

Course Name	ITIL Foundation (Version 5)
Course Code	N/A
Course Duration	3 Days
Course Structure	Instructor-Led
Course Overview	<p>ITIL Foundation (Version 5) is the first publication of the new ITIL (Version 5), the latest evolution of the most widely adopted guidance for service management. It reframes established practices through the lens of value co-creation, end-to-end value streams, and digital operating models, ensuring that both service management and digital product management contribute directly to business and mission outcomes. The guidance aligns naturally with modern delivery approaches, including Lean, Agile, DevOps, Product-centric delivery, and AI enabled practices, providing a coherent model that supports both operational stability and rapid innovation.</p> <p>With the new ITIL Product and Service Lifecycle Model, the ITIL Value System (formerly known as ITIL SVS), governance guidance, and adaptable operating patterns, ITIL (Version 5) equips organizations to address evolving challenges across digital product and service management. It also enables them to harness the full potential of modern technologies, including advanced automation and AI solutions. The result is a flexible, coordinated, and integrated system for the effective management of digital products and services.</p>
Audience Profile	The audience ranges from IT and business students taking their first steps in service management to seasoned professionals familiar with earlier versions of ITIL and other sources of industry best practice.
Course Prerequisites	None, although familiarity with IT service delivery will be beneficial
Course Outcome	<p>Upon successful completion of this course, learners will:</p> <ul style="list-style-type: none"> • Understand value co-creation, service relationships, and the definition of products/services in a modern IT context. • Learn how to balance Organizational and People, Information and Technology, Value Streams and Processes, and Partners and Suppliers for effective delivery.

	<ul style="list-style-type: none"> • Understand the components that ensure co-created value, including Guiding Principles, Governance, Service Value Chain, and Management Practices. • Apply key principles (like focusing on value and starting where you are) and navigate the Product and Service Lifecycle. • Identify key ITIL practices essential for improving operational efficiency. • Learn how ITIL aligns with AI, DevOps, Agile, and PRINCE2 frameworks.
Assessment/Evaluation	<p>This course prepares delegates for the ITIL Foundation (Version 5) certification.</p> <p>Successful completion of the associated examination will result in attainment of the ITIL Foundation (Version 5) certification, and a Certificate of Attendance issued by IT-IQ Botswana.</p>

Course Details	
Topic	<p>Topic 1: Key concepts of digital product and service management</p> <ul style="list-style-type: none"> • Define digital product and service management and its purpose • Define product, service, digital product, and digital service as key concepts • Define the ITIL Product and Service Lifecycle as a core concept of digital product and service management • Define service offerings and service interactions • Explain how service offerings and service interactions support service consumption • Define value, value co-creation, cost, and risk in service management • Understand the difference between outputs and outcomes. <p>Topic 2: Service relationships</p> <ul style="list-style-type: none"> • Explain how utility, warranty, user experience, and sustainability contribute to value co-creation • Define key service relationship concepts, including service provider, service consumer, digital product vendor, service journey, service quality, service level, and Service Level Agreement (SLA)

	<ul style="list-style-type: none">• Define basic, cooperative, and collaborative service relationships <p>Topic 3: The ITIL Value System (ITIL VS)</p> <ul style="list-style-type: none">• Know the components of the ITIL Value System and their role in an organization, including guiding principles, governance, the value chain, management practices, and continual improvement• Explain the ITIL Value System and its purpose in enabling value co-creation through products and services. <p>Topic 4: Governance</p> <ul style="list-style-type: none">• Define governance and its role in directing and controlling an organization• Explain the enabling nature of governance and the key activities through which governance supports value co-creation. <p>Topic 5: ITIL Guiding Principles</p> <ul style="list-style-type: none">• Explain how feedback contributes to value co-creation• Explain how the ITIL Guiding Principles should be applied in different contexts• Describe how the ITIL Guiding Principles interact to support effective decision-making and continual improvement. <p>Topic 6: Value chain and ITIL management practices</p> <ul style="list-style-type: none">• Identify the purpose of each ITIL Product and Service Lifecycle activity within the value chain• Recall key terms and definitions related to value chain activities• Explain how value chain activities are supported by management practices to enable value creation• Understand the role of management practices within the ITIL Value System• Explain the structure and benefits of the Official ITIL Practice Guides. <p>Topic 7: Value Streams: Mapping and Management</p> <ul style="list-style-type: none">• Know the purpose and key concepts of value stream mapping and management• Understand the relationship between digital value stream mapping and value stream management.
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	<p>Topic 8: Continual improvement</p> <ul style="list-style-type: none">• Describe continual improvement within the ITIL Value System and its role in organizations• Understand the steps of the ITIL Continual Improvement Model. <p>Topic 9: The Four Dimensions of Product and Service management</p> <ul style="list-style-type: none">• Explain the ITIL Four Dimensions of Product and Service management and their importance in a holistic approach• Understand how AI can assist in the product and service development lifecycle• Understand the ITIL AI Capability Model. <p>Topic 10: ITIL and other frameworks integration</p> <ul style="list-style-type: none">• Understand how ITIL and DevOps complement each other across the product and service lifecycle• Recognize how ITIL practices can effectively collaborate with DevOps ways of working• Understand why project management is important when applying ITIL practices• Understand how ITIL can be combined with PRINCE2 Project Management or PRINCE2 Agile to deliver products and services effectively.
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