ITIL 5 Foundation

Course code: ITIL5FPT

ITIL Foundation is the entry-level module in the ITIL 5 qualification scheme. It introduces the ITIL framework as a modern digital product and service management approach and is designed for both newcomers and experienced practitioners transitioning from earlier ITIL versions.

Affiliate	Duration	Course price	ITB
Praha	3	24 900 Kč	0
Brno	3	24 900 Kč	0
Bratislava	3	1 040 €	0

The prices are without VAT.

Course terms

Date	Duration	Course price	Type	Course language	Location

The prices are without VAT.

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

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