IT IL® V5 Foundation

Course syllabus V1.0

Fifalde Consulting Inc.
+1-613-699-3005

1. Introduction to the course syllabus

This document provides the detailed outline of the ITIL V5 Foundation course. You will
be provided you with:

- Course syllabus
- Presentation material
- Two sample exams

2. Course preparation

No preparation or pre-requisites are necessary to undertake this training.

3. Administrative and logistical activities

If you are scheduled to take the certification exam, you should have received a
confirmation e-mail asking you to confirm registration data. If you have any questions
or problems regarding the exam registration, please talk to your trainer.

4. Target group

The target group of the ITIL Foundation certificate in IT Service Management is drawn from:

- Individuals who require a basic understanding of the ITIL framework and how
  it may be used to enhance the quality of IT service management within an
  organization.
- IT professionals who are working within an organization that has adopted
  and adapted ITIL who need to be informed and also contribute to an
  ongoing service improvement program.

  This may include but is not limited to, IT professionals, business managers
  and business process owners. There is no pre-requisite for this course.

5. Course objectives

The ITIL foundation course objectives are to:
- Understand the core concepts of digital product and service management
- Understand service relationships
- Understand the ITIL Four Dimensions of Product and Service Management
- Understand the ITIL Value System (ITIL VS)
- Understand how the ITIL Guiding Principles support the adoption and adaptation of service management
- Understand the ITIL Product and Service Lifecycle Model and value chain activities
- Understand ITIL Management Practices
- Understand the benefits of value stream mapping and management
- Understand the impact of AI on ITIL, the principles of AI governance, and how ITIL aligns with other
  frameworks such as PRINCE2® and DevOps
- Successfully obtain the foundation certificate

6. Delivery method

6.1 Educational alternatives

This course was designed so that it makes use of the following educational alternatives:

- **Deduction:** Using anecdotes and examples, the training presents use cases before the concepts have even been covered. The students deduct the learning from their own analysis. The topic and its concepts are presented afterwards to demonstrate how theory applies to what was deducted.
- **Questioning:** Asking questions forces participants to stop and think about different variables. It also enables the participants to put the newly acquired knowledge to the test. Quizzes have been incorporated as part of the training to make sure that the concepts are well understood by the participants.
- **Demonstrating:** Some use cases have been incorporated to the training AFTER the concepts. These serve to explain a cause and effect relationship using the newly acquired knowledge.

7. Exam

The ITIL Foundation Certification Exam is offered online or if required on the final day of class. It is a 40-question multiple-choice exam and 26/40 is required at the minimum to succeed to the exam, or 65%. The duration of the exam is 60 minutes, 15 minutes can be added if your first language is not English.

8. Session plans

The following table provides individual session objectives for the different modules covered in the training.

1. Key ITIL® Terms and Definitions
1.1 Product and Service Management
1.2 Experience, Strategy, Transformation
1.3 Service Offerings
1.4 Value Co Creation
1.5 Service Relationships

2. The ITIL® Four Dimensions of Product and Service Management
2.1 Introduction
2.2 Internal & External Factors

3. The ITIL® Product and Service Lifecycle
3.1 Introduction
3.2 Purpose of Each Lifecycle Activity

4. The ITIL® Value System
4.1 Components
4.2 Guiding Principles
4.3 Governance
4.4 Value Chain
4.5 Management Practices

Fifalde
CONSULTING INC.

Leading Your Business Transformation