

ITIL® Foundation – Version 5

Get a modern, practical understanding of digital product and service management, and prepare for the official ITIL® Foundation (V5) exam.

Duration	Format	Language	Price
3 Days	In-person / Virtual	EN / FR	1400€/participant, tax excl.

Voucher included – public price for virtual training.

About this Training

This intensive 3-day course gives participants a solid, practical understanding of the updated ITIL® framework (Version 5) and prepares them to pass the official certification exam with confidence. The training covers a modern, flexible approach to digital product and service management, aligned with today's transformation and AI-enabled realities, and is delivered with official course materials and full exam preparation.

Learning Objectives

By the end of this training, you will be able to:

- Explain the key concepts of digital product & service management and how value is created through service relationships.
- Use the ITIL Guiding Principles to make better decisions and adapt service management to your organization.
- Describe how the ITIL Value System, value chain activities, and the product & service lifecycle work together end-to-end.
- Identify where value streams can be improved using value stream thinking and mapping.
- Understand how AI impacts ITIL, what AI governance means, and how ITIL connects with DevOps and PRINCE2®.

Program

Day 1	Key concepts of digital product & service management, service relationships and value co-creation, organizations, stakeholders, and outcomes
Day 2	The ITIL Value System, the ITIL Guiding Principles, governance, the Four Dimensions, and the value chain activities & 34 management practices
Day 3	Value streams and continual improvement, AI capability and AI governance, ITIL integration with DevOps & PRINCE2®, review of key concepts, mock exam and exam preparation

Prerequisites

There are no prerequisites or technical background required to attend this course.

Exam Information

- The ITIL® Foundation (Version 5) exam consists of 40 multiple-choice questions.
- A score of 65% (26/40) is required to pass.
- Duration: 60 minutes, closed book.