ITIL® (VERSION 5) FOUNDATION – INCLUDING EXAM

Course Code: 831020

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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[ITIL Guarantee](#)

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	$1,995 USD	3 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)

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VIRTUAL CLASSROOM LIVE	$1,995 USD	3 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)

Apr 27 - 29, 2026 | 11:30 AM - 7:30 PM EDT

May 18 - 20, 2026 | 8:30 AM - 4:30 PM EDT

Jun 15 - 17, 2026 | 8:30 AM - 4:30 PM EDT

Aug 17 - 19, 2026 | 8:30 AM - 4:30 PM EDT

Oct 26 - 28, 2026 | 8:30 AM - 4:30 PM EDT

Dec 14 - 16, 2026 | 8:30 AM - 4:30 PM EST

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