

ITIL® Foundation (Version 5)

Course Code

ITIL0001

Duration

3 Days

Format

Classroom | Virtual

Overview

The ITIL® (Version 5) Foundation course introduces learners to the latest ITIL framework for modern digital product and service management. Designed for professionals involved in service delivery, support, or governance, this course provides foundational knowledge of the ITIL Value system, ITIL Value chain, guiding principles, and core service management concepts.

ITIL 5 expands on value co-creation, digital product lifecycle management, and value stream optimisation, offering a holistic, adaptable approach to service management.

Objectives

By the end of the course, learners will be able to:

- Understand the key concepts of digital product and service management
- Describe service relationships and their impact on value co-creation
- Explain the four dimensions of service management
- Understand the components and purpose of the ITIL Value System
- Describe the digital product and service lifecycle and value chain activities
- Apply the ITIL guiding principles to organisational decision-making
- Recognise the role and structure of some ITIL management practices
- Understand value stream mapping and management and their contribution to value creation

Content

Key concepts of digital product and service management

- Definitions of digital product and service concepts
- Types of service interactions and how they enable value co-creation

Service relationships

- Concepts and types of service relationships, including roles and service quality measures
- The contributions of utility, warranty, experience, and sustainability to value

The four dimensions of service management

- Overview of the four dimensions and their role in a balanced, holistic approach to service management

Who Should Attend

This course is suitable for:

- Anyone providing a digital product or service to customers
- Business professionals at all levels
- Service managers, product owners, and team leads
- Customers and users involved in the delivery or consumption of digital products or services
- Anyone aiming to adopt or understand ITIL-based service management practices

Prerequisites

There are no formal prerequisites for this course.

ITIL® Foundation (Version 5)

Course Code

ITIL0001

Duration

3 Days

Format

Classroom | Virtual

ITIL Value System

- Components of the Value System and their purpose
- Governance within the Value System and how it supports value creation

Value chain

- Purpose and scope of each activity in the digital product and service lifecycle
- Key terms related to value chain activities

Guiding principles

- How feedback contributes to value co-creation
- Applying the ITIL guiding principles across different organisational contexts
- The interaction of guiding principles to support continual improvement and decision-making
- How management practices support value chain activities to enable value creation

ITIL management practices

- The role of management practices within the ITIL framework
- Introduction to ITIL practice guides and their benefits
- Continual improvement practices and their application
- Steps of the ITIL continual improvement model

Value streams – mapping and management

- Purpose and concepts of value stream mapping and management
- Relationship between digital value stream mapping and value stream management

Exams and assessments

This course includes a formal certification exam:

- 40 multiple-choice questions
- 60 minutes duration
- Closed book
- Pass mark: 26 out of 40 (65%)
- The exam is delivered online via PeopleCert and can be taken at the learner's convenience

Hands-on learning

ITIL® Foundation (Version 5)

Course Code

ITIL0001

Duration

3 Days

FormatClassroom | Virtual

Learners will:

- Apply service management concepts to practical examples and interactive exercises
- Participate in learning examples to understand value chains and service relationships
- Explore value stream mapping through guided activities
- Collaborate with peers and instructors to reinforce key concepts and guiding principles