ITIL® (Version 5) Foundation - Including Exam

Duration: 3 Days Course Code: ITIL5F Delivery Method: Virtual Learning

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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Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

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

Content:

Module 1

Key ITIL terms and definitions

- Product and service management
- Experience, Strategy and Transformation
- Service offerings
- Value cocreation
- Service Relationships

Module 2

The ITIL Four Dimensions of Product and Service Management

- Introduction to the ITIL Four Dimensions of Product and Service Management
- Internal factors and External factors

Module 3

The ITIL Product and Service Lifecycle

- Introduction to ITIL Product and Service Lifecycle

Purpose and Scope of ITIL Product and Service Lifecycle activities

Module 4

The ITIL Value System

- Components of the ITIL Value System
- The ITIL Guiding Principles
- Governance
- Value chain
- Management practices
- The ITIL Continual Improvement Model

Module 5

Value stream identification, mapping, and management

- Key concepts of value stream mapping and management
- Application of value streams
- Purpose of value stram mapping and management

Module 6

ITIL and AI

- Introduction to AI
- ITIL and AI Governance

Module 7

ITIL and other frameworks

- ITIL and DevOps
- ITIL and PRINCE2

Exam Prep

On the final day of the course, once the content has all been completed, the trainer will be able to go through some exam prep with you to ensure the class is ready to book/complete their exam. This is not available on the 2 day version, due to time restraints.

Additional Information:

ITIL® is a registered trademark of the PeopleCert group. Used under licence from PeopleCert. All rights reserved. Students will receive fully digital student kit, proctored exam voucher, and a digital core guide as standard

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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