

ITIL FOUNDATION

(Version 5)

WHAT IS ITIL 5 ?

- ITIL Foundation (Version 5) is the latest evolution of the most widely adopted guidance for service management. Its audience ranges from IT and business students taking their first steps in service management to seasoned professionals familiar with earlier versions of ITIL and other sources of industry best practice. It is ideal for individuals seeking to understand modern service management frameworks, including those in DevOps, Agile, or AI-driven environments.

BENEFITS OF ITIL 5

Modernized Focus: Shifts focus from just ITSM to managing products, services, and digital experiences together.

- AI-Ready Governance: Integrates AI and automation, helping organizations adopt, manage, and scale these technologies responsibly.
- End-to-End Value Streams: Promotes seamless, collaborative, and, efficient workflows breaking down operational silos.
- Improved Flexibility: Designed to be more adaptable to rapid changes, supporting, DevOps and Agile ways of working.



WHO SHOULD ATTEND?

This course is for professionals seeking the opportunity to enhance their career by achieving certification in ITIL 5 Foundation. This course is especially useful for:

- IT & Service Professionals
- Product & Project Managers
- Application Developers
- Business Process Professionals
- Systems Integrators
- Business Analysts
- IT Operations Managers
- Service Desk Managers

LEARNING OBJECTIVES

- Key Concepts of Service Management, Incident management, Problem management, Change enablement, Service request management, Service level management
- Define service, value, outcome, cost, and risk
- Explain how IT services create business value
- Describe the purpose and components of the Service Value System
- Identify and explain the activities of the service value chain
- Recognize the importance of communication, teamwork, and stakeholder engagement



COURSE CONTENT

Unit 1: Evolving IT Service Management
1.1 ITIL publications.
1.2 ITIL ecosystem
1.3 Benefits of ITIL for enterprises
1.4 Benefits of ITIL for managed service providers
1.5 Benefits of ITIL for digital product vendors
1.6 Benefits of ITIL for digital product and service management professionals

Unit 2: Organizations and people
2.1 Workflows in ITIL
2.2 Optimizing workflows for complexity.
2.3 Information and technology.
2.4 Technology
2.5 Artificial Intelligence
2.6 Data, information, and knowledge
2.7 Ensuring value from technology
2.8 Partners and suppliers.

Unit 3: Key concepts of digital product and service management
3.1 The service economy
3.2 Service value
3.3 Outcomes
3.4 Costs
3.5 Risks
3.6 Digital services and digital products.
3.7 Service relationships
3.8 Roles representing a service consumer organization
3.9 Types of service relationship
3.10 Service journey and service quality

Unit 4: The ITIL Product and Service Lifecycle.
4.1 The ITIL Product and Service Lifecycle and lifecycle management activities.
4.2 Introduction to the 'discover' activity
4.3 How the 'discover' activity is performed
4.4 Introduction to the 'build' activity is perform
4.5 How the 'transition' activity is performed.
4.6 How the 'operate' activity is performed.
4.7 How the 'deliver' activity is performed.
4.8 Introduction to the 'support' activity

Unit 5: Introduction to the ITIL Value System
5.1 The ITIL Guiding Principles
5.2 Governance.
5.3 Value chain
5.4 Practices.
5.5 Continual improvement.

Unit 6: Identifying, mapping, and managing value streams.
6.1 Why value streams.
6.2 Value streams of digital organizations.
6.3 Value stream mapping.
6.4 Value stream management

Unit 7: Summary and exam preparation Summarize the course concepts and help you prepare to pass the optional ITIL 5 Foundation certification exam



CERTIFICATION

- ITIL Foundation (Version 5) Certification Information:
- Exam Duration : 60 Minutes
- Exam Format : Multiple Choice
- Number of Questions : 40
- Exam Pass Mark : 26 out of 40(65%)
- Electronic Devices Permitted : No
- Open Book : No

PREREQUISITE

- There is no defined eligibility criterion for ITIL Foundation exam. Professionals, who require a basic understanding of the ITIL framework and are willing to enhance the quality of IT Service Management within an organization, can opt for ITIL Foundation certification.

WISELEARNER