# ITIL® Foundation (Version 5) Training

Duration: **2 Day**

BİLGİNÇ IT Academy
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## Overview

The **ITIL® 5 Foundation Certificate** introduces learners to the latest version of the ITIL framework — the world's leading standard for **digital service management**.

This **2-day official course** provides an in-depth understanding of the **ITIL Value System**, **Value Chain**, **Four Dimensions of Service Management**, and **Guiding Principles** that shape modern IT service delivery and co-creation of value.

The training prepares learners for the **official PeopleCert ITIL 5 Foundation exam**, included with the course.

**Bilginç IT Academy** is an officially **Accredited Training Organisation (ATO)** by **PeopleCert**, the global leader in professional certification and exam delivery.
As an authorized PeopleCert partner, we deliver accredited training and official certification exams for **ITIL®, PRINCE2®, DevOps, and other PeopleCert-certified programs**, ensuring our learners receive globally recognized credentials with the most up-to-date curriculum.

Visit our official PeopleCert partner page here:Bilginç IT Academy – PeopleCert Official Partner

**Important Information:**
This course is an official program accredited by PeopleCert and is offered**only together with the corresponding certification exam**.
Participants can take the certification exam online through PeopleCert's examination system and earn an internationally recognized certificate.
This practice is mandatory to ensure compliance with PeopleCert's quality standards and accreditation guidelines.

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## Prerequisites

There are no formal prerequisites for this course.

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## Who Should Attend

Ideal for:

- Professionals involved in **service delivery, support, or governance**,
- **Service managers, product owners, and team leads**,
- Individuals or organisations **adopting ITIL-based practices**,
- **Customers and stakeholders** of digital products or services.

## What You Will Learn

Upon completion, learners will be able to:

- Understand the **core concepts of digital product and service management**,
- Explain **service relationships** and value co-creation,
- Describe the **Four Dimensions of Service Management**,
- Understand the **ITIL Value System** and its governance structure,
- Apply **ITIL guiding principles** to real-world decisions,
- Explore **management practices** and **value stream mapping** techniques.

## Outline

**Key concepts of digital product and service management**

- Definitions of digital product and service concepts
- Types of service interactions and how they enable value co-creation

**Service relationships**

- Concepts and types of service relationships, including roles and service quality measures
- The contributions of utility, warranty, experience, and sustainability to value

**The four dimensions of service management**

- Overview of the four dimensions and their role in a balanced, holistic approach to service management

**ITIL Value System**

- Components of the Value System and their purpose
- Governance within the Value System and how it supports value creation

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**Value chain**

- Purpose and scope of each activity in the digital product and service lifecycle
- Key terms related to value chain activities

**Guiding principles**

- How feedback contributes to value co-creation
- Applying the ITIL guiding principles across different organisational contexts
- The interaction of guiding principles to support continual improvement and decision-making
- How management practices support value chain activities to enable value creation

**ITIL management practices**

- The role of management practices within the ITIL framework
- Introduction to ITIL practice guides and their benefits
- Continual improvement practices and their application
- Steps of the ITIL continual improvement model

**Value streams – mapping and management**

- Purpose and concepts of value stream mapping and management
- Relationship between digital value stream mapping and value stream management

## Exams and assessments

This course includes a formal certification exam:

- 40 multiple-choice questions
- 60 minutes duration
- Closed book
- Pass mark: 26 out of 40 (65%)
- The exam is delivered online via PeopleCert and can be taken at the learner's convenience

## Hands-on learning

Learners will:

- Apply service management concepts to practical examples and interactive exercises
- Participate in learning examples to understand value chains and service relationships
- Explore value stream mapping through guided activities
- Collaborate with peers and instructors to reinforce key concepts and guiding principles