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TRAINING
PROGRAMME

ITIL® Foundation (Version 5)

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Description

📅 2 days

⭐ accredited training

💬 language of training: Polish or English

📗 language of materials: English

The **ITIL® Foundation (Version 5)** training demonstrates how organizations **manage digital products and services throughout their entire lifecycle**. It focuses on how value is realized through digital products and services and how value streams structure the work that leads from identified demand to achieved outcomes.

The training program is based on the **latest version of ITIL, published at the end of January 2026**, and explains how the ITIL framework connects key concepts such as **guiding principles**, **governance**, **continual improvement**, and the **unified product and service lifecycle**. It shows how activities across products, services, and value streams are coordinated, helping organizations move away from fragmented approaches to development, delivery, and operations.

The training reflects how ITIL has evolved to support **data-driven decision-making**, **automation**, **artificial intelligence**, and **contemporary ways of working**, while remaining applicable across different organizational contexts.

The course provides a **shared conceptual foundation** and a **common language** that supports effective collaboration and informed decision-making across roles, teams, and organizational boundaries.

Purpose of the training

✅ establishing a **shared understanding and common language** for digital product and service management based on ITIL® (Version 5),

✅ explaining **how value is created and co-created** through digital products and services, and how **value streams** support the flow from demand to outcomes,

✅ introducing the **unified product and service lifecycle** and show how activities across the lifecycle are connected and coordinated,

✅ enabling participants to **understand the role of governance and continual improvement** in modern, technology-enabled organizations,

✅ providing a **solid conceptual foundation** for further learning and development within the ITIL framework.

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Target group

- professionals involved in the delivery, management, or support of digital products and services,
- managers and team members working across business and technology functions,
- individuals beginning their ITIL learning journey,
- professionals who need to understand how ITIL supports value creation in modern, IT-enabled organizations.

Benefits

- understanding the **key concepts, structure, and terminology** of the ITIL® (Version 5) framework,
- gaining clarity on **how value is realized** through **digital products and services**,
- learning how **value streams** and the **unified product and service lifecycle** support consistent value creation,
- developing a **shared language** that improves collaboration across **roles, teams, and organizational boundaries**,
- understanding the role of **governance** and **continual improvement** in modern, **technology-enabled organizations**,
- preparing to take the **ITIL® Foundation (Version 5) certification exam.**

Exam and certification

Exam details:
- mandatory exam
- multiple-choice, single-response questions test,
- number of questions: 40,
- pass threshold: 65% (26 out of 40 possible points),
- language of the exam: English,
- duration: 60 minutes (75 minutes for non-native speakers),
- mode: online,
- date: post training, selected by participants at the Accreditor's availability,
- closed book - no use of materials,
- validity of the exam voucher: up to 12 months - an expiry date is provided with the voucher,
- validity of the certificate: 3 years,

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- the participant who scores the necessary number of points in the exam is awarded the international certificate in electronic form.

Note! According to the Accreditor's guidelines, the training must be purchased together with the **exam package**, which includes the **online exam**, access to the **e-book**, and **Official Training Materials** (OTM).

Before the voucher expires, the participant has the option to purchase a 6-month **extension of its validity**.

In the case of an unsuccessful exam attempt, the participant may purchase a **retake** (Take2 Re-sit Exam Option). This option allows you to retake the exam in an online format within 6 months of the original date, without paying the full cost of the exam.

The Take2 Re-sit Exam Option can be purchased **from Inprogress only when placing an order for the first exam date** or **independently in your PeopleCert account, no later than 15 minutes before the start of the exam**. Those who do not take the exam within the validity period of the voucher cannot use the retake option.

Training programme

Introduction

MODULE 1 - Key concepts of digital product and service management
- Product and service management
- Service offerings
- Value co-creation

MODULE 2 - Service relationships
- Value co-creation continued
- Service relationship

MODULE 3 - The ITIL Value System (ITIL VS)
- Components of the ITIL Value System

MODULE 4 – Governance
- Governance of digital technology

MODULE 5 - ITIL Guiding Principles
- Value co-creation: feedback contribution
- ITIL Guiding Principles

MODULE 6 - Value chain and ITIL management practices
- Operating models and value chains
- ITIL management practices
- Value chain activities

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MODULE 7 - Value Streams: Mapping and Management
- ✅ Value stream mapping and management
- ✅ Application of value streams
- ✅ Purpose of value stream mapping and management

MODULE 8 - Continual improvement
- ✅ ITIL Continual Improvement Model
- ✅ Steps of the ITIL Continual Improvement Model
- ✅ Continual improvement within the ITIL Value System

MODULE 9 - The Four Dimensions of Product and Service management
- ✅ ITIL Four Dimensions of Product and Service Management
- ✅ Internal factors and External factors
- ✅ Introduction to AI
- ✅ ITIL AI Governance

MODULE 10 - ITIL and other frameworks integration
What's next?

Methods and tools used in training

Training is conducted by **lecture and workshop** methods.

LECTURE PART	WORKSHOP PART
It is conducted on the basis of a multimedia presentation prepared by the presenter and is enriched by the use of moderated discussion, exchange of participants' experiences and case studies.	✅ small group exercises, ✅ individual exercises, ✅ case studies, ✅ moderated discussion, ✅ exchange of experience among participants

The selection of the form and scope of training, supported by the professional and trainer's experience, ensures that participants **receive a comprehensive overview of the topics** and **acquire practical skills**.

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