training code: ZP-ITIL5-FXen / ENG DL 2d / EN

ITIL® Foundation (version 5) - accredited training with exam

ITIL® Foundation (Version 5) introduces candidates to the key concepts of digital product and service management and establishes a common language for effective practice across organizations. It provides an overview of the ITIL framework, including its guiding principles, core models, and fundamental concepts, and explains how these elements are used to create, deliver, and continually improve products and services. ITIL Foundation (Version 5) enables candidates to understand how value is co-created through the effective management of products and services, and how organizations apply ITIL guidance to improve performance, collaboration, and outcomes. It also explains how the ITIL framework has evolved to support modern technologies, data-driven decision-making, automation, artificial intelligence, and contemporary ways of working, while remaining adaptable to different organizational contexts and levels of maturity.

Training recipients

- People just starting their ITIL journey
- People just starting their digital product and service management journey
- Digital product and service managers
- Business representatives working with digital product and service providers
- Aspiring to the above roles

Benefits

- Good understanding of the team's and individual's role in creating value for internal and external customers and other stakeholders.
- Understanding of business and customer context for the technical competencies and activities.
- Common language to describe product and service management within the organization and in communications with customers, partners, and suppliers.
- Adaptability to new business, technology, and organizational trends.
- A big picture of product and service management, providing context for other management and technical frameworks, methods, and techniques.
- Globally recognized professional certification and designation.

Training program

1. Key ITIL terms and definitions
   - Product and service management
   - Experience, Strategy and Transformation
   - Service offerings
   - Value cocreation
   - Service relationships
2. The ITIL Four Dimensions of Product and Service Management
   - Introduction to the ITIL Four Dimensions of Product and Service Management
   - Internal factors and External factors
3. The ITIL Product and Service lifecycle
   - Introduction to ITIL Product and Service Lifecycle
   - Purpose and Scope of ITIL Product and Service Lifecycle activities
4. The ITIL Value System
   - 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
   - Key concepts of value stream mapping and management
   - Applications of value strams
   - Purpose of value stream mapping and management
6. ITIL and AI

- Introduction to AI
- ITIL AI Governance

7. ITIL and other frameworks
   - ITIL and DevOPS
   - ITIl and PRINCE2

Expected preparation of the participant

No special preparation of the students is required.

Training Includes

The training price includes:

- Accredited training materials
- Voucher for the ITIL® Foundation (Version 5) online exam
- Authorized ITIL® Foundation (Version 5) manual in the online version (as required by the vendor)

Additional options:

- Take2 re-sit exam: 200 PLN
  Attention: purchasing this option is only possible through Altkom Academy before the training.

The prices presented on the website apply to sales on the Polish market. For customers outside Poland, or in cases where the PeopleCert exam requires settlement under a different region, the final price may be adjusted in accordance with PeopleCert's applicable regional pricing policy. Please contact us to confirm the price and receive an offer tailored to your country/region: trainings@altkom.pl

Language

- Training: English
- Materials: English
- Exam: English

Examination method

The participants receive vouchers, which are valid for 6 months, for online exam.
Having completed the training, the participant receives an e-mail with guidelines how to register on the

exam. The date is determined directly with PeopleCert, with the use of participant's account.
Online exam is conducted in the presence of proctor – a person from PeopleCert, who connects remotely with training participant's desktop and observes the course of exam via Internet camera.
The person who takes the exam is obliged to show the place where he is going to write the exam to proctor via Internet camera. Proctor checks if there are not any other persons and study aids in the room.

Duration

2 days / 16 hours

Examination description

- Exam duration: 60 minutes
- Format: Multiple-choice test consisting of 40 questions
- Passing score: Minimum of 65% (26 out of 40 correct answers)
- Closed book: No textbooks or training materials allowed during the exam