training code: E-ITIL5-FXen / e-learning / EN

ITIL® Foundation (Version 5) – accredited eLearning with exam

ITIL® Foundation (Version 5) eLearning is an online course developed by PeopleCert that prepares participants for the international ITIL® Foundation (Version 5) certification exam.

It is intended for individuals starting to work with ITIL®, IT teams, service management and project management professionals, and organisations that want to scale employee capabilities without requiring attendance at a scheduled training session. The course consists of several modules with interactive content and allows participants to learn at their own pace during 12 months of access.

Training recipients

This course is designed for:

- IT specialists working in service desk, IT operations and IT support.
- Individuals working in IT service management and digital service management.
- Project Managers, Product Managers and Service Managers collaborating with IT teams.
- Employees of organisations implementing a common language for managing digital services and products.
- Individuals preparing for the ITIL® Foundation certification.

Benefits

- Understand digital product and service management – learn the core concepts of modern products and services, including value creation, continual improvement and service management throughout

the lifecycle.

- Understand the ITIL® Value System – see how an organisation transforms needs, opportunities and activities into value delivered to stakeholders.
- Recognize the Four Dimensions of Service Management – understand how organisations and people, information and technology, partners and suppliers, and value streams influence service effectiveness.
- Understand the ITIL® Guiding Principles – learn the principles that support decision-making, work improvement and service management across different organisational contexts.
- Understand ITIL® Practices – structure your knowledge of the practices that support the delivery, support and continual improvement of digital services.
- Understand the product and service lifecycle – learn how ITIL® Foundation (Version 5) describes work with products and services from business need through continual improvement.
- Strengthen a common language between IT and business – learn to describe services, value, costs, risks and improvements clearly to different stakeholders.
- Prepare for the ITIL® Foundation (Version 5) exam – consolidate the knowledge required for the certification exam.

Training program

1. Key Concepts of Digital Product and Service Management
2. Service Relationships
3. ITIL Value System (ITIL VS)
4. Governance
5. ITIL Guiding Principles
6. ITIL Value Chain and Management Practices
7. Value Streams: Mapping and Management
8. Continual Improvement
9. Four Dimensions of Product and Service Management
10. Integrating ITIL with Other Frameworks

Expected preparation of the participant

No special preparation is required.

Training Includes

A purchased course package includes:

- 12-month access to the accredited eLearning course on the PeopleCert platform, including 9 hours of interactive content
- Official Training Materials
- Accredited textbook in eBook format
- Online exam voucher valid for 12 months

The regular course package can be upgraded to the eLearning+ package, which additionally includes:

- Take2 option (exam re-sit).
- Official Mock Exam (practice exam attempt).

Cost of upgraded eLearning+ package – PLN 4,000 net + VAT.

For eLearning+ package inquiries and purchase, please contact: szkolenia@altkom.pl.

Language

- **E-Learning Course:** English
- **Official Training Materials:** English
- **E-Book:** English
- **Exam:** English

Examination method

In addition to course access, participants receive an online exam voucher valid for 12 months. The voucher must be redeemed on the PeopleCert platform. The online exam is remotely proctored by a PeopleCert representative who connects to the candidate’s desktop and monitors the examination via camera. At the proctor’s request, the candidate must use the camera to show the room in which the exam will take place. The proctor verifies that no third parties or unauthorized study aids are present in the room.

Duration

1 days / 8 hours

Examination description

- Exam Duration: 60 minutes.
- Multiple-choice test consisting of 40 questions.
- Passing score: 65% (26 correct answers out of 40).
- E-books and course training materials may not be used during the exam.