

ITIL® 5 Foundation

Description

The **ITIL 5 Foundation Training** provides a comprehensive and exam-focused introduction to the modern service management framework defined by **ITIL 5**. Throughout the program, participants gain a solid understanding of **ITIL 5 core concepts**, its value-driven approach, and the strategic perspective it brings to organizations operating in today's digital environment.

ITIL 5 redefines digital product and service management through a holistic system approach centered on value creation. This training covers the **ITIL 5 Value System (ITIL 5 VS)**, the **ITIL 5 Guiding Principles**, the **ITIL 5 Service Value Chain**, and the **ITIL 5 Four Dimensions model** in detail. Participants will understand how ITIL 5 is applied within organizations and how ITIL 5 integrates with modern practices such as Agile and DevOps.

The ITIL 5 Foundation course addresses key areas including service relationships, governance structures, continual improvement, and ITIL 5 management practices. Throughout the training, ITIL 5 terminology is explained in a clear and structured manner, exam-relevant concepts are emphasized, and participants are fully prepared for the ITIL 5 Foundation certification exam.

By the end of this training, participants will be able to:

- Clearly define ITIL 5 core concepts
- Explain the structure and operation of the ITIL 5 Value System
- Apply ITIL 5 Guiding Principles to organizational scenarios
- Understand the ITIL 5 Service Value Chain and management practices
- Interpret the ITIL 5 Continual Improvement model
- Be fully prepared for the ITIL 5 Foundation certification exam

Outline

Module 1: Key Concepts of Digital Product and Service Management

- Service, product, and value concepts
- Difference between output and outcome
- Value co-creation
- Organization, stakeholder, and customer concepts

Module 2: Service Relationships

- Service provider and consumer roles
- Service offerings
- Service relationship model
- Value stream perspective

Module 3: ITIL Value System (ITIL VS)

- ITIL Value System components
- Opportunity/demand - value transformation
- System approach

Module 4: Governance

- Governance structure
- Strategic direction
- Performance and risk relationship

Module 5: ITIL Guiding Principles

- Focus on value
- Start where you are
- Progress iteratively with feedback
- Collaborate and promote visibility
- Think and work holistically
- Keep it simple and practical
- Optimize and automate

Module 6: Service Value Chain and ITIL Management Practices

- Service Value Chain activities
- Plan, Improve, Engage, Design & Transition, Obtain/Build, Deliver & Support
- Categories of ITIL management practices

- General, service, and technical practices

Module 7: Value Streams, Mapping and Management

- Value stream concept
- Value stream mapping
- Process flow logic
- Fundamental management approach

Module 8: Continual Improvement

- Continual improvement model
- Measurement and metrics approach
- Improvement steps

Module 9: The Four Dimensions of Product and Service Management

- Organizations and people
- Information and technology
- Partners and suppliers
- Value streams and processes

Module 10: ITIL and Integration with Other Frameworks

- Relationship with Agile
- Relationship with DevOps
- Alignment with COBIT and ISO/IEC 20000

Prerequisites

Familiarity with IT terminology and IT-related work experience are recommended.