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ITIL Foundation (Version 5) Training Curriculum

CURRICULUM FOR ITIL FOUNDATION (VERSION 5) TRAINING

1. Key ITIL terms and definitions

Learning Objective:
Understand the key terms used in the ITIL framework to build a foundational understanding of how it works.

Topics:

- Product and service management
- Experience, strategy, and transformation
- Service offerings
- Value co-creation
- Service relationships

2. The ITIL Four Dimensions of Product and Service Management

Learning Objective:
Discover each of the four dimensions for Product and Service management in the ITIL framework.

Topics:

- Introduction to the ITIL four dimensions of product and service management
- Internal factors and external factors

3. The ITIL Product and Service Lifecycle

Learning Objective:
Understand the product and service lifecycles in the ITIL framework.

Topics:

- Introduction to ITIL product and service lifecycle
- Purpose and scope of ITIL product and service lifecycle activities

4. The ITIL Value System

Learning Objective:

Get an understanding of the ITIL value system, the components in it and more.

Topics:

- Components of the ITIL Value System
- The ITIL Guiding Principles
- Governance
- Value chain
- Management practices
- The ITIL continual improvement model

5. Value stream identification, mapping, and management

Learning Objective:
Understand how value streams work in an ITIL framework.

Topics:

- Key concepts of value stream mapping and management
- Application of value streams
- Purpose of value stream mapping and management

6. ITIL and AI

Learning Objective:
Understand the role AI can play in product and service development.

Topics:

- Introduction to AI
- ITIL AI governance

7. ITIL and other frameworks

Learning Objective:
Learn how ITIL can be enhanced by using it with other popular frameworks.

Topics:

- ITIL and DevOps
- ITIL and PRINCE2

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