

ITIL 5 Foundation

Length: 3 days

Format: Bootcamp

Time: Day



About This Course

If you are an IT professional looking to get into IT service management using ITIL best practices, the IT Infrastructure Library (ITIL) Foundation Certification course is the first step in your preparation. The course will prepare you for the ITIL Foundation exam, introducing you to basic concepts used in IT service management.

In this course, you will acquire the essential skills and information necessary to lead and manage an IT business service through every stage of its lifecycle.

Required Exams

Candidates earn their ITIL 5 Foundation Certification by successfully completing one exam:

ITIL 5 Foundation

Audience Profile

This course is designed for anyone who would like a foundational understanding of IT service management, its key principles and practices, and how it will help you deliver better value to your customers. It is appropriate for all IT staff and management, as well as customers who work closely with IT to support business requirements.

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

Course Objectives

After you complete this course, you will be able to:

- * Understand the key concepts of digital product and service management
- * Understand service relationships
- * Understand the ITIL Four Dimensions of Product and Service Management

- * Understand the ITIL Value System (ITIL VS)
- * Understand how the ITIL Guiding Principles can help an organization adopt and adapt service management
- * Understand the ITIL Product and Service Lifecycle Model and the value chain activities
- * Understand ITIL Management Practices
- * Understand the benefits of value stream mapping and management
- * Understand how AI affects ITIL, what is AI Governance, and how ITIL interacts with other frameworks (PRINCE2 and DevOps)

Outline

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