

# ITIL Foundation eLearning & Exam Voucher □ Version 5

Learn ITIL® Foundation at your own pace and earn your ITIL Foundation version 5 certificate

Study for your ITIL® Foundation (v5) certification online at your own pace

Prepare for the ITIL® Foundation (Version 5) exam with our online learning approach. Learn the key concepts of digital products, service management, shared practices and value creation through self-paced lessons, assessments and practical examples. This training programme will prepare you for the exam and strengthen collaboration within your IT team.



## What does your eLearning pack include?

- High-quality **eLearning** content designed by industry experts
  - 4 simulation test papers and quizzes for self-assessment
- Access to official PeopleCert content including the Official Training Materials and Guidance
  - **Learn from anywhere** — mobile-friendly, fully optimised for all devices
  - **± 10 hours study time** — progress at your own pace
  - Choose **eLearning+** to add the PeopleCert Membership Plus for extra benefits

## CHOOSE YOUR BEST OPTION BETWEEN ELEARNING OR ELEARNING+

### eLearning includes:

1-year self-paced eLearning; online proctored exam voucher including Official Training materials and Guidance.

### eLearning+ includes:

all features of eLearning plus a 1-year PeopleCert Membership plus with 1 free resit on you exam, online sample exam, free webinars and courses and access to a library of documentation.

## ITIL® FOUNDATION V5 ELEARNING COURSE □ ACCREDITED BY PEOPLECERT

A flexible self-paced learning journey, accredited by PeopleCert and delivered by our partner SL.

- Learn the service management concepts and key principles required for the exam.
- Discover the ITIL Foundation (version 5) process models.
- Learn how to apply ITIL principles to understand and implement service management within your organisation.
- Gain knowledge about ITIL tools and techniques to improve efficiency and enhance the customer experience.
- Understand the purpose and key terms of the 15 ITIL practices.
- Learn how ITIL® Version 5 helps organizations optimize workflows, value streams, and collaboration, leading to higher productivity and better outcomes.

## COURSE CONTENTS

This course is designed into 7 modules:

- **Module 1:** Key ITIL terms and definitions
- **Module 2:** The ITIL four dimensions of product and service management
- **Module 3:** The ITIL product and service lifecycle
- **Module 4:** The ITIL Value System
- **Module 5:** Value stream identification, mapping and management
- **Module 6:** ITIL and AI
- **Module 7:** ITIL and other frameworks

## TARGET AUDIENCE

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The ITIL Foundation certification is one of the most highly regarded qualifications for IT Service Management professionals. The ITIL Foundation (version 5) course is ideal for:

- IT managers and architects
- System administrators and analysts
- Operations managers and database administrators
- Process owners and practitioners
- Service delivery professionals
- CIOs, CTOs and IT managers

The eLearning format is the ideal solution for those who lack the time or budget for classroom-based training.

## PREREQUISITES

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

## ABOUT THE ITIL FOUNDATION EXAM (VERSION 5)

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Participants will receive a voucher to take their exam from home or from the office. The exam voucher is valid during one year. However, we advise not to wait too long between the end of your course and exam.

- Exam duration: 60 minutes (+15 minutes for non-native English speakers)
- Closed book format
- Number of questions: 40
- Marks: each question is worth 1 mark, there is no negative marking.
- Pass mark: 65% or higher (26 marks or above)

## ELEARNING & EXAM DELIVERY

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**We will process your order within a maximum of two working days.**

You will receive an invitation email with your access codes for the eLearning, and a second email from PeopleCert with your exam voucher. The eLearning and exam voucher are valid during 12 months.

**For multi-users, please [contact us](#) to receive a proposal.**