

ITIL® (Version 5) Foundation Certification Training Course

Course Description

The new ITIL® builds on its strong IT Service Management heritage, expanding into Digital Product and Service Management. This Global Best Practice framework, developed with the contribution of our global community, combines deep industry knowledge with real-world insights. ITIL® (Version 5) Foundation provides the fundamentals of digital product and service management, combining proven principles with practical, role-aligned guidance. It is suitable for organizations of any size and industry, in both the public and private sectors, and is now essential for every role across the organization.

The new ITIL® Foundation includes guidance on how to:

- Manage products and services holistically across their lifecycle, enabling superior experiences
- Turn knowledge into practical action to drive real growth
- Be AI-native while remaining human-centric
- Integrate digital and AI capabilities responsibly and effectively
- Speak a common language to improve alignment and collaboration across teams.

Audience

The ITIL® (Version 5) Foundation course fundamentally targets the participants in the IT and business domains who wish to take first steps in service management, are familiar with earlier versions of ITIL® and/or other sources of industry best practice, and wish to learn about the new ITIL®.

This course and the related certification can be beneficial for the following roles:

- IT Support Staff
- IT Consultants
- Business Managers
- Business Process Owners
- IT Developers
- Service Providers
- System Integrators
- DevOps Team Members

Learning Objectives

At the end of this course, participants will be able to understand:

- The key concepts of Digital Product and Service Management
- Service relationships
- The new ITIL® Value System (ITIL® VS)
- Governance in the ITIL Guiding Principles
- Value Streams: mapping and management
- Continual Improvement
- The Four Dimensions of Product and Service Management
- ITIL® and other framework integrations
- Learn the various ITIL® practices and how they contribute to Value Chain activities

Course Information

Certification: ITIL® (Version 5) Foundation

Duration: 3 Days

Domain: IT Service Management

Delivery Method: Classroom / Virtual Classroom

Accreditor: PeopleCert on behalf of AXELOS

Available Languages: English

Prerequisites

- None, although a familiarity with IT service delivery will be beneficial

Course Materials

- Course Book (eBook or printed)
- ITIL Publication PDF
- Sample Questions
- Proctored Exam

Course Agenda

Day 1	Day 2	Day 3
Module 1: Course Introduction	Module 5: Governance	Module 9: Continual Improvement
Module 2: Key Concepts of Digital Products and Service Management	Module 6: ITIL® Guiding Principles	Module 10: The Four Dimensions Product and Service Management
Module 3: Service Relationships	Module 7: Value Chain and ITIL® Management Practices	Module 11: ITIL® and Other Frameworks Integration
Module 4: The ITIL® Value System (ITIL® VS)	Module 8: Value Streams: Mapping and Management	Exam Preparation Guide/Mock Exam/Final Exam

Exam Information

- **Delivery:** Web-based
- **Format:** Closed Book
- **Proctoring:** Web-proctored
- **Duration:** 60 minutes (Candidates taking the exam in a language that is not their native language may be awarded 25% extra time)
- **Number of Questions:** 40 multiple-choice
- **Pass Grade:** 65%

Exam Prerequisites

- There are no formal prerequisites. It is recommended that the participant has obtained training through an accredited course

Exam Location

- Exam will be conducted onsite with a paper exam or online with a virtual proctor, using an exam voucher, which is included with the purchase of the course.