
IT Service Management - ITIL® (version 5) Foundations

LEARN about ITIL® in 2.5 days

This course is given as an intensive two-and-a-half-day workshop covering the **ITIL® (Version 5) (ITIL® V5)** framework and is based on the latest PeopleCert guidance for **digital product and service management**. It reflects the evolution of ITIL® to support today's rapidly changing, AI-enabled, digital-first environments. Learners develop the foundational knowledge required to manage modern digital products and services using ITIL®'s updated **guiding principles, lifecycle, value system, and AI-native practices**. At the end of the course, participants will take a one-hour exam containing a multiple-choice questionnaire to obtain the international PeopleCert ITIL® Foundation certificate in IT service management.

ITIL® VERSION

This course introduces the ITIL® (version 5) and is based on the ITIL_FND_Syllabus_EN_v5

LANGUAGE

The course, course materials and exam are in English.

COURSE OBJECTIVES

In two days, participants will acquire the knowledge and skills required to:

- Describe key ITIL® concepts such as value, outcomes, roles, experience, governance, and lifecycle activities.
- Understand the ITIL® Product & Service Lifecycle and how discovery, design, delivery, operation, and improvement integrate end-to-end.
- Apply the ITIL® Guiding Principles in real-world contexts.
- Explain the ITIL® Value System, including the value chain, continual improvement, governance, and practices.
- Recognize how ITIL® supports AI-native decision-making, automation, and modern ways of working.
- Understand the importance of collaboration across Agile, DevOps, and PRINCE2.
- Prepare confidently for the PeopleCert ITIL® (Version 5) Foundation exam

TARGET AUDIENCE

This course is designed for:

- Personnel involved in delivering, designing, operating, or supporting digital products and services.
- IT professionals, service desk staff, system administrators, analysts, and consultants.
- Individuals pursuing an internationally recognized ITIL® certification.

No previous ITIL® knowledge is required

COURSE STRUCTURE

This course comprises a series of interactive readings supplemented by classroom and other exercises resembling exams.

STUDY DAYS

2.5 days of learning, including the final exam (scheduled later by candidate).

This course consists of:

- Interactive readings and instructor-led explanations
- Practice activities resembling exam-style questions
- Collaborative exercises and case studies
- Guided review and examination preparation

COURSE CONTENT: DAY-1

INTRODUCTION TO DIGITAL PRODUCTS & SERVICE MANAGEMENT

- What ITIL® V5 is and how it evolved from ITIL® 4
- Digital-first and product-centric operating models
- Experience-driven value creation

Key Concepts and Terminology

- Digital product, digital service, service relationships
- Value, outcomes, experience, trust, sustainability
- Roles, accountability, service actions and interactions

Value Co-Creation

COURSE CONTENT: DAY-2

TIL Product & Service Lifecycle

- Unified end-to-end lifecycle:
- Non-linear iteration and value-focused flow
- ITIL® Value System
- ITIL® Guiding Principles
- Governance, Practices & Operating Model

DAY 3

- Value Streams & Mapping
- ITIL® & Artificial Intelligence
- ITIL® & Other Frameworks
- Exam preparation.

PREREQUISITE

None

EXAM

The official PeopleCert ITIL® (Version 5) Foundation exam and ITIL® (Version 5) Foundation reference book are included.

The participant will receive a voucher valid for 12 months to write their exam and will need to schedule his/her exam.

The Certification exam will be written electronically following the training. This requires access to a connected computer with active audio and video.

Format: 40 multiple-choice questions.

Duration: 60 minutes.

It is recommended to get the training from an accredited organization with an accredited training material.