ITIL 5 Foundation

Course code: ITIL5FPT

ITIL Foundation (Version 5) is the entry-level certification course that provides participants with a comprehensive overview of the principles, concepts, and terminology of modern IT service management. The course covers the key components of the ITIL framework, including the four dimensions of service management, the IT service value chain, and the core ITIL practices. It is designed for all IT professionals who want to understand how organisations plan, deliver, and continually improve IT services in alignment with business needs. Successful completion of the ITIL 5 Foundation certification is a prerequisite for all higher-level ITIL certifications and professional designations within the version 5 scheme.

Target audience

- IT and business students / newcomers taking their first steps in service management and digital product &service management.
- Practitioners already working in IT/service roles who need a shared language and baseline concepts to use in day-to-day work and as a reference.
- Experienced professionals familiar with earlier ITIL versions (or other best-practice frameworks) who want the updated perspective and models in ITIL v5.
- What you will learn
- Digital product and service management concepts: Understand the core concepts behind modern digital products and services, including value creation, continual improvement, and how products and services are managed across their lifecycle.
- Value co-creation: Discover how value is co-created through collaboration between service providers, consumers, and stakeholders, while weighing outcomes, costs, risks, experience and sustainability.
- The dimensions of product and service management: Delve into the four dimensions, Organizations and People, Value Streams and Processes, Information and Technology, and Partners and Suppliers, for a holistic approach to digital product and service management.
- ITIL Value System: Gain an understanding of the ITIL Value System and how it brings together guiding principles, governance, value chain activities, management practices, and continual improvement.
- The ITIL Guiding Principles: Learn how to apply the framework's guiding principles to make better decisions, collaborate more effectively, and adapt ITIL practices to real-world digital environments.
- The product and service lifecycle: Develop a solid understanding of the purpose of each product and service lifecycle management activity; from discovery and design to operation, delivery and support; and how they work together to create value.
- ITIL's management practices: Explore the role of ITIL management practices and how official practice guides support consistent, effective ways of working across organizations.
- Continual improvement: Learn how continual improvement is embedded within ITIL. Cover the continual improvement model's step-by-step approach and see how it supports long-term organizational success.
- Value Stream Mapping and Management: Understand how to identify, map, and manage value streams to improve flow, visibility, and outcomes across digital products and services.

Syllabus

- Introduction to ITIL 5: Purpose, scope, and key terminology
- Value &the ITIL Value System (ITIL VS): How demand/opportunity turn into value; components of the ITIL VS
- The 7 Guiding Principles: What they are and how to use them for better decisions
- Governance: Why governance matters and how it fits into the ITIL Value System
- The Value Chain &Value Streams: Composing value streams for different situations and operating models
- Lifecycle Activities (end-to-end delivery): Design › Acquire › Build › Transition › Operate › Deliver › Support
- Continual Improvement: Embedding improvement and feedback loops into daily work
- Exam Preparation (optional): Recap + sample questions and scenario practice

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Study materials

Official ITIL guidebook (eBook) + other materials.

Certification exam

- 60 minutes
- 40 questions
- multiple choice
- closed book
- pass mark 26/40 (65%)
- online proctored exam via PeopleCert
- Validity - 3 years

Course is delivered by an Accredited Training Organisation (ATO) Agilist s.r.o. certified by PeopleCert.

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