



ITIL[®] Foundation (Version 5)

Accredited by
PeopleCert

Duration
12 hrs

Delivery
Self-paced e-Learning

Target Audience
IT professionals

What's included:

- Exam voucher
- Course guide
- Diagram pack
- Full transcript
- Six months access
- Tutor support
- Quiz and exam practice
- Mobile- friendly format

Course Description

ITIL® is a globally recognized framework for IT product and service management. **ITIL Foundation (Version 5)** is the 2026 evolution of ITIL 4, expanding the framework from IT service management into a unified model for managing digital products and services end-to-end.

The course introduces learners to the management of modern IT-enabled products and services, providing a foundation in essential terminology and key concepts. It explains how ITIL guidance can be applied to improve individual and organisational practices, and how the framework has evolved to incorporate AI-native guidance, modern sustainability thinking, and a renewed focus on customer and employee experience.

Key topics:

- Key concepts of digital product and service management
- The ITIL service value system
- The digital product and service lifecycle (Discover, Design, Acquire, Build, Transition, Operate, Deliver, Support)
- The four dimensions of service management
- The ITIL guiding principles
- Governance
- The service value chain
- ITIL practices
- Continual improvement
- Value stream identification, mapping and management
- AI-native guidance and AI governance
- Customer and employee experience (CX/EX)
- Sustainability in digital product and service management

Who is this course for?

This course is designed for professionals at every stage of their ITIL journey:

New to ITIL? Gain a solid, future-ready foundation built for today's AI-driven, digital-first world.

Mid-level practitioners, including service owners, product owners, DevOps engineers, and SREs, will find a framework that bridges traditional service management with the modern delivery environments they work in every day.

Senior IT and digital business leaders will gain the strategic grounding needed to make informed decisions around AI governance, digital product management, and value creation.

Already ITIL 4 certified? Your existing knowledge remains valid, and this course ensures you are equipped to lead and contribute within the significantly evolved framework.

Syllabus

Module 0 - Welcome to ITIL Foundation

Module 1 - The four dimensions of product and service management

Module 2 - Key concepts of digital product and service management

Module 3 - The digital product and service lifecycle

Module 4 - The ITIL service value system

Module 5 - Guiding principles

Module 6 - Governance, value chain and practices

Module 7 - Continual improvement

Module 8 - Identifying, mapping and managing value streams

Module 9 - The practice exams

Module 10 - ITIL Foundation wrap-up

Learning outcomes

By the end of the course, participants will understand:

- How the ITIL best practice framework boosts efficiency, effectiveness, and quality of IT-powered products and services
- The tools, methodologies, purpose, and components of the framework including the new 8-activity digital product and service lifecycle
- How the guiding principles help organisations plan, create, implement, and continually improve market-leading IT services
- The role of AI-native guidance and AI governance within modern service value systems
- How sustainability and customer/employee experience are embedded throughout the framework
- How value stream mapping is applied to identify and optimise workflows
- The ITIL (Version 5) certification path
- Everything needed to pass the official ITIL Foundation (Version 5) certification exam

Sample papers

X2 available with course

Exam format

Multiple choice questions

Exam questions

40

Time

1hr (1hr 15m where English is a second language)

Book type

Closed book



About Omniplex Learning

GEL (GoodeLearning) is a part of Omniplex Learning, a leading provider of digital learning and development solutions.

GEL blends subject-matter excellence with engaging learning design to help professionals achieve certifications, build confidence, and apply best practice in the real world.



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