Training: ITIL®
ITIL® Foundation (Version 5)

TRAINING GOALS:

Advance your career in IT service management with the ITIL® Official course, crafted by the creators of ITIL®: **course and exam voucher, all in one bundle!**

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.

After you complete this course, you will be able to:

- Understand the key concepts of digital product and service management
- Understand service relationships
- Understand the ITIL Four Dimensions of Product and Service Management
- Understand the ITIL Value System (ITIL VS)
- Understand how the ITIL Guiding Principles can help an organization adopt and adapt service management
- Understand the ITIL Product and Service Lifecycle Model and the value chain activities
- Understand ITIL Management Practices
- Understand the benefits of value stream mapping and management
- Understand how AI affects ITIL, what is AI Governance, and how ITIL interacts with other frameworks (PRINCE2® and DevOps)

Target audience

Exclusive Networks Deutschland GmbH
Rahel-Hirsch-Straße 10 / 3. Stock, 10557 Berlin
Tel: +49 303251310

This course is suitable for:

- Anyone providing a digital product or service to customers
- Business professionals at all levels
- Service managers, product owners, and team leads
- Customers and users involved in the delivery or consumption of digital products or services
- Anyone aiming to adopt or understand ITIL-based service management practices

CONSPECT:

- Module 1: Key ITIL Terms and Definitions
  - Product and Service Management
  - Experience, Strategy and Transformation
  - Service Offerings
  - Value Co-Creation
  - Service Relationships
- Module 2: ITIL Four Dimensions of Product and Service Management
  - Introduction to the ITIL Four Dimensions
  - Internal and External Factors
- Module 3: ITIL Product and Service Lifecycle
  - Introduction to ITIL Product and Service Lifecycle
  - Purpose and Scope of Lifecycle Activities
- Module 4: ITIL Value System
  - Components of the ITIL Value System
  - ITIL Guiding Principles
  - Governance
  - Value Chain
  - Management Practices
  - ITIL Continual Improvement Model
- Module 5: Value Stream Identification, Mapping and Management
  - Key Concepts of Value Streams Mapping and Management
  - Application of Value Streams
  - Purpose of Value Stream Mapping
- Module 6: ITIL and Artificial Intelligence
  - Introduction to Artificial Intelligence
  - ITIL AI Governance
- Module 7: ITIL and Other Frameworks

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- ITIL and DevOps
- ITIL and PRINCE2

REQUIREMENTS:

There are no formal prerequisites for the ITIL® Foundation (Version 5) course. However, experience working in or with IT will certainly help.

Difficulty level



CERTIFICATE:

Each participant receives a confirmation of completion an accredited training.

Each participant of the ITIL® Foundation (Version 5) training receives a voucher for an on-line exam. After passing the exam, the participant also receives the international ITIL® Foundation (Version 5) certificate.

Exam information:

- Material allowed: None

This is a **closed book** exam. The ITIL Foundation (Version 5) Official Book, should be used for study, but is NOT permitted to be used in the exam.

- Exam duration: 60 minutes

Candidates taking the exam in a language that is not their native or working language may be awarded 25% extra time, that is 75 minutes in total.

- Number of marks: 40 marks

There are 40 questions, each worth 1 mark. There is no negative marking.

- Pass mark: 26 marks

You will need to get 26 questions correct (65%) to pass the exam.

- Bloom’s Level (BL): BL 1 and 2

Bloom’s level indicates the type of thinking needed to answer the question. For Bloom’s level 1 questions, candidates need to recall information about the ITIL framework. For Bloom’s 2 questions, candidates need to show understanding of these concepts.

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- Question types: Standard, Negative, Missing word(s), and List

The questions are all ‘multiple choice’.

'Standard' questions have a stem and four answer options.

‘Negative’ questions are ‘standard’ questions in which the stem is negatively worded.

For the ‘Missing word(s)’ questions, there is a sentence with a word or more words missing and candidates have to select the missing word(s) from four options.

For the ‘List’ questions, there is a list of four statements, and candidates have to select two correct statements from the list.

TRAINER:

Authorized PeopleCert Trainer

ADDITIONAL INFORMATION:

ITIL® is a registered trademark of the PeopleCert group. Used under licence from PeopleCert. All rights reserved. Students will receive fully digital student kit, proctored exam voucher, and a digital core guide as standard.

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