

## 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.

The 2-day ITIL® 5 Foundation course is ideally suited for anyone who already has experience with ITIL® and wishes to obtain the certification through this shorter route. For more in-depth learning, and for participants without any ITIL® experience, we recommend the 3-day ITIL® 5 Foundation course.

The courseware and exam are currently only available in English.

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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 and this is an English exam.

## 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

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## Content:

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

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## Additional Information:

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## Further Information:

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

[info@globalknowledge.co.uk](mailto:info@globalknowledge.co.uk)

[www.globalknowledge.com/en-gb/](http://www.globalknowledge.com/en-gb/)

Global Knowledge, Mulberry Business Park, Fishponds Road, Wokingham Berkshire RG41 2GY UK