



Course Title: ITIL® (Version 5) Foundation 3 day	Course Duration: 3.0 Days
Exam: Included	Exam Type: Proctored Exam
Qualification: ITIL® (Version 5) Foundation Certificate In IT Service Management (ITSM)	

Course Syllabus

Course structure: This instructor-led course follows the official ITIL® Foundation (Version 5) syllabus and training materials. It combines short lectures, group discussion, scenario-based activities (ITIL Car Rental), knowledge checks, and exam practice.

Module 1: Key concepts of digital product and service management

- Digital product & service management: product, service, digital product, digital service
- Service offerings and service interactions (service actions, transfer of goods, access to resources)
- Value and value co-creation: outcomes, costs, risks; outputs vs outcomes
- Utility, warranty, user experience (UX) and sustainability
- Feedback as an input to improvement

Module 2: Service relationships

- Key roles and responsibilities: organization, service provider, service consumer, digital product vendor
- Sponsor, customer and user roles
- Service relationships (basic, cooperative, collaborative)
- Service journey, service quality, service levels and service level agreements (SLAs)

Module 3: The ITIL Value System (ITIL VS)

- Purpose of the ITIL Value System and how it supports value creation
- Core components: guiding principles, governance, value chain, management practices, continual improvement
- How the ITIL VS connects strategy, delivery, operations, and improvement

Module 4: Governance

- What governance is and why it matters for digital product and service management
- Governance activities: evaluate, direct, and monitor
- Enabling governance (rather than “controlling by exception”) in modern digital environments

Module 5: 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
- Using principles together and balancing trade-offs

Module 6: Value chain and ITIL management practices

- The ITIL Product and Service Lifecycle activities: discover, design, acquire, build, transition, operate, deliver, support
- How lifecycle activities relate to value chain flow and success metrics
- Key terms used across the lifecycle (e.g., incidents/events, releases/testing, CI/CD, reliability and observability)
- Management practices: purpose, practice groups, and how practices enable value creation
- How to use ITIL Practice Guides, metrics, and critical success factors (CSFs)

Module 7: Value streams – identification, mapping and management

- Value stream concepts: value stream, core value stream, enabling value stream
- Value stream mapping: identify, map the “as-is”, analyse, design the “to-be”, plan improvements
- Value stream management: sustaining flow, measurement, and continuous optimisation
- Complexity thinking and why value streams change over time

Module 8: Continual improvement

- The ITIL Continual Improvement Model (steps and how to use them)
- Embedding continual improvement into everyday work
- Using measurement and feedback loops to keep improvements relevant

Module 9: The Four Dimensions of Product and Service Management

- Organizations and people
- Information and technology
- Partners and suppliers
- Value streams and processes
- External factors (PESTLE) and applying a holistic, balanced approach

Module 10: ITIL, AI, and integration with other frameworks

- How AI and automation affect digital product and service management
- AI governance fundamentals and why responsible AI matters
- How ITIL complements DevOps across the lifecycle
- Why project management matters in ITIL, and how ITIL aligns with PRINCE2 / PRINCE2 Agile

Exam preparation and practice

- Exam format and question styles (standard, missing word(s), list, and occasional negative questions)
- Timed practice with sample questions and review of rationales



- Revision checklist aligned to syllabus weightings

Course Overview

ITIL® (Version 5) Foundation introduces the key concepts of digital product and service management and establishes a common language for creating value with digital products and services. The course covers the ITIL Product and Service Lifecycle, the ITIL Value System, guiding principles, the four dimensions, value streams, continual improvement, and how ITIL integrates with AI, DevOps, and PRINCE2.

Course Learning Outcomes

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

- Explain the key concepts of digital product and service management and value co-creation
- Describe service relationships, roles, and service journeys
- Understand the ITIL Value System, governance, guiding principles, and continual improvement
- Describe the ITIL Product and Service Lifecycle and its activities
- Understand the ITIL Four Dimensions of Product and Service Management
- Explain value streams, value stream mapping, and value stream management
- Understand how ITIL relates to AI (including AI governance) and how it integrates with DevOps and PRINCE2

Audience

This course is designed for professionals who need an understanding of digital product and service management, including IT service management practitioners, operations and support teams, product and experience teams, and anyone seeking ITIL® Foundation (Version 5) certification.

Entry-Level Requirements

There are no formal entry-level requirements for our ITIL® (Version 5) Foundation training course.

Recommended Reading

You will be sent joining instructions and pre-course information before our ITIL® (Version 5) Foundation training course.

What's Included

Our ITIL® (Version 5) Foundation training course includes the following materials:

- Pre-reading
- A Full ITIL® (Version 5) Foundation Course Manual
- ITIL® (Version 5) Official Core Guidance (eBook Format)
- Quizzes
- Exercises
- ITIL® (Version 5) Foundation Exam Voucher



Exam Information

ITIL® 5 Foundation Examination:

The information for the ITIL® ITIL® (Version 5) Foundation examination is below:

- 1-hour duration
- 40 multiple-choice questions
- The pass mark for ITIL® ITIL® (Version 5) Foundation exam is 26/40

Read the PeopleCert Official Guidance for [Windows Devices](#) and [MacOS Devices](#) for a step-by-step guide on how to take your online proctored examination.

Your Identification Document (ID):

On the day of your exam, your Proctor will verify your ID. You are responsible for ensuring the ID used to register and take your exam is valid and acceptable. On your exam day, if you do not present valid and acceptable ID, or the First/Middle Name(s) and Last Name of your ID do not exactly match the name you used to register for your exam, you will not be allowed to test and will not be entitled to a refund. You will, however, be able to re-book your exam following the standard exam booking process. Your ID must:

- Be current and valid – ID containing dates that have expired are not allowed.
- Be an original, not a photocopy.
- Include a recognisable photo of you.
- Match the information you gave when you booked your online exam.
- Be a government-issued national/state/province identity card that is recognized by the country in which you are a citizen or permanent resident.
- Contain your Birthdate/Year.
- Contain your First/Middle Name(s) and Last Name in English (Latin) characters.

Please Note: Electronic IDs will not be accepted.

From 01 January 2023: All PeopleCert certifications will need to be renewed after three years. You can do this by retaking the examination before the renewal date, collecting professional development points via MyAXELOS or taking further certifications before the renewal date. If you make the decision to not renew your certification, you will not be removed from the Successful Candidate Register (SCR). You will remain on the Successful Candidate Register (SCR), however it will be flagged that your certification is not up to date.

What's Next

After our ITIL® ITIL® (Version 5) Foundation training course, you should consider taking the other ITIL® ITIL® (Version 5) Advanced modules as they are released over 2026 and 2027

Additional Information

ITIL® Relevance

ITIL® is used by millions of professionals globally. Businesses are built on the ITIL® framework. Every year, organisations all over the world invest heavily in adopting and adapting the ITIL® Foundation into their business practices and up-skilling their staff with ITIL® qualifications.



Therefore, you can feel reassured that ITIL® (Version 5) has been created to be compatible with the new ITIL® (Version 5) certification scheme. All existing ITIL® qualifications will remain valid until the following update and all credits gained will help you continue your ITIL® journey in the new certification scheme.

The core fundamentals and key concepts of ITIL® (Version 5) will still be as relevant to you and your business as they are today following the release of ITIL® 4. This next evolution of ITIL® is a transition from an organisation's existing investment in ITIL® and its way of working to a faster, more flexible, and adaptive approach.