

ITIL® Foundation V5

Course Outline

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
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- 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®