ITIL® (Version 5) Foundation

COURSE CODE	DURATION	LEVEL
ITIL5	3 days	Foundation

Course Overview

This course provides IT leaders, practitioners, support staff, and employees who interact with an organisation's digital and information systems functions with a practical understanding of the key concepts, common language, principles, and practices required to manage modern IT-enabled services successfully. It also prepares participants for the ITIL® Foundation Certificate examination. The course is based on the ITIL® Version 5 best-practice value system featured in the 2026 guidelines.

Target Audience

This course is intended for:

- IT professionals at all levels.
- Professionals involved in designing, building, delivering, supporting, or managing modern digital products and services.
- IT leaders, service management practitioners, support teams, and staff who work with digital and information systems functions.

Course Objectives

Upon successful completion of this course, participants will be able to:

- Understand the key concepts of digital product and service management.
- Understand service relationships.
- Explain the ITIL Four Dimensions of Product and Service Management.
- Understand the ITIL Value System (ITIL VS).
- Explain how the ITIL Guiding Principles help an organisation adopt and adapt service management.
- Understand the ITIL Product and Service Lifecycle Model and its value chain activities.
- Understand ITIL Management Practices.
- Understand the benefits of value stream mapping and management.
- Understand how AI affects ITIL, the role of AI governance, and how ITIL interacts with PRINCE2® and DevOps.

Course Content

Module 1: Key ITIL Terms and Definitions

- Product and service management
- Experience, strategy, and transformation
- Service offerings

- Value co-creation
- Service relationships

Module 2: The ITIL Four Dimensions of Product and Service Management

- Introduction to the four dimensions
- Internal and external factors

Module 3: The ITIL Product and Service Lifecycle

- Introduction to the ITIL Product and Service Lifecycle
- Purpose and scope of 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 stream mapping and management

Module 6: ITIL and Artificial Intelligence

- Introduction to AI
- ITIL and AI governance

Module 7: ITIL and Other Frameworks

- ITIL and DevOps
- ITIL and PRINCE2®

Examination Preparation

- On the final day, after the course content has been completed, the trainer reviews examination preparation to help participants get ready to schedule and complete their exam. This preparation is not available on the two-day version due to time constraints.

Course Prerequisites

There are no prerequisites for this course.

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