

ITIL® 5 Foundation

Duration: 2 Days · **Training format:** Virtual Classroom / Online

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.