

ITIL® (Version 5) Foundation (2 days) - Including Exam

Duration: 2 Days Course Code: ITIL5F-2

Overview:

This course provides IT leaders, practitioners, support staff and staff interfacing with the organisation's digital and information systems functions with a practical understanding of the key concepts, common language, principles and practices that enables successful management of modern IT-enabled services. It also prepares delegates for the ITIL® Foundation Certificate Examination. The course is based on the ITIL® version 5 best practice value system featured in the latest 2026 guidelines.

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Target Audience:

This course is aimed at all levels of IT professional and those involved in designing, building, delivering and managing modern digital products and services.

Objectives:

- **After you complete this course you will be able to:**
- understand the key concepts of digital product and service management
- understand service relationships
- understand the ITIL Four Dimensions of Product and Service Management
- understand the ITIL Value System (ITIL VS)
- understand how the ITIL Guiding Principles can help an organization adopt and adapt service management
- understand the ITIL Product and Service Lifecycle Model and the value chain activities
- understand ITIL Management Practices
- understand the benefits of value stream mapping and management
- understand how AI affects ITIL, what is AI Governance, and how ITIL interacts with other frameworks (PRINCE2® and DevOps)

Prerequisites:

- There are no pre-requisites for this course

Testing and Certification

Recommended preparation for exam(s): ITIL® 5 Foundation Certificate in IT Service Management This is a pre-requisite for other ITIL® 5 qualifications. The examination is a 1 hour, closed book, multiple choice paper of 40 questions taken after completion of the course - exam vouchers are provided with this course. These will have a validity of 12 months. You will need to schedule your exams within this time frame. The pass mark is 65% (26 out of 40) Cost of the exam is included in the course fee

Follow-on-Courses:

The following courses are recommended for further study:

- ITIL5 Service*
- ITIL5 Product*
- ITIL5 Experience*
- Monitor, Support and Fulfil
- Plan, implement and control
- Collaborate, assure and improve
- ITIL5 Strategy*

* To be released

Content:

Module 1	The ITIL Product and Service Lifecycle	Value stream identification, mapping, and management
Key ITIL terms and definitions	■ Introduction to ITIL Product and Service Lifecycle	■ Key concepts of value stream mapping and management
■ Product and service management	Purpose and Scope of ITIL Product and Service Lifecycle activities	■ Application of value streams
■ Experience, Strategy and Transformation		■ Purpose of value stream mapping and management
■ Service offerings	Module 4	Module 6
■ Value cocreation		
■ Service Relationships		
Module 2	The ITIL Value System	ITIL and AI
The ITIL Four Dimensions of Product and Service Management	■ Components of the ITIL Value System	■ Introduction to AI
■ Introduction to the ITIL Four Dimensions of Product and Service Management	■ The ITIL Guiding Principles	■ ITIL and AI Governance
■ Internal factors and External factors	■ Governance	Module 7
Module 3	Module 5	ITIL and other frameworks
		■ ITIL and DevOps
		■ ITIL and PRINCE2

Additional Information:

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Further Information:

For More information, or to book your course, please call us on 00 971 4 446 4987

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