

" ITIL® Foundation (Version 5)

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Course Introduction

ITIL® Foundation (Version 5) introduces learners to the essential concepts of digital product and service management and the globally recognized ITIL framework. The course explains how organizations co-create value through effective management of products and services, using ITIL's guiding principles, four dimensions, product and service lifecycle, and value system. It provides a common language and structured approach for improving service quality, governance, collaboration, and continual improvement, while also addressing modern practices such as automation, AI, and integration with frameworks like DevOps and PRINCE2®. This training prepares participants to understand, apply, and confidently sit for the ITIL® Foundation v5 certification exam.

ITIL Foundations & Core Concepts

1. Introduction to ITIL v5

- Overview of ITIL framework evolution
- Digital product & service management context
- Benefits of ITIL for organizations and professionals
- ITIL v5 certification & exam overview

2. Key ITIL Terms & Definitions

- Products vs Services
- Digital products & digital services
- Utility, warranty, user experience, sustainability
- Continual improvement
- ITIL Product & Service Lifecycle (overview)

3. Experience, Strategy & Transformation

- Experience concepts: UX, CX, trust, digital experience
- Strategy concepts: vision, mission, purpose, digital strategy, VUCA

- Transformation concepts: change, transformation, BAU

4. Service Offerings & Value Co-Creation

- Service offerings & service interactions
- Service actions, transfer of goods, access to resources
- Value, cost, risk, output & outcome
- Value co-creation and feedback loops

5. Service Relationships

- Service provider, service consumer, digital product vendor
- Sponsor, customer, user roles
- Service relationships: basic, cooperative, collaborative
- Service journey, service quality & SLAs

6. ITIL Four Dimensions of Product & Service Management

- Organizations & people
- Partners & suppliers
- Information & technology
- Value streams & processes
- PESTLE factors and holistic thinking

ITIL Value System, Lifecycle & Modern Context

7. ITIL Product & Service Lifecycle

- Lifecycle activities:
 - Discover
 - Design
 - Acquire
 - Build
 - Transition
 - Operate
 - Deliver
 - Support
- Iterative and non-linear nature of lifecycle activities

8. ITIL Value System (IVS)

- Components of the ITIL Value System
- Governance

- Value chain
- Management practices
- Continual improvement

9. ITIL Guiding Principles

- Focus on value
- Start where you are
- Progress iteratively with feedback
- Collaborate and promote visibility
- Think and work holistically
- Keep it simple and practical
- Optimize and automate
- Interaction and combined use of guiding principles

10. Value Chain & Management Practices

- Value chain concepts and key terms
- Incidents, problems, errors, known errors
- CI/CD, SRE, observability
- Operating model & success metrics
- Overview of ITIL practice groups and practice guides

11. Continual Improvement Model

- Steps of the continual improvement model
- Role of continual improvement in ITIL Value System
- Metrics & critical success factors (CSFs)

12. Value Streams

- Core vs enabling value streams
- Value stream mapping & management
- Complexity thinking
- Elements of a value stream map

13. ITIL, AI & Other Frameworks

- AI concepts: AI, GenAI, Agentic AI
- AI in product & service lifecycle
- ITIL AI governance & capability model
- ITIL with DevOps
- ITIL with PRINCE2®

