

## SM-ITILF5 ITIL® FOUNDATION V5 (EXAM INCLUDED)



| DURATION | LEVEL      | TECHNOLOGY | DELIVERY METHOD | TRAINING CREDITS |
|----------|------------|------------|-----------------|------------------|
| 2 Days   | Foundation | ITIL®      | Instructor Led  | NA               |

### INTRODUCTION

ITIL® Foundation (Version 5) introduces candidates to the key concepts of digital product and service management and establishes a common language for effective practice across organizations. It provides an overview of the ITIL framework, including its guiding principles, core models, and fundamental concepts, and explains how these elements are used to create, deliver, and continually improve products and services.

ITIL Foundation (Version 5) enables candidates 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, and outcomes. It also explains how the ITIL framework has evolved to support modern technologies, data-driven decision-making, automation, artificial intelligence, and contemporary ways of working, while remaining adaptable to different organizational contexts and levels of maturity.

### AUDIENCE PROFILE

This course is aimed at:

- 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.

### PREREQUISITES

There are no specific pre-requisites however some appreciation of the ideas and principles of services may be useful.

### COURSE OBJECTIVES

What skills will you acquire?

- **Lifecycle thinking:** Embrace a 'lifecycle mindset' to make smarter decisions, anticipate changes, reduce technical debt, improve service continuity, and keep teams aligned while leaving silo mentality behind.
- **Continuous improvement mindset:** Build practical skills to embed continual improvement into everyday work, foster a growth mindset, and swiftly adapt to change in fast-paced digital environments.
- **Collaborative, value-focused working:** Strengthen collaboration across roles and teams by aligning with modern, team-based delivery and focusing on shared outcomes, transparency, end-to-end value streams, and value co-creation.

### COURSE CONTENT

#### Module 1: Course Introduction

- Let's Get to Know Each Other
- Course Overview
- Course Learning Objectives
- Course Structure
- Course Agenda
- Introduction to ITIL®
- The ITIL Car Rental Scenario

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

- Culture
- Leadership
- Organizational structure
- Skills and competencies
- Organizations, People and AI
- Value streams and processes
- Workflows in ITIL
- Optimizing workflows for complexity

- Information and technology
- Technology
- Artificial intelligence
- Data, information, and knowledge
- Partners and suppliers

#### Module 3: Key concepts of digital product and service management

- The service economy
- Service value
- Outcomes
- Costs
- Risks
- Digital services and digital products
- Service relationships
- Service relationship roles
- Roles representing a service consumer organization

- Types of service relationships
- Service journey
- Service quality
- Service level agreements

#### Module 4: The ITIL Product and Service Lifecycle

- The ITIL Product and Service Lifecycle and lifecycle management activities
- Discover: Introduction to the 'discover' activity
- How the 'discover' activity is performed
- Design: Introduction to the 'design' activity
- Human-centred design
- How the 'design' activity is performed
- Acquire: Introduction to the 'acquire' activity

- How the 'acquire' activity is performed
- Build: Introduction to the 'build' activity
- How the 'build' activity is performed
- Transition: Introduction to the 'transition' activity
- How the 'transition' activity is performed
- Operate: Introduction to the 'Operate' activity
- How the 'Operate' activity is performed
- Support: Introduction to the 'Support' activity
- How the 'Support' activity is performed

## Module 5: The ITIL Value System

- Introduction to the ITIL Value System
- The ITIL Guiding Principles
- Focus on value
- Who is the service consumer?
- Applying the principle
- Start where you are
- The influence of measurement
- Progress iteratively with feedback
- The role of feedback
- Combining iteration and feedback

- Applying the principle
- Collaborate and promote visibility
- Whom to collaborate with
- Increasing visibility
- Applying the principle
- Think and work holistically
- Applying the principle
- Keep it simple and practical
- Conflicting objectives
- Applying the principle
- Optimize and automate
- The road to optimization
- Using automation and AI
- Applying the principle
- Principles interaction
- Governance: Governing bodies and governance
- Governance patterns
- Governance in the ITIL VS
- Value chain: Operating models and value chains
- The value chain patterns
- Internal IT organizations
- Commercial product vendors and service providers
- Summary of the value chain patterns
- Practices: ITIL Official Practice Guides
- Continual improvement: ITIL Continual Improvement Model

- Step 1: What is the vision?
- Step 2: Where are we now?
- Step 3: Where do we want to be?
- Step 4: How do we get there?
- Step 5: Take action
- Step 6: Are we getting there?
- Step 7: How do we keep the improvements relevant?

## Module 6: Identifying, mapping, and managing value streams

- Why value streams
- Value streams of digital organizations
- Value stream mapping
- Value stream management

## Module 7: Next Steps

- Improving organizations
- Designing a value system
- Evaluating and improving a value system
- Improving value for stakeholders
- The Problem Management Practice
- Improving professional capabilities
- Professional development
- Beyond ITIL

## ASSOCIATED CERTIFICATIONS & EXAM

This course is designed to prepare students to take the ITIL® 5 Foundation Examination in IT Service Management. Successfully passing this exam will result in the attainment of the ITIL® 5 Foundation Certificate in IT Service Management.

### Exam Format:

- 40 questions, multiple choice examination
- Closed Book
- Duration: 60 minutes
- Minimum required score to pass: 65%
- Certification renewal: every 3 years

## BOOK YOUR COURSE & EXAM

### Please Note:

The ITIL® 5 Foundation course bundle includes the ITIL® 5 Foundation examination and will be quoted and purchased together.