ITIL® Foundation (Version 5)

Duration: 3 days | The exam voucher is included in the training's price.

COURSE DESCRIPTION

ITIL® Certification (Version 5) introduces the core concepts of modern digital product and service management. It explains how organisations create value through service offerings, service relationships, and value co-creation, while applying structured lifecycle activities and governance principles.

This instructor-led training builds a clear understanding of the ITIL Value System, the Four Dimensions of Product and Service Management, value streams, and continual improvement. It also highlights the role of emerging practices such as AI governance and alignment with frameworks like DevOps and PRINCE2.

COURSE OUTLINE

Module 1: Key ITIL Terms and Definitions

- Product and Service Management
- Experience, Strategy and Transformation
- Service Offerings
- Value Co-Creation
- Service Relationships

Module 2: ITIL Four Dimensions of Product and Service Management

- Introduction to the ITIL Four Dimensions
- Internal and External Factors

Module 3: ITIL Product and Service Lifecycle

- Introduction to ITIL Product and Service Lifecycle
- Purpose and Scope of Lifecycle Activities

Module 4: ITIL Value System

- Components of the ITIL Value System
- ITIL Guiding Principles
- Governance
- Value Chain
- Management Practices
- ITIL Continual Improvement Model

Module 5: Value Stream Identification, Mapping and Management

- Key Concepts of Value Streams Mapping and Management
- Application of Value Streams
- Purpose of Value Stream Mapping

Module 6: ITIL and Artificial Intelligence

- Introduction to Artificial Intelligence
- ITIL AI Governance

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Module 7: ITIL and Other Frameworks

- ITIL and DevOps
- ITIL and PRINCE2

WHO SHOULD ATTEND:

This ITIL Certification is ideal for professionals seeking a modern understanding of digital product and service management, value co-creation, and service lifecycle practices, while supporting progression along the ITIL Certification Path. It is particularly suitable for the following professionals:

- IT Service Management Professionals
- IT Managers
- Service Delivery Managers
- Service Desk Analysts
- IT Support Professionals
- Digital Product Managers

PREREQUISITES:

There are no formal prerequisites for attending the ITIL® Certification (Version 5). This course is suitable for professionals seeking a foundational understanding of ITIL concepts and modern service management practices.

EXAMINATION

- 40 Multiple Choice Questions
- 26 marks required to pass (out of 40 available) – 65%
- 90 minutes duration (113 for non-native speakers)
- Closed book

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