

## Course Outline



**Course Name:** ITIL Foundation v5

**Course Code:** SM-ITL5

DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
3 Days	Foundation	ITIL	VITL/In Class	N/A

### Course Overview

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.

### Target Audience

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 v3 certification and knowledge.

## Prerequisites

There are no mandatory prerequisites.

## Learning Outcomes

- ITIL Foundation v5's service value system model and it's business relevance.
- ITIL Foundation v5's seven guiding principles.
- An explanation of ITIL Foundation v5's value chain and it's significance in enabling strong IT business alignment.
- A review of the four dimensions of service management.
- New introduction of AiGovernance in ITIL.
- A description of the 3,4ITIL® Foundation v5 practices
- Several high level and key concepts from Lean IT, Agile, DevOps, and Organizational Change Management, Ai and Governance and why these are important to deliver business.

## Exam & Certification

- All methods of delivering this course **include** the exam in the fee.
  - The exam is 60 minutes in duration & includes 40 multiple choice questions.
  - Exams are administered **online** (proctored) by an independent examination body.
  - Participants are provided an exam voucher so they can schedule the exam at their convenience after completion of the course.
  - A passing mark of **65%** is required to receive your ITIL Foundation certificate.
  - An exam review is included in the course to help you prepare for the final exam.
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