ITIL® 5 Foundation Syllabus

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Course Overview

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.

Target Audience

This course is designed for anyone who needs an understanding of IT Service Management to help deliver better value to customers. It is appropriate for IT staff and management, customers who work closely with IT, and anyone seeking to prepare for the ITIL® 5 Foundation exam.

Key Topics

- Core concepts, definitions, and terminology of ITIL 5
- Structure and benefits of ITIL 5 (digital product and service management)
- The ITIL Certification path
- Key Concepts: service, value, outcomes, cost, risk, utility, warranty
- The Seven Guiding Principles
- The Four Dimensions of Product and Service Management
- The ITIL Product and Service Lifecycle (discover, design, acquire, build, transition, operate, deliver, support)
- The ITIL Value System and Value Chain
- Value Stream Identification, Mapping, and Management
- Continual Improvement
- Management Practices (General and Product & Service Management)
- ITIL and AI (Artificial Intelligence, GenAI, Agentic AI, AI Governance)

Skills Gained

After completing this ITIL 5 Foundation training course, you will:

- Understand the key concepts of digital product and service management
- Explain how value is co-created through the effective management of products and services
- Understand how the ITIL guiding principles help organizations adopt and adapt the framework
- Understand the Four Dimensions of Product and Service Management and the PESTLE factors
- Understand the ITIL Product and Service Lifecycle and its eight activities
- Understand the purpose and components of the ITIL Value System
- Understand value stream identification, mapping, and management
- Understand how AI and automation support ITIL practices and the value chain
- Understand how ITIL complements DevOps and PRINCE2
- Be prepared to sit the ITIL® 5 Foundation exam

Prerequisites

No prerequisite is required.

Duration	Level	Technology	Delivery Method
18 Hours	Foundation	IT Service Management	Instructor-Led Training

Course Outline

Module 1: Key ITIL Terms and Definitions
- Digital product and service management concepts
- Product, service, digital product, digital service, goods
- Utility, warranty, user experience, sustainability
- Service offering: service actions, transfer of goods, access to resources
- Value co-creation: value, output, outcome, cost, risk
- Service relationships: organization, service provider, service consumer, digital product vendor
- Basic, cooperative, and collaborative (partnership) service relationships
- Service journey, sponsor, customer, user roles
- Service quality, service level, Service Level Agreement (SLA)

Module 2: The ITIL Four Dimensions of Product and Service Management
- Organizations and People
- Partners and Suppliers
- Information and Technology
- Value Streams and Processes
- Holistic approach to product and service management

Module 3: The ITIL Product and Service Lifecycle
- Eight lifecycle management activities: Discover, Design, Acquire, Build, Transition, Operate, Deliver, Support
- How value chain activities enable the lifecycle
- Purpose of each lifecycle activity

Module 4: The ITIL Value System
- Components: guiding principles, governance, value chain, management practices, continual improvement
- Seven 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
- Governance: enabling nature and activities
- Value chain: key definitions (incident, event, release, service request, problem, error, known error, SRE, observability, CI/CD)
- Management practices: groups, structure, benefits, metrics, CSFs
- Continual Improvement Model: seven steps

Module 5: Value Stream Identification, Mapping, and Management
- Value stream, core value stream, enabling value stream
- Value stream mapping and management
- Elements of a value stream map

Module 6: ITIL and AI
- Artificial Intelligence (AI), AI maturity, Generative AI (GenAI), Agentic AI
- AI in the product and service development lifecycle
- AI automation throughout value chain activities
- AI governance and the ITIL AI Capability Model