

# ITIL® 5 Foundation

## WITH EXAM VOUCHER

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### About The Course

ITIL® 5 is a framework and best-practice guidance designed for digital product and service management. It establishes a common language for effective practice across organizations, detailing how value is co-created through the management of these products and services. The framework provides core models, guiding principles, and fundamental concepts that help organizations create, deliver, and continually improve their offerings while remaining adaptable to different contexts and organizational maturity levels.

**Key updates and structural shifts in the framework include:**

**A Broader Scope:** A conceptual shift from traditional IT service management to a wider view of digital product and service management.

**The ITIL Value System (VS):** This updated core model represents how all components and activities of an organization work together to facilitate value creation specifically through digital products and services.

**The ITIL Product and Service Lifecycle:** The framework introduces a non-linear, iterative lifecycle consisting of eight key activities: discover, design, acquire, build, transition, operate, deliver, and support.

**Modern Strategic Focus:** The update formally incorporates contemporary strategic elements into the framework, including User Experience (UX), Customer Experience (CX), digital experience, and sustainability.

**AI Integration:** ITIL 5 introduces dedicated guidance on Artificial Intelligence, explaining how AI (including GenAI and Agentic AI) can assist in product development, process automation, and value chain activities, supported by a new ITIL AI Capability Model.

**Alignment with Other Frameworks:** The updated framework explicitly outlines how it complements and collaborates with other modern methodologies like DevOps and PRINCE2 throughout the product and service development lifecycle.



### Why Choose Us

- We have Trained more than 7000+ participants
- Accredited HDI and PeopleCert Training Organisation
- Trained 100's of Australian Government & Private Organisations
- Train Anywhere, Anytime with On-Line Self Paced Course Options
- Certification recognised worldwide
- Professional Trainers with Industry Experience
- We have over 20 Years of Training Delivery Experience
- The Latest Vendor Approved In-depth Course Content



### Who Should Attend

- IT Managers
- Incident Managers
- Service Level Managers
- Service Desk Managers
- Team Leaders and Analysts
- IT Service Continuity Managers



### Course Duration

- This course has been developed to run over 2 full day.

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## Learning Outcomes

### 1. Key ITIL Terms and Definitions

- Product and Service Management
- Experience, Strategy, and Transformation
- Service Offerings (including products, services, and goods)
- Value and Value Co-Creation (including outcomes, costs, risks, utility, warranty, user experience, and sustainability)
- Service Relationships (including basic, cooperative, and collaborative relationships)

### 2. The ITIL Four Dimensions of Product and Service Management

- Introduction to the ITIL Four Dimensions (Organizations and People, Information and Technology, Partners and Suppliers, Value Streams and Processes)
- Internal and External Factors (PESTLE Model)

### 3. The ITIL Product and Service Lifecycle

- Introduction to the ITIL Product and Service Lifecycle
- Lifecycle Activities (Discover, Design, Acquire, Build, Transition, Operate, Deliver, Support)

### 4. The ITIL Value System

- Components of the ITIL Value System
- The ITIL Guiding Principles
- Governance
- Overview of the Value Chain
- Management Practices
- Continual Improvement and the ITIL Continual Improvement Model

### 5. Value Stream Identification, Mapping, and Management

- Key Concepts of Value Stream Mapping and Management (including core vs. enabling value streams and complexity thinking)
- Application of Value Streams
- Purpose of Value Stream Mapping and Management

### 6. ITIL and AI

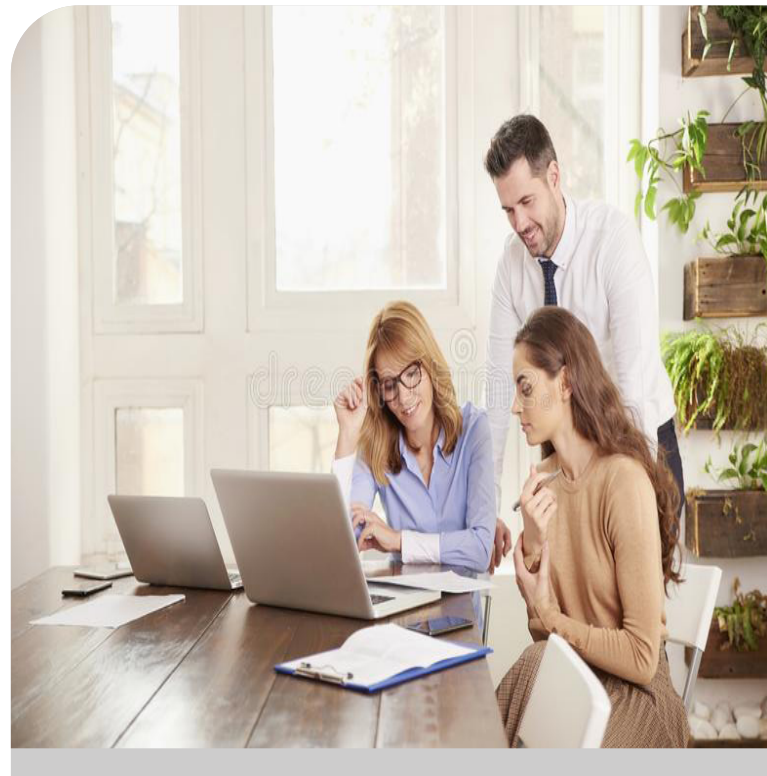
- Introduction to AI (including AI maturity, GenAI, and Agentic AI)
- ITIL AI Governance and Capability Model

### 7. ITIL and Other Frameworks

- ITIL and DevOps
- ITIL and PRINCE2

Exam Overview & Certification Earning your ITIL 5 Foundation certificate is the mandatory prerequisite for all higher-level ITIL qualifications.

- Format: 40 Multiple-choice questions (Closed book)
- Duration: 60 minutes
- Passing Score: 26 out of 40 marks (65%)



## About HDAA

Founded in 1999, HDAA is an independent association specialising in the Service and Support Industry.

HDAA has achieved a strong reputation for providing independent, authoritative information and advice within this industry and supports its member organisations and individual professionals with a range of services to meet their ongoing challenges in this ever-evolving sector. HDAA is an HDI Gold Partner and also sits on the HDI International Certification Standards Committee (ICSC). We are an Accredited Training Organisation (ATO) for a variety of service and support certifications and APM Group accredited for all our IT Service Management (ITSM) programs.

Our membership covers 100's of organisations in Australia and New Zealand and we've had the pleasure of training 1000's of service and support professionals.



## Industry Association Recognition

N/A

# **HDAA IT Support Industry Membership & Training**

**Book in a Quick Call**

**📞 1300 130 447**