APPLIED TECHNOLOGY ACADEMY

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ITIL Foundation (Version 5) Training

ITIL (PeopleCert) Authorized Training · Applied Technology Academy

ITIL® is the world's leading best practice framework for implementing IT service management. The ITIL® 5 Foundation qualification is intended to introduce candidates to the management of modern IT-enabled services, to provide them with an understanding of the common language and key concepts, and to show them how they can improve their work and the work of their organization with ITIL® 5 guidance.

LEVEL	DURATION	EXPERIENCE	AVERAGE SALARY	LABS
Beginner	**3 Days**	**None**	**$98,000**	**No**

Course Overview

This foundational course introduces modern digital product and service management under ITIL Version 5. It teaches key concepts, models, principles, and frameworks that help learners understand how organizations deliver value through services and products. The course prepares candidates to confidently sit the official PeopleCert ITIL Foundation (Version 5) exam.

The course will help you to understand:

- Explain key ITIL (Version 5) concepts and terminology related to digital product and service management.
- Describe how value is co-created through service relationships.

Understand the ITIL Value System and how its components (guiding principles, governance, value chain, management practices, continual improvement) integrate.

- Explain the Four Dimensions of Product & Service Management.
- Map and manage value streams for effective delivery and outcomes.
- Apply guiding principles to real-world scenarios.
- Prepare to successfully attempt the PeopleCert ITIL Foundation (Version 5) exam.

Course Outline

- **Module 1 — Introduction & Course Orientation**
  - Welcome and course logistics
  - Framework history: Evolution from ITIL 4 to ITIL (Version 5)
  - What's new in ITIL Version 5 and why it matters
  - Exam format and preparation tips
- **Module 2 — Core ITIL (Version 5) Concepts**
  - Digital products vs digital services
  - Value, outcomes, cost, risk

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  - Service offerings, service interactions, service relationships
  - Experience in the service context
- **Module 3 — Product & Service Lifecycle**
  - Lifecycle stages overview
  - Roles of product and service lifecycle activities
  - How the lifecycle supports value delivery
- **Module 4 — ITIL Value System**
  - Components: guiding principles, governance, value chain activities, management practices, continual improvement
  - Understanding how the value system drives outcomes
- **Module 5 — Guiding Principles**
  - Introduction to ITIL (Version 5) guiding principles
  - Applying principles to case examples
  - Real-world scenarios and decision frameworks
- **Module 6 — Four Dimensions of Product & Service Management**
  - Organizations & People
  - Value Streams & Processes
  - Information & Technology
  - Partners & Suppliers
  - Balancing dimensions for holistic management
- **Module 7 — Value Streams & Mapping**
  - Defining value streams and the purpose of mapping
  - Analyzing flow and optimization opportunities
  - Practical exercises on value stream mapping and improvement
- **Module 8 — Continual Improvement**
  - Continual Improvement Model
  - Embedding continuous improvement in day-to-day work
  - Metrics, feedback loops, and governance elements
- **Module 9 — ITIL (Version 5) in Practice**
  - Applying ITIL (Version 5) in modern digital, Agile, and DevOps environments
  - Integration points with other frameworks (e.g., Agile, Lean, DevOps)
- **Module 10 — Exam Preparation & Sample Questions**
  - Practice questions and mock exam review
  - Key themes likely to be on the PeopleCert exam
  - Tips, strategies, and closing review

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Intended Audience

ITIL Foundation (Version 5) is for anyone who needs to understand the key concepts of IT and digital service delivery, and who is interested in helping their organization embrace the new service management culture. It is for professionals at the start of their ITIL (Version 5) journey or people looking to update their existing ITIL knowledge.

This course is also designed for students who are seeking the ITIL Foundation (Version 5) certification and who want to prepare for the ITIL Foundation (Version 5) exam.

Prerequisites

- There are no formal prerequisites for the PeopleCert ITIL Foundation (Version 5) exam.
- Basic understanding of IT, service management, or business operations is beneficial but not mandatory.

Follow-On Courses

- ITIL4 Advanced modules for a deeper dive into the ITIL framework include
- ITIL Practitioner
- ITIL 4 Managing Professional
- Leader: Digital and IT Strategy
- Managing Professional Transition
- Specialist: Create, Deliver & Support
- Specialist: Drive Stakeholder Value
- Specialist: High Velocity IT Training
- Strategist: Direct, Plan & Improve

Ready to enroll? Call 800.674.3550 or email Info@AppliedTechAc.com — private team cohorts, GSA MAS purchasing, military credentialing funding, VA GI Bill and VR&E and student financing available.