ITIL Foundation Training & Exam

Become an ITIL Foundation (version 5) Certified Professional in just 2 days

B2B Learning's intensive 2-day ITIL® Foundation (Version 5) course gives you a solid, practical understanding of the updated ITIL framework and prepares you to pass the official certification exam with confidence. You'll learn a modern, flexible approach to digital product and service management—aligned with today's transformation and AI-enabled realities.



• Official PeopleCert exam voucher included – take your online proctored exam when you're ready

• Delivered by an Accredited Training Organisation (ATO) and led by a certified expert trainer

• Official PeopleCert eBook + Official Training Materials (OTM), plus additional B2B Learning resources via your Learner Extranet

• Highly interactive: concepts, exercises, real-life discussion and exam preparation

• All-inclusive: lunches, coffee breaks, exam voucher + 1-year PeopleCert Membership Plus

This 2-day training will give you a clear, modern ITIL (Version 5) view of how digital products and services deliver value. It will also open a practical way to adopt and adapt ITIL using the Guiding Principles

Important: if you are planning to attend this training in French, please note that the new ITIL training materials and exams will only be available in English at first! The French sessions in Brussels will use English training materials and exams. For sessions in French (training materials and exam), please refer to this French-language webpage (version 4 until the version 5 translation is available).

ITIL FOUNDATION COURSE & LEARNING OBJECTIVES

By the end of this course, you will be able to:

- Explain the key concepts of **digital product & service management** and how value is created through **service relationships**
- Use the **ITIL Guiding Principles** to make better decisions and adapt service management to your organization
- Describe how the **ITIL Value System**, **value chain activities**, and the **product & service lifecycle** work together end-to-end
- Identify where **value streams** can be improved using value stream thinking and mapping
- Understand how **AI impacts ITIL**, what **AI governance** means, and how ITIL connects with **DevOps and PRINCE2®**

COURSE CONTENTS

Throughout our interactive course, we will provide an ideal balance between presentation, activities and group discussions.

- The key concepts of digital product and service management
  - Definitions
  - Purpose
  - Difference between outputs and outcomes
- Service Relationships
  - Understand how utility, warranty, user experience, and sustainability contribute to value co-creation
  - Define key service relationship concepts
  - Basic, cooperative and collaborative service relationships
- The ITIL Value System (ITIL VS)
  - Components
  - Purpose
- Governance
  - Define governance and its role in directing and controlling an organization
  - Understand how governance supports valu co-creation
- ITIL Guiding Principles
  - Learn how feedback contributes to value co-creation
  - Applying the principles for continual improvement of practices and principles
  - How to adapt and combine the principles to fit your organisation's context
- Value chain and ITIL management practices

    - Operating models and value chains
    - Understand the role of the 34 ITIL management practices within the ITIL Value System
    - Structure and benefits of the Official ITIL Practice Guides
- Value streams, mapping and management
    - Purpose and key concepts
    - Relationship between digital value stream mapping and value stream management
- Continual improvement
    - Description and role
    - Understand the steps of the ITIL Continual Improvement Model
- The Four Dimensions of Product and Service Management
    - Description and role
    - Learn how AI can assist in the product and service development lifecycle
    - Understand the ITIL AI Capability Model
- ITIL and other frameworks integration
    - ITIL and DevOps
    - ITIL integration with PRINCE2 and/or PRINCE2 Agile
- ITIL Foundation **exam preparation** and correction in group

WHO SHOULD ATTEND?

This course is ideal for:

- IT and digital professionals involved in delivering or improving services
- Team leaders, project/program managers, product owners, and change leaders
- Service managers, process owners, and consultants
- Anyone seeking an industry-recognized certification and a practical foundation in ITIL

PREREQUISITES

There are no prerequisites or technical background required to attend this course.

ABOUT THE EXAMINATION (ITIL® FOUNDATION – VERSION 5)

Participants take their exam **at a date and time of their choice**.

On the first morning, we provide your **PeopleCert online proctored exam voucher**, allowing you to schedule your exam on the PeopleCert platform (browser-based). If you prefer to take the exam at our offices, you can book an appointment with our staff.

Exam format:

- Duration: **60 minutes** (+15 minutes for non-native English speakers)
- Closed book
- 40 multiple-choice questions
- 1 mark per question, no negative marking
- Pass mark: **65%** (26/40)

Progression: ITIL Foundation (Version 4 or Version 5) is a prerequisite for the **advanced ITIL (Version 5)** modules and designations.

Already ITIL 4 certified? If you want the Version 5 Foundation certificate quickly, ask about the **Foundation Bridge/Upgrade option** (shorter exam focused on what changed). This connects directly to the transition guidance explained in our ITIL (Version 5) launch article. **Keep in mind that the ITIL 4 Foundation certificate remains a valid prerequisite for the new ITIL advanced certifications.**

COURSE MATERIAL

Participants receive a complete set of documentation, including:

- The **official ITIL Foundation (Version 5) eBook**
- The **Official Training Materials (OTM)** provided by PeopleCert
- ITIL Foundation **Quick Reference Guide**
- Access to additional documents and pre-course questionnaire on your **B2B Learning Learner Extranet**