

# ITIL® 5 Foundation

**Duration**  
3 Days (24 Hours)

**Price**  
1.050,00 €

This ITIL® Foundation (Version 5) certification class is the first course in the ITIL (Version 5) certification scheme and is a prerequisite for all other ITIL courses. This course provides the key concepts of digital product and service management and establishes a common language for effective practice across organizations.

Digital technology and digital transformation have, and are, causing a fundamental shift in how organizations create value. This shift goes beyond modernizing IT to changing how products and services are designed, delivered, and continually improved. ITIL (Version 5) represents an evolution from traditional IT management to digital product and service management and unifies these approaches into a single lifecycle.

ITIL Foundation (Version 5) provides an overview of the ITIL framework, including its guiding principles, core models, and fundamental concepts, and explains how these elements support a focus on value, outcomes, and experience.

This 3-day certification course enables learners to understand how value is co-created through the effective management of products and services, and how organizations apply ITIL guidance to improve performance, collaboration, outcomes, and experience. It also provides learners with insights into how they can improve their work and the work of their organization with ITIL guidance.

## Learning Objectives

Key concepts of digital product and service management  
How value is co-created with consumers and partners  
The ITIL product and service lifecycle model

The ITIL value system

The ITIL value chain

The four dimensions of Product and Service Management  
The ITIL Management Practices

The ITIL guiding principles

 **What Will I Learn?**

 **Who is it for?**

 **Related Information**

## Course Outline

### 1 - KEY CONCEPTS OF DIGITAL PRODUCT AND SERVICE MANAGEMENT

- The following concepts are covered in both the instructor-led and adaptive virtual academy training options. The outline follows the instructor-led training schedule; adaptive modules are broken down further for bite-sized learning.

- Product and service management Service offerings
- Value co-creation
- Key ITIL Concepts & Definitions

## 2 - SERVICE RELATIONSHIPS

- Value co-creation. Service relationships

## 3 - THE ITIL VALUE SYSTEM (ITIL VS)

- Components of the ITIL Value System
- Explain the ITIL Value System (ITIL VS) and its purpose in enabling value co-creation through products and services.

## 4 - GOVERNANCE

- Define governance and its role in directing and controlling an organization. Explain the enabling nature and the activities of governance

## 5 - THE ITIL GUIDING PRINCIPLES

- Value co-creation: Explain how feedback contributes to value co-creation
- Explain the ITIL Guiding Principles
- 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.

## 6 - VALUE CHAIN AND ITIL MANAGEMENT PRACTICES

- Introduction to ITIL Product and Service Lifecycle
- Purpose and Scope of ITIL Product and Service Lifecycle activities
- Value chain Management practices

## 7 - VALUE STREAMS: MAPPING AND MANAGEMENT

- Key concepts of value stream mapping and management
- Application of value streams
- Purpose of value stream mapping and management
- Understand the relationship between digital value stream mapping and value stream management.

## 8 - CONTINUAL IMPROVEMENT

- The ITIL Continual Improvement Model
- Understand the steps of the ITIL Continual Improvement Model
- Describe continual improvement within the ITIL Value System and its role in the organization

## 9 - THE FOUR DIMENSIONS OF PRODUCT AND SERVICE MANAGEMENT

- Introduction to the ITIL Four Dimensions of Product and Service Management Internal factors and External factors
- Introduction to AI
- ITIL AI Governance

## 10 - ITIL AND OTHER FRAMEWORKS INTEGRATION

- ITIL and DevOps ITIL and PRINCE2