ITIL5 Certification Course with Exam

Price: 2495

Duration:

Delivery Methods: Virtual

Overview

About this Course

The ITIL® Version 5 Foundation course provides participants with a comprehensive introduction to modern digital product and service management. The course explores how organizations design, deliver, operate, and continually improve technology-enabled products and services while creating value for customers and stakeholders.

Participants will learn the core concepts of ITIL, including value co-creation, service relationships, lifecycle management, and the ITIL Value System, along with the Four Dimensions of Product and Service Management that enable organizations to manage services holistically.

This course goes beyond theory by incorporating real-world operational scenarios, governance perspectives, and practical implementation discussions. Participants will explore how ITIL practices align with broader governance frameworks and how service management capabilities support digital transformation, cybersecurity resilience, and organizational trust.

By the end of the course, participants will understand the shared language of modern service management, how ITIL practices operate in real organizations, and how these concepts support operational excellence and digital trust. The course also prepares learners for the ITIL® Version 5 Foundation certification exam.

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Audience Profile

ITIL® Version 5 Foundation Course is for anyone working in IT seeking knowledge in IT Service Management and how to provide business value. Additionally, anyone who is looking to upgrade their ITIL v3 certification and knowledge.

At Course Completion

- Explain the key concepts of digital product and service management and how organizations create value through service relationships and value co-creation.
- Describe the ITIL Value System, including guiding principles, governance structures, value streams, and continual improvement mechanisms.
- Explain the Four Dimensions of Product and Service Management and how they enable holistic service delivery.
- Describe the lifecycle activities required to design, build, deliver, and support digital products and services.
- Explain the purpose and value of core ITIL management practices used to manage and improve services.
- Recognize how ITIL practices support governance, risk management, and digital trust within modern organizations.
- Prepare for and successfully complete the ITIL Version 5 Foundation certification exam.
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Outline

Day 1 –

- Foundations of Digital Service Management
- Introduction to Modern Service Management
- Key Concepts of Value and Service Relationships
- The Four Dimensions of Product and Service Management

Day 2 –

- The ITIL System and Lifecycle
- The ITIL Value System
- The Product and Service Lifecycle
- ITIL Management Practices
- Applying ITIL in Modern Digital Organizations

Day 3 – Half Day

- Certification Exam Preparation
- Key Concept Review
- Practice Exam Workshop
- Final Review and Exam Readiness

Prerequisites

There are no mandatory prerequisites to attend our course.

Course Schedule

Date	Time	Price	Options
11/04/2026	**09:00 AM - 05:00 PM CT**	**2,495.00**	**Buy Now Enroll**
12/09/2026	**09:00 AM - 05:00 PM CT**	**2,495.00**	**Buy Now Enroll**
11/17/2026	**09:00 AM - 05:00 PM CT**	**2,495.00**	**Buy Now Enroll**
12/01/2026	**09:00 AM - 05:00 PM CT**	**2,495.00**	**Buy Now Enroll**
11/03/2026	**09:00 AM - 05:00 PM CT**	**2,495.00**	**Buy Now Enroll**

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FAQ

What if I have to reschedule my class due to conflict?

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.