ITIL® (Version 5) Foundation Training with Exam

Category: Infrastructure & IT Operations | **Vendor:** PeopleCert

Duration: 24.00 hours (3 days) **19.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format:	Instructor Led - Online
Certification:	ITIL Foundation (Version 5)
Related Exam:	ITIL-5-Foundation

Course Overview

This ITIL® Foundation (Version 5) certification class is the first course in the ITIL (Version 5) certification scheme and is a prerequisite for all other ITIL courses. This course provides the key concepts of digital product and service management and establishes a common language for effective practice across organizations. Digital technology and digital transformation have, and are, causing a fundamental shift in how organizations create value. This shift goes beyond modernizing IT to changing how products and services are designed, delivered, and continually improved. ITIL (Version 5) represents an evolution from traditional IT management to digital product and service management and unifies these approaches into a single lifecycle. ITIL Foundation (Version 5) provides an overview of the ITIL framework, including its guiding principles, core models, and fundamental concepts, and explains how these elements support a focus on value, outcomes, and experience. This 3-day certification course enables learners 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, outcomes, and experience. It also provides learners with insights into how they can improve their work and the work of their organization with ITIL guidance. Add the PeopleCert Membership+ and receive these additional benefits: 1-year PeopleCert membership + Subscription 1 Free Exam Retake

About This Course

This ITIL® Foundation (Version 5) certification class is the first course in the ITIL (Version 5) certification scheme and is a prerequisite for all other ITIL courses. This course provides the key concepts of digital product and service management and establishes a common language for effective practice across organizations. Digital technology and digital transformation have, and are, causing a fundamental shift in how organizations create value. This shift goes beyond modernizing IT to changing how products and services are designed, delivered, and continually improved. ITIL (Version 5) represents an evolution from traditional IT management to digital product and service management and unifies these approaches into a single lifecycle. ITIL Foundation (Version 5) provides an overview of the ITIL framework, including its guiding principles, core models, and fundamental concepts, and explains how these elements support a focus on value, outcomes, and experience. This 3-day certification course enables learners 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, outcomes, and experience. It also provides learners with insights into how they can improve their work and the work of their organization with ITIL guidance. Add the PeopleCert Membership+ and receive these additional benefits: 1-year PeopleCert membership + Subscription 1 Free Exam Retake

Who Should Attend

ITIL Foundation (Version 5) training is essential for individuals working in organizations committed to managing digital products, services, customer experience, and end-to-end digital operations. This includes ITSM and IT operations professionals, service managers, product managers, CX leaders, internal technical teams, digital delivery teams, enterprise leaders and transformation teams, and managed service providers. This course is also mandatory for individuals planning on certifying in advanced ITIL framework classes.

Prerequisites & Entry Requirements

General Prerequisites:

Familiarity with some aspects of IT management, product management, service management, or experience management is recommended.

Learning Outcomes

Upon successful completion of this course, participants will be able to:

Key concepts of digital product and service management How value is co-created with consumers and partners The ITIL product and service lifecycle model The ITIL value system The ITIL value chain The four dimensions of Product and Service Management The ITIL Management Practices The ITIL guiding principles

Detailed Course Outline

Module 1: Key Concepts of Digital Product and Service Management

The following concepts are covered in both the instructor-led and adaptive virtual academy training options. The outline follows the instructor-led training schedule; adaptive modules are broken down further for bite-sized learning.

- Product and service management
- Service offerings
- Value co-creation
- Key ITIL Concepts & Definitions

Module 2: Service Relationships

- Value co-creation
- Service relationships

Module 3: The ITIL Value System (ITIL VS)

- Components of the ITIL Value System
- Explain the ITIL Value System (ITIL VS) and its purpose in enabling value co-creation through products and services.

