

# ITIL® (VERSION 5) FOUNDATION – 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.

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## 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.

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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)
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# ITIL® (VERSION 5) FOUNDATION – INCLUDING EXAM

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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)

Mar 16 - 17, 2026 | 8:30 AM - 4:30 PM EDT

May 14 - 15, 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

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