

ITIL® (VERSION 5) FOUNDATION (2 DAYS) – INCLUDING EXAM

Course Code: 831018

Enhance Your IT Service Management Expertise with ITIL® Foundation (Version 5).

This course provides IT leaders, practitioners, support staff and staff interfacing with the organization's digital and information systems functions with a practical understanding of the key concepts, common language, principles and practices that enables successful management of modern IT-enabled services. It also prepares delegates for the ITIL® Foundation Certificate Examination. The course is based on the ITIL® version 5 best practice value system featured in the latest 2026 guidelines.

ITIL® is a registered trademark of the PeopleCert group. Used under licence from PeopleCert. All rights reserved. Students will receive fully digital student kit, proctored exam voucher, and a digital core guide as standard.

What You'll Learn

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)

Who Needs to Attend

This course is aimed at all levels of IT professional and those involved in designing, building, delivering and managing modern digital products and services.

ITIL® (VERSION 5) FOUNDATION (2 DAYS) – INCLUDING EXAM

Course Code: 831018

CLASSROOM LIVE

\$2,095 CAD

2 Day

Classroom Live Outline

- 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)

ITIL® (VERSION 5) FOUNDATION (2 DAYS) – INCLUDING EXAM

Course Code: 831018

VIRTUAL CLASSROOM LIVE

\$2,095 CAD

2 Day

Virtual Classroom Live Outline

- 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)

Jun 29 - 30, 2026 | 8:30 AM - 4:30 PM EDT

Jul 30 - 31, 2026 | 8:30 AM - 4:30 PM EDT

Oct 1 - 2, 2026 | 8:30 AM - 4:30 PM EDT

Nov 19 - 20, 2026 | 8:30 AM - 4:30 PM EST

Visit us at www.globalknowledge.com or call us at 1-866-716-6688.

Date created: 5/22/2026 12:28:38 PM

Copyright © 2026 Global Knowledge Training LLC. All Rights Reserved.