

ITIL® Foundation (Version 5)

Duration: 2 Days

Course Description:

The ITIL Foundation (Version 5) helps you build the skills to keep those services reliable, valuable and aligned with business needs. You get a clear view of how products and services are designed, delivered and improved, plus the language and concepts that IT teams across the world use every day.

This course also prepares you for the official ITIL Foundation exam, so you walk away with both knowledge and a recognized credential.

Target Audience:

This If you see your future in IT or digital services, this course is a strong fit.

Typical roles include:

- IT Specialist (Application Development, Change Management, Operations)
- IT Development Manager or IT Operations Specialist
- IT Service Operations Manager or IT Service Manager
- Digital Product Manager or Product Owner
- Experience Manager or Service Improvement Manager
- Customer Success Manager, Service Owner or Process Lead
- Digital Product Designer, Enterprise Architect, Solution Designer

Prerequisites:

There are no pre-requisites for this course, although a basic knowledge of Service Management concepts will be helpful.

Course Objectives:

After completing this ITIL Foundation training, you will be able to:

- Understand the building blocks of digital product and service management, from value concepts to lifecycle activities.
- Describe how value co-creation works between providers, consumers and other parties.
- Explain the four dimensions of management and why each one matters.
- Outline the ITIL Service Value System, including guiding principles, governance, value chain activities and practices.
- Talk through the digital product and service lifecycle and why lifecycle thinking reduces risk and technical debt.
- Recognize the purpose of ITIL management practices and how they support consistent work.
- Apply the idea of continual improvement using the ITIL model.
- Understand Value Stream Mapping and Management and how it supports visibility and improvement.

Course Outlines:

Digital product and service management concepts

- Core concepts of modern digital products and services
- Value creation, continual improvement and lifecycle management

Value co-creation

- How providers, consumers and stakeholders co-create value
- Balancing outcomes, costs, risks, experience and sustainability

The Four Dimensions of Product and Service Management

- Organizations & People
- Value Streams & Processes
- Information & Technology
- Partners & Suppliers

ITIL Value System

- Understanding of the ITIL Value System
- Links between guiding principles, governance, value chain activities, management practices, and continual improvement

The ITIL Guiding Principles

- Using the guiding principles to make better decisions and collaborate
- Adapting ITIL practices to real-world digital environments

The product and service lifecycle

- Purpose of each product and service lifecycle management activity from discovery and design to operation, delivery and support
- How lifecycle activities connect to create value

ITIL's management practices

- Role of ITIL management practices
- How practice guides support consistent, effective ways of working across organizations

Continual improvement

- How continual improvement is embedded in ITIL
- Step-by-step continual improvement model and how it supports long-term organizational success

Value Stream Mapping and Management

- Identifying and mapping value streams to improve flow, visibility, and outcomes across digital products and services.

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