ITIL® 5 - Foundation with exam

Audience: Pour tous

Who is this training for?

This course is intended for: IT and service management professionals; managers and professionals responsible for digital products or services; professionals involved in service delivery, support, or improvement; individuals working with Agile, DevOps, or digital transformation teams; anyone seeking foundational knowledge of ITIL® Version 5 or the corresponding certification.

Training objectives

By the end of this course, participants will be able to:

- understand the fundamental concepts of digital product and service management;
- explain the principles of value creation and co-creation;
- understand the four dimensions of product and service management;
- explain the ITIL Value System; understand and use the ITIL guiding principles;
- identify the key activities of the product and service lifecycle;
- understand the role of ITIL management practices;
- understand the importance of continual improvement; prepare for the ITIL® Foundation (Version 5) certification exam.

Summary

This course introduces the fundamental concepts of ITIL® Version 5 and provides an overall understanding of modern digital product and service management principles. Participants will learn how organizations create and co-create value, manage products and services throughout their lifecycle, and continually improve performance. The course also explores how ITIL has evolved to support modern digital environments, including data, automation, and artificial intelligence. It prepares participants for the official PeopleCert ITIL® Foundation (Version 5) certification exam.

Course outline

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1. Digital Product and Service Management Concepts

- Fundamental concepts related to digital products and services
- Value creation
- Managing products and services throughout their lifecycle
- Continual improvement

2. Value Creation and Co-creation

- Interactions among providers, consumers, and stakeholders
- Outcomes and value creation
- Costs and risks
- Experience and sustainability

3. The Four Dimensions of Product and Service Management

- Organizations and people Information and technology
- Partners and suppliers
- Value streams and processes

4. The ITIL Value System

- Guiding principles
- Governance
- Value chain activities
- Management practices
- Continual improvement

5. The ITIL Guiding Principles

- Using the principles to guide decision-making
- Collaboration
- Adapting ITIL practices to different organizational and digital contexts

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6. Product and Service Lifecycle

- Discovery
- Design
- Operation
- Delivery
- Support
- Interactions among lifecycle activities to support value creation

7. ITIL Management

- Practices
- Role of management practices
- Use of practices within the organization ITIL practice guides
- Supporting consistent and effective ways of working

8. Continual Improvement Continual improvement principles

- Continual improvement model
- Structured improvement approach
- Contribution to organizational performance and long-term success

Approach and methodology

The course uses a structured and interactive approach combining:

- instructor-led presentations introducing ITIL® Version 5 concepts and principles;
- practical examples connecting concepts to organizational realities and digital environments;
- discussions with the instructor to encourage understanding and experience sharing;
- activities and exercises to validate knowledge;
- scenarios illustrating the application of ITIL principles;
- reviews and practice questions to prepare for the certification exam.

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Prerequisites

No formal prerequisites are required. This course is the entry point to the ITIL® Version 5 certification pathway.

Recommendations

General knowledge of IT environments, digital services, or organizational operations is an asset but is not required.

Certifications

The course prepares participants for the official PeopleCert ITIL® Foundation (Version 5) exam. The official exam voucher is included with the course.

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