

ITIL5F: ITIL Foundation (Version 5)

Overview

Build a strong foundation in digital product and service management. Learn the core concepts and practices needed to deliver value across the full lifecycle in today's complex, AI-enabled environments.

- ITIL is the most widely adopted framework for managing technology-based services and creating value for stakeholders.
- ITIL has evolved beyond IT service management into a best-practice framework for digital product and service management.

Delve into the core ITIL principles and practices. Future-proof your career with in-demand skills and reach attractive roles spanning product, service, experience, strategy and transformation.

Course Objectives

By the end of this course, participants 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 how the ITIL Guiding Principles can help an organization adopt and adapt service management
- Understand the ITIL Value System (ITIL VS)
- 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)

Duration

3 Days

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Target Audience

- Individuals at the start of their journey in Service Management ITSM Managers and aspiring ITSM Managers
- Individuals working in other parts of IT (digital, product, development) with strong interface with service delivery
- Existing ITIL qualification holders wishing to update their knowledge

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Course Topics

Day 1

Time	Module	Topic Coverage
8:30AM – 9:00AM	Registration	-
9:00AM – 10:30 AM	Module 1: Key Concepts of Digital Product and Service Management	- Define digital product and service management and its purpose - Define product, service, digital product, and digital service as key concepts - Define the ITIL product and service lifecycle as a core concept of digital product and service management
10:30AM – 10.45 AM	Tea Break	-
10:45AM – 12:30 PM	Module 1: Key Concepts of Digital Product and Service Management (continue)	- Define service offerings and service interactions - Explain how service offerings and service interactions support service consumption - Define value, value co-creation, cost, and risk in service management - Understand the difference between outputs and outcomes.
12.30PM – 1:30 PM	Lunch Break	-
1.30PM – 3:30PM	Module 2: Service Relationships	- Explain how utility, warranty, user experience, and sustainability contribute to value co-creation - Define key service relationship concepts, including service provider, service consumer, digital product vendor, service journey, service quality, service level, and service level agreement (SLA) - Define basic, cooperative, and collaborative service relationships
3:30PM – 3:45PM	Tea Break	-
3:45PM – 5:00PM	Module 2: Service Relationships (continue)	- Understand the differences between service providers, service consumers, and digital product vendors - Understand the differences between basic, cooperative, and collaborative service relationships.

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Day 2

Time	Module	Topic Coverage
8:30AM – 9:00AM	Registration	-
9:00AM – 10:30 AM	Module 3: The ITIL Value Systems (ITIL VS)	- Know the components of the ITIL value system and their role in an organization, including guiding principles, governance, the value chain, management practices, and continual improvement - Explain the ITIL value system and its purpose in enabling value co-creation through products and services.
10:30AM – 10:45 AM	Tea Break	-
10:45AM – 12:30 PM	Module 4: Governance	- Define governance and its role in directing and controlling an organization - Explain the enabling nature of governance and the key activities through which governance supports value co-creation.
12:30PM – 1:30 PM	Lunch Break	-
1:30PM – 3:30PM	Module 5: ITIL Guiding Principles	- Explain how feedback contributes to value co-creation - Explain how the ITIL guiding principles should be applied in different contexts - Describe how the ITIL guiding principles interact to support effective decision-making and continual improvement.
3:30PM – 3:45PM	Tea Break	-
3:45PM – 5:00PM	Module 6: Value Chain and ITIL Management Practices	- Identify the purpose of each ITIL product and service lifecycle activity within the value chain - Recall key terms and definitions related to value chain activities - Explain how value chain activities are supported by management practices to enable value creation - Understand the role of management practices within the ITIL value system - Explain the structure and benefits of the official ITIL practice guides.

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Day 3

Time	Module	Topic Coverage
8:30AM – 9:00AM	Registration	-
9:00AM – 10:30 AM	Module 7: Value Streams, Mapping and Management	- Know the purpose and key concepts of value stream mapping and management - Understand the relationship between digital value stream mapping and value stream management.
10:30AM – 10:45 AM	Tea Break	-
10:45AM – 12:30 PM	Module 8: Continual Improvement	- Describe continual improvement within the ITIL Value System and its role in organizations - Understand the steps of the ITIL Continual Improvement Model.
12:30PM – 1:30 PM	Lunch Break	-
1:30PM – 3:30PM	Module 9: The Four Dimensions of Product and Services Management	- Explain the ITIL Four Dimensions of Product and Service management and their importance in a holistic approach - Understand how AI can assist in the product and service development lifecycle - Understand the ITIL AI Capability Model.
3:30PM – 3:45PM	Tea Break	-
3:45PM – 5:00PM	Module 10: ITIL and Other Frameworks Integration	- Understand how ITIL and Devops complement each other across the product and service lifecycle - Recognize how ITIL practices can effectively collaborate with Devops ways of working - Understand why project management is important when applying ITIL practices - Understand how ITIL can be combined with PRINCE2 Project Management or PRINCE2 Agile to deliver products and services effectively.