones, risks, budget, program governance
- Hands-on workshop: Develop a 90-day/6-month roadmap with prioritization.

[Day 2 - Morning]

Transforming key practices: Incident, Request, Problem

- Redefining workflows: triage, prioritization, escalations, and communication

- Implementing request management: catalog, forms, SLA/OLA
- Structuring Problem Management: Root Cause Analysis (RCA), Knowledge Base (KEDB), prevention, and trends
- Standardizing templates: categories, impacts/urgencies, assignment rules
- Hands-on workshop: Design a target Incident/Request workflow and its prioritization rules.

[Day 2 - Afternoon]

Change Enablement and Release: Secure Without Slowing Down

- Defining change types: standard, normal, urgent, and eligibility criteria
- Implement risk assessment: impacts, dependencies, change windows
- Align Change/Release with DevOps and CI/CD (appropriate approvals)
- Organizing the CAB: roles, frequency, decisions, and traceability
- Hands-on workshop: Build a risk matrix and a streamlined change workflow.

[Day 3 - Morning]

Metrics, service quality, and operational management

- Defining realistic, experience-oriented SLAs/OLAs (XLAs if relevant)
- Implementing management controls: service reviews, committees, action plans
- Build dashboards: availability, MTTR, backlog, satisfaction, compliance
- Manage knowledge: articles, KCS, self-service, and ticket reduction
- Hands-on workshop: Design a management dashboard and a sample service review.

[Day 3 - Afternoon]

Change management and sustaining the transformation

- Defining the target organization: roles, responsibilities, RACI, and competencies
- Implementing continuous improvement: CSI register, prioritization, feedback loops
- Planning adoption: communication, training, coaching, and communities of practice
- Preparing for scale: standards, internal audits, governance, and runbooks
- Hands-on workshop: Develop an adoption plan (communication + training + KPIs) over 8 weeks.

Target Audience

This training is intended for both individuals and companies, large or small, wishing to train their teams in new advanced IT technologies or to acquire specific business knowledge or modern methods.

Assessment at the start of the training

The initial assessment at the start of the training program complies with Qualiopi quality standards. Upon

final registration, the learner receives a self-assessment questionnaire that allows us to assess their estimated proficiency with various types of technology, as well as their expectations and personal goals for the upcoming training, within the limits imposed by the selected format. This questionnaire also allows us to anticipate certain connection or internal security issues within the company (intra-company or virtual classroom) that could pose challenges for the monitoring and smooth running of the training session.

Teaching Methods

Practical Course: 60% Practical, 40% Theory. Training materials distributed in digital format to all participants.

Organization

The course alternates between theoretical input from the trainer, supported by examples and reflection sessions, and group work.

Assessment

At the end of the session, a multiple-choice questionnaire is used to verify that the skills have been properly acquired.

Certification

A certificate will be issued to each trainee who has completed the entire training program.