Module 4: Governance

- Define governance and its role in directing and controlling an organization
- Explain the enabling nature and the activities of governance

Module 5: The ITIL Guiding Principles

- Value co-creation: Explain how feedback contributes to value co-creation
- Explain the ITIL Guiding Principles
- Explain how the ITIL Guiding Principles should be applied in different contexts
- Describe how the ITIL Guiding Principles interact to support effective decision-making and continual improvement.

Module 6: Value Chain and ITIL Management Practices

- Introduction to ITIL Product and Service Lifecycle
- Purpose and Scope of ITIL Product and Service Lifecycle activities
- Value chain
- Management practices

Module 7: Value Streams: Mapping and Management

- Key concepts of value stream mapping and management
- Application of value streams
- Purpose of value stream mapping and management
- Understand the relationship between digital value stream mapping and value stream management.

Module 8: Continual improvement

- The ITIL Continual Improvement Model
- Understand the steps of the ITIL Continual Improvement Model
- Describe continual improvement within the ITIL Value System and its role in the organization

Module 9: The Four Dimensions of Product and Service Management

- Introduction to the ITIL Four Dimensions of Product and Service Management
- Internal factors and External factors
- Introduction to AI
- ITIL AI Governance

Module 10: ITIL and other frameworks integration

- ITIL and DevOps
- ITIL and PRINCE2

□□ Certification Path

ITIL Foundation (Version 5)

Exam: ITIL-5-Foundation

Upcoming Schedule

Available training dates for ITIL® (Version 5) Foundation Training with Exam:

Start Date	End Date	Location	Delivery	Price
16 Nov 2026	18 Nov 2026	Online	Virtual	€1,995.00
23 Nov 2026	25 Nov 2026	Online	Virtual	€1,995.00
23 Nov 2026	25 Nov 2026	Virtual Classroom - https://eu01web.zoom.us/j/62403165060	Virtual	€995.00
01 Dec 2026	03 Dec 2026	Online	Virtual	€1,995.00
09 Dec 2026	11 Dec 2026	Online	Virtual	€1,995.00
15 Dec 2026	17 Dec 2026	Online	Virtual	€1,995.00
21 Dec 2026	23 Dec 2026	Online	Virtual	€1,995.00
29 Dec 2026	31 Dec 2026	Online	Virtual	€1,995.00
05 Jan 2027	07 Jan 2027	Online	Virtual	€1,995.00
18 Jan 2027	20 Jan 2027	Virtual Classroom - Zoom	Virtual	€995.00
10 Feb 2027	12 Feb 2027	Virtual Classroom - Zoom	Virtual	€995.00
11 Mar 2027	12 Mar 2027	Virtual Classroom - Zoom	Virtual	€995.00
12 Apr 2027	13 Apr 2027	Virtual Classroom - Zoom	Virtual	€995.00
10 May 2027	11 May 2027	Virtual Classroom - Zoom	Virtual	€995.00
14 Jun 2027	15 Jun 2027	Virtual Classroom - Zoom	Virtual	€995.00

** Additional dates available. Visit our website or contact us for more scheduling options.*

Frequently Asked Questions

Q: What delivery options are available for ITIL® (Version 5) Foundation Training with Exam?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: What certification does this course prepare me for?

The ITIL® (Version 5) Foundation Training with Exam course helps prepare you for the ITIL Foundation (Version 5) certification path.

Q: Which exam does this course prepare me for?

This course prepares you for the ITIL-5-Foundation official exam. You can take this exam at any exam center across United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online wherever you are located.

Q: How many CPD hours does this course provide?

The 3-day ITIL® (Version 5) Foundation Training with Exam course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the ITIL® (Version 5) Foundation Training with Exam training?

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for ITIL® (Version 5) Foundation Training with Exam?

Yes, we provide corporate training, dedicated training, and closed classes for ITIL® (Version 5) Foundation Training with Exam. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for ITIL® (Version 5) Foundation Training with Exam?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your ITIL® (Version 5) Foundation Training with Exam training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

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