

ITIL Foundation v5

Duration: 3 Days

Course Content

First introduced in the 1980s, ITIL has consistently been the Global Best Practice Framework across its successive focus areas, now expanding from IT Service Management (ITSM) to Digital Product and Service Management. In today's AI-driven world, all products and services are influenced by digital technologies, either directly or indirectly. The term digital products and services captures the full spectrum of digital relevance: from traditionally non-digital products that are enabled, enhanced, or supported by technology across their lifecycle to fully digital products.

When teams use different terminology, models, and assumptions, collaboration slows and value is lost. The new ITIL provides a single, shared language for organizations to design, manage, and continuously improve digital products and services – enabling superior experiences, coherent strategies, and growth.

ITIL Foundation v5 introduces an end-to-end operating model for the creation, delivery and continual improvement of technology-enabled products and services. ITIL Foundation v5 is for anyone who needs to understand the key concepts of IT and digital service delivery, and who is interested in helping their organization embrace the new service management culture. It is for professionals at the start of their ITIL® version 5 journey or people looking to update their existing ITIL knowledge.

Who Should Attend

The ITIL Foundation v5 Certification Course is designed for anyone working in IT looking for IT Service Management education and an understanding of how to provide business value. Also, anyone who is looking to upgrade their ITIL certification and knowledge.

Prerequisites

There are no mandatory prerequisites.

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Course Objectives

By the end of 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

Course Outline

- Module 1: Key concepts of digital product and service management
- Module 2: Service relationships
- Module 3: The ITIL Value System (ITIL VS)
- Module 4: Governance
- Module 5: ITIL Guiding Principles
- Module 6: Value chain and ITIL management practices
- Module 7: Value streams: mapping and management
- Module 8: Continual improvement
- Module 9: The Four Dimensions of Product and Service Management
- Module 10: ITIL and other frameworks integration

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