

Module At-a-Glance

ITIL Foundation (Version 5)



Module Name

ITIL Foundation (Version 5)



Module in One Sentence

Introduces the core concepts, principles, and practices of ITIL, establishing a common language for modern digital product and service management.



Core Themes

- › Introduction to the key concepts of digital product and service management
- › Introduction to the ITIL framework
- › Value co-creation through effective product and service management
- › Evolution of the ITIL framework and readiness for the digital and AI-driven world



Target Job Roles

- › Professionals at all levels and across all types of organisations involved in digital product and service management, including early-career professionals and non-IT roles



Benefits

- › Establishes a common language for digital product and service management within organizations and across customers, partners, and suppliers
- › Provides a practical understanding of how value is created through products and services
- › Supports a holistic and adaptable approach to digital product and service management
- › Enables application of ITIL guidance to improve performance, collaboration, and outcomes
- › Provides a solid foundation and clear pathways for ongoing professional development



Key Marketing Messages

- › The essential starting point for understanding modern digital product and service management
- › Builds a shared language and mindset across technical and non-technical teams
- › Designed to support today's digital, data-driven, and AI-enabled organizations



Content Summary

This module provides candidates with an overview of the ITIL framework, including its guiding principles, core models, and fundamental concepts, and explains how these are used to create, deliver, and continually improve products and services.

It enables candidates to understand how value is co-created through effective product and service management, and how organizations apply ITIL guidance to improve performance, collaboration, and outcomes.

The module also explains how the ITIL framework has evolved to support modern technologies, data-driven decision-making, automation, artificial intelligence, and contemporary ways of working, while remaining adaptable to different organisational contexts and levels of maturity.



Assessment Summary

- › Multiple-choice exam(s)
- › Open book
- › 60 minutes, 40 questions
- › Pass mark: 26/40 (65%)



Learning coverage

- › Key ITIL terms and definitions
- › The ITIL Four Dimensions of Product and Service Management
- › The ITIL Product and Service Lifecycle
- › The ITIL Value System
- › Value stream identification, mapping, and management
- › ITIL and AI
- › ITIL and other frameworks



Prerequisites

- › No pre-requisites



Recommended training duration

2 days



Have questions?

Contact your PeopleCert Business Development Manager for launch support and partner resources.