ITIL® Foundation

(Version 5)

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pm-partners

Course duration: 2 days

Overview

ITIL (Information Technology Infrastructure Library) is a globally recognised framework for managing digital products and services. Used by individuals and organisations worldwide, it brings together proven public and private sector practices to strengthen capability, performance and outcomes.

One framework. Clear pathways. Real business value.
Built for today's digital-first, AI-enabled environment, ITIL provides practical guidance for managing products, services, customer experience and end-to-end operations. It gives leaders, teams and partners a shared language to align strategy, delivery and operations – while remaining adaptable and compatible with established ways of working.

As ITIL evolves, ITIL (Version 5) addresses a common challenge: products and services are often managed separately, creating silos and handoffs that reduce reliability and weaken the customer experience.

ITIL now unifies product and service management into a single lifecycle, linking business and technology to measurable outcomes. AI-ready by design, it supports responsible AI adoption through built-in governance and maintains a strong focus on experience and results – so organisations can deliver value with confidence.

Objectives

The objectives of this course are to:

- Build a solid understanding of digital product and service management and how value is co-created through products and services.
- Apply ITIL guiding principles and structural models to adopt and tailor service management in your organisation.
- Strengthen capability in value stream thinking, including mapping and managing value streams to improve flow and outcomes.
- Understand how AI influences modern service management, including the basics of AI governance, and how ITIL connects with complementary approaches such as PRINCE2® and DevOps. – Prepare for the ITIL Foundation (Version 5) exam

Key topics

Digital product and service management concepts
Understand the core concepts behind modern digital products and services, including value creation, continual improvement, and how products and services are managed across their lifecycle.

Value co-creation
Discover how value is co-created through collaboration between service providers, consumers, and stakeholders, while weighing outcomes, costs, risks, experience and sustainability.

The dimensions of product and service management
Delve into the four dimensions, Organisations and People, Value Streams and Processes, Information and Technology, and Partners and Suppliers, for a holistic approach to digital product and service management.

ITIL value system
Gain an understanding of the ITIL Value System and how it brings together guiding principles, governance, value chain activities, management practices, and continual improvement.

The ITIL guiding principles
Learn how to apply the framework's guiding principles to make better decisions, collaborate more effectively, and adapt ITIL practices to real-world digital environments.

The product and service lifecycle
Develop a solid understanding of the purpose of each product and service lifecycle management activity; from discovery and design to operation, delivery and support; and how they work together to create value.

ITIL's management practices
Explore the role of ITIL management practices and how official practice guides support consistent, effective ways of working across organisations.

Continual improvement
Learn how continual improvement is embedded within ITIL. Cover the continual improvement model's step-by-step approach and see how it supports long-term organisational success.

Value stream mapping and management
Understand how to identify, map, and manage value streams to improve flow, visibility, and outcomes across digital products and services.

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Who is this course for?

- **Existing ITIL professionals**
  ITSM, operations, service managers, architects.
- **Enterprise leaders & transformation teams**
  CIO, CDO, Head of Transformation, Enterprise Architects.
- **Product, experience & digital teams**
  Product managers, CX leaders, digital delivery teams.

Prerequisites: There are no prerequisites for this course.

Exam & certification

The course includes the ITIL Foundation exam which consists of:

- 40 multiple choice questions
- 60 minutes duration
- 65% pass mark (26/40)
- Closed book

Sitting your exam

One day before the course starts you will receive an email directly from Peoplecert. This includes a voucher code which provides access to course materials and the PeopleCert exam scheduling platform.

You have 6 months to schedule and sit your exam online. Please check the requirements here when making your booking.

Your certification will need to be renewed within three years of its original certification date. Please refer to PeopleCert for more information.

PeopleCert Membership is available to everyone!

All you need is a PeopleCert account to join as an Essential member and gain access to a variety of resources - for free.

Upgrade to the annual Plus plan to unlock a full suite of expert resources, showcase your skills with Digital Badges and keep your certifications up to date by collecting Continuous Professional Development points.

