



## Course Content

### Course Description:

In this course, you will cover an overview of the ITIL framework, including its guiding principles, core models, and fundamental concepts, and explains how these elements support a focus on value, outcomes, and experience.

This 18-hour certification course enables learners to understand how value is co-created through the effective management of products and services, and how organizations apply ITIL guidance to improve performance, collaboration, outcomes, and experience. It also provides learners with insights into how they can improve their work and the work of their organization with ITIL guidance.

### Course Objectives:

Upon successful completion of this course, students will understand:

- Key concepts of digital product and service management
- How value is co-created with consumers and partners
- The ITIL Product and Service Lifecycle Model
- The ITIL Value System
- Operating models, value chains, and value streams
- The Four Dimensions of Product and Service Management
- The role of ITIL practices
- The ITIL Guiding Principles

### Prerequisites:

- Complete pre-class reading assignment
- Familiarity with some aspect of IT management, product management, service management, or experience management is recommended.



# ITIL 5 Foundation

Course ID #: 7000-1153-ZZ-Z

Hours: 18

## Target Audience:

ITIL Foundation training is essential for individuals working in organizations committed to managing digital products, services, customer experience, and end-to-end digital operations. This includes IT service management (ITSM) and IT operations professionals, service managers, product managers, customer experience (CX) and user experience (UX) leaders, internal technical teams, digital delivery teams, enterprise leaders and transformation teams, and managed service providers. This course is also mandatory for individuals planning on certifying in advanced ITIL (Version 5) classes. This course is also mandatory for individuals planning on certifying in advanced ITIL (Version 5) classes.

## Topics:

### Lesson 1: Key ITIL Terms and Definitions

- Product and Service Management
- Experience, Strategy, and Transformation
- Service Offerings
- Value Co-Creation
- Service Relationships

### Lesson 2: ITIL Four Dimensions of Product and Service Management

- Introduction to the ITIL Four Dimensions
- Internal and External Factors

### Lesson 3: ITIL Product and Service Lifecycle

- Introduction to the ITIL Product and Service Lifecycle
- Purpose and Scope of Lifecycle Activities

### Lesson 4: ITIL Value System

- Components of the ITIL Value System
- ITIL Guiding Principles
- Governance
- Value Chain
- Management Practices
- ITIL Continual Improvement Model

### Lesson 5: Value Stream Identification, Mapping, and Management

- Key Concepts of Value Stream Mapping and Management
- Application of Value Streams
- Purpose of Value Stream Mapping



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## Lesson 6: ITIL and Artificial Intelligence

- Introduction to Artificial Intelligence
- ITIL AI Governance

## Lesson 7: ITIL and Other Frameworks

- ITIL and DevOps
- ITIL and PRINCE2

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## NASBA Information

**Level:** Intermediate

**Attendance Requirement:** To be awarded the full credit hours, you must sign in and attend the entire course.

**Fields:** Computer Software & Applications

**CPEs: 19.80**

### **Policies: Course Registration, Cancellation, Refund and Complaint Resolution**

For more information regarding administrative policies such as complaint and refund, please contact our offices at 800-639-3535 or visit us at: [www.tcworkshop.com](http://www.tcworkshop.com)

### **Official National Registry Statement:**

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NOTE: Since our information is in multiple places on our web site or in PDF format that is sent to clients, we have provided our normal course content with the NASBA Information added along with links to our policy page on the web. We will add our name to the Official National Registry Statement after we are approved.