ITIL 5 Foundation

Course Duration: 3 Days
Exam Reference: PeopleCert ITIL 5 Foundation Certificate

Course Overview

This foundational course introduces modern *digital product and service management* under ITIL Version 5. It teaches key concepts, models, principles, and frameworks that help learners understand how organizations deliver value through services and products. The course prepares candidates to confidently sit the official PeopleCert ITIL 5 Foundation exam.

Prerequisites

- There are no formal prerequisites for the PeopleCert ITIL 5 Foundation exam.
- Basic understanding of IT, service management, or business operations is beneficial but not mandatory.

Course Objectives

At the end of this course, learners will be able to:

- Explain key ITIL 5 concepts and terminology related to digital product and service management.
- Describe how value is co-created through service relationships.
- Understand the ITIL Value System and how its components (guiding principles, governance, value chain, management practices, continual improvement) integrate.
- Explain the Four Dimensions of Product & Service Management.
- Map and manage value streams for effective delivery and outcomes.
- Apply guiding principles to real-world scenarios.
- Prepare to successfully attempt the PeopleCert ITIL 5 Foundation exam.

Contact Us

📞
800.674.3550

📍
2151 W. Hillsboro Blvd., Ste 210
Deerfield Beach, FL 33442

Connect With Us

in 𝕏 f

ITIL 5 Foundation

Course Outline

Module 1 — Introduction & Course Orientation

- Welcome and course logistics
- Framework history: Evolution from ITIL 4 to ITIL 5
- What's new in ITIL Version 5 and why it matters
- Exam format and preparation tips

Module 2 — Core ITIL 5 Concepts

- Digital products vs digital services
- Value, outcomes, cost, risk
- Service offerings, service interactions, service relationships
- Experience in the service context

Module 3 — Product & Service Lifecycle

- Lifecycle stages overview
- Roles of product and service lifecycle activities
- How the lifecycle supports value delivery

Module 4 — ITIL Value System

- Components: guiding principles, governance, value chain activities, management practices, continual improvement
- Understanding how the value system drives outcomes

Module 5 — Guiding Principles

- Introduction to ITIL 5 guiding principles
- Applying principles to case examples
- Real-world scenarios and decision frameworks

Module 6 — Four Dimensions of Product & Service Management

- Organizations & People
- Value Streams & Processes
- Information & Technology
- Partners & Suppliers

- Balancing dimensions for holistic management

Module 7 — Value Streams & Mapping

- Defining value streams and the purpose of mapping
- Analyzing flow and optimization opportunities
- Practical exercises on value stream mapping and improvement

Module 8 — Continual Improvement

- Continual Improvement Model
- Embedding continuous improvement in day-to-day work
- Metrics, feedback loops, and governance elements

Module 9 — ITIL 5 in Practice

- Applying ITIL 5 in modern digital, Agile, and DevOps environments
- Integration points with other frameworks (e.g., Agile, Lean, DevOps)

Module 10 — Exam Preparation & Sample Questions

- Practice questions and mock exam review
- Key themes likely to be on the PeopleCert exam
- Tips, strategies, and closing review