Take² Re-sit Exam Option

PeopleCert provide you with the opportunity to sit your exam knowing that if the outcome is not what you expected, you could have another attempt, at a fraction of the exam price.

PeopleCert administers the ITIL Foundation examination scheme. PM-Partners is an accredited partner of PeopleCert (Partner ID: 3800).

Course delivery

As part of PM-Partners' new integrated learning solution, this course offers students the option to attend our bespoke classroom in person or virtually by dialling in from a remote location. Trainers are skilled at both delivery methods and use the latest in virtual technology to simultaneously provide participants with the same interactive, multi-faceted and challenging learning experience. Whichever delivery mode learners choose, comprehension and recall techniques will be used to provide them with a solid understanding of ITIL Foundation.

For group bookings, courses can be customised to suit your requirements and conducted onsite at your premises, at our training centre, or virtually.

- **Virtual training:** Learn more about our virtual delivery here
- **Materials:** A comprehensive participant workbook and a course eBook are provided. A course hard copy is available for purchase at an additional cost.

PDUs & CPDs

Participants who have been awarded the Project Management Professional (PMP)® credential by the Project Management Institute (PMI)® are eligible to earn **14 PDUs** for their participation in this course (14 Ways of Working).

Participants holding any of the Project Management accreditations (CPPP/CPPM/CPPD) are eligible to earn CPDs as follows: **20 CPDs**.

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Why learn with PM-Partners?

Because we turn your career goals into reality.

Poor project skills are consistently quoted as a key reason for project failure. To be successful in project delivery, it's critical to invest in yourself and the capabilities of your team. This means setting clear goals and making a commitment to continuous improvement.

Certification and training is a vital part of this journey. But you need to know which foot to put forward, and when, to ensure you're heading in the right direction. That's where our expert guidance and support comes in.

Tell us where you want to go

At PM-Partners we start every conversation with the question, 'Where are you trying to go?' We then apply our expertise to show you exactly 'how' to get there.

We believe that having the relevant skills and methodologies is critical to delivery success, and ultimately career success. Depending on your aims, our team of professional development consultants will work closely with you to create a development pathway, or team training program, that aligns with your goals.

Helping to develop professional capabilities for 25 years

Our accredited programs provide certification and development across a range of globally recognised project management and delivery streams.

Each year, our expert facilitators train and certify more than 12,000 people throughout Australia, New Zealand and South-East Asia to best practice standards. All highly qualified practitioners in their field, they draw from real-life scenarios and their own experience to add real value for individuals, teams and organisations.

Our promise to you

PM-Partners is committed to providing industry leading education that is relevant, up-to-date and designed to meet your specific needs.

We offer qualifications in multiple disciplines, including key products in PeopleCert's best practice portfolio, such as ITIL®, PRINCE2® Project Management, PRINCE2® Agile Project Management, PRINCE2® Programme Management, Prince2® Portfolio Management, and P3O®; APMG's AgilePM®, AgileBA®, AgilePgM™, Lean Six Sigma, Managing Benefits and Change Management; as well as the Scaled Agile Framework® (SAFe®); and Business Analysis programs from The Australian Chapter of the International Institute of Business Analysis™ (IIBA®), to name a few.

To find out more about how we can help you or your organisation uplift their capability, contact the experts on 1300 70 13 14.

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Customer story

Listen to Dominic Cain speak about how he went from being a young Chef to a Programme Director.

vimeo.com/pmpartners/customer-story

★★★★★

I have never been to a training session or course that has been this engaging. Thanks to Mark Plowman, he is extremely knowledgeable, well-articulated, gave many analogies and examples which was easy for me to understand and made the 2 days super fun with all his dad jokes. I would highly recommend everyone else to attend Mark's ITIL training.

Jessica Yan | ITIL Foundation

★★★★★

Mark was an excellent trainer who was very knowledgeable in the content area and other related areas as well.

Kathryn Whitehouse | ITIL Foundation

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