ITIL Foundation (Version 5)



Duration

3 Days

Pre-Requisites

- No formal prerequisites

Learning Path Recommendations:

- ITIL Monitor, Support and Fulfil
- ITIL Plan, Implement and Control
- ITIL Collaborate, Assure and Improve
- ITIL Product
- ITIL Service
- ITIL Experience

Alternate/Related Courses:

- ITIL AI Governance (extension/standalone course)
- DevOps Practitioner
- ISO/IEC 20000 Foundation
- COBIT Foundation

Certifications (Optional):

- ITIL Foundation (Version 5) – Entry certification (this course)

Course Overview

Overview

This course provides a practical overview of the ITIL (Version 5) framework, helping learners understand how value is co-created through service relationships, how product and service lifecycles operate, and how modern organizations manage digital products and services. It covers key concepts including the ITIL Value System, the four dimensions of product and service management, guiding principles, and continual improvement.

Skill Level: Introductory

What you will learn

- Understand key concepts of digital product and service management
- Explain value co-creation and service relationships
- Apply the ITIL Value System and Guiding Principles
- Describe the ITIL four dimensions of product and service management
- Understand lifecycle activities and the role of management practices
- Learn continual improvement and value stream techniques
- Recognize the impact of AI and integration with other frameworks (e.g., DevOps)

Who is this training for?

- IT Service Management professionals
- IT Managers and Support Staff
- Service Desk Analysts
- Digital Product Managers
- Transformation Practitioners
- Anyone seeking foundational knowledge of modern IT service/product management

COURSE CONTENT

Module 1: Introduction to ITIL and Key Terminology

- Digital products, services, value co-creation, experience

Module 2: The ITIL Four Dimensions of Product & Service Management

- People & organizations, value streams, technology, partners

Module 3: ITIL Product and Service Lifecycle Model

- Lifecycle stages, purpose, scope, value chain activities

Module 4: ITIL Value System

- Guiding principles, governance, continual improvement

Module 5: Value Stream Mapping & Management

- Concepts, applications, benefits

Module 6: Management Practices

- Overview of ITIL practices relevant for Foundation

Module 7: ITIL in an AI-Enabled World

- AI Governance and its relevance in ITIL

Module 8: Integrations with Other Frameworks

- How ITIL works with DevOps, PRINCE2, etc.