

ITIL (Version 5) Foundation

Price: 2495

Duration: 3 days

Delivery Methods: Virtual

Overview

About this Course

This ITIL® (Version 5) Foundation certification class is the first course in the ITIL (Version 5) qualification scheme and is a prerequisite for all other ITIL courses¹. This course provides the key concepts of digital product and service management (DPSM) 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 (Version 5) Foundation 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 16-hour 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.

Memory exercises, study aids, and games are also included to reinforce key vocabulary and concepts and familiarize learners with the exam question style. They include: fill-in-the-blank, matching, and exam prep questions, along with a “just-for-fun” crossword puzzle. Some are

completed as interactive in-class exercises, and some are utilized as homework.

Audience Profile

ITIL (Version 5) Foundation training is essential for individuals working in organizations committed to managing digital products, services, customer experience, and end-to-end digital operations. This includes IT service management (ITSM) and IT operations professionals, service managers, product managers, customer experience (CX) and user experience (UX) 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 (Version 5) classes.

At Course Completion

By the end of the ITIL (Version 5) Foundation course, you'll be able to apply a modern, digital-first service and product management mindset to co-create value, improve collaboration and outcomes across teams, and confidently earn your ITIL (Version 5) Foundation certification.

Outline

Course Objectives: The learning objectives of ITIL (Version 5) Foundation include an understanding of:

- 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
- Operating models, value chains, and value streams
- The Four Dimensions of Product and Service Management
- The role of ITIL practices
- The ITIL Guiding Principles

Prerequisites

- Complete pre-class reading assignment
- Familiarity with some aspect of IT management, product management, service management, or experience management is recommended.
- Attend accredited training course (mandatory)

Course Schedule

Date	Time	Price	Options
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FAQ

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Ten (10) business days' notice is required to reschedule a class with no additional fees. Notify TOPTALENT LEARNING as soon as possible at 469-721-6100 or by written notification to info@toptalentlearning.com to avoid rescheduling penalties.

How do I enroll for this class?

Please contact our team at 469-721-6100; we will gladly guide you through the online purchasing process.

What happens once I purchase a class?

You will receive a receipt and an enrollment confirmation sent to the email you submitted at purchase. Your enrollment email will have instructions on how to access the class. Any additional questions our team is here to support you. Please call us at 469-721-6100.

What is your late policy?

If a student is 15 minutes late, they risk losing their seat to a standby student. If a student is 30 minutes late or more, they will need to reschedule. A no-show fee will apply. Retakes are enrolled on a stand-by basis. The student must supply previously issued courseware. Additional fees may apply.

What happens when I finish my class?

You will receive a 'Certificate of Completion' once you complete the class. If you purchased an exam voucher for the class, a team member from TOPTALENT LEARNING will reach out to discuss your readiness for the voucher and make arrangements to send it.