ITIL® Foundation Certificate in IT Service Management

CATEGORY	LEVEL	DURATION
IT Service Management	Foundation	3 days

COURSE DELIVERY

Classroom or virtual Classroom

TARGET AUDIENCE

This certification programme is ideal for:

- IT specialists, service and operations managers
- Product owners, product managers and process leads
- Customer success, service improvement and experience managers

PREREQUISITES

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

EXAM INFO

- 60 minutes duration
- 40 multiple-choice questions
- 26/40 required to pass
- Closed book

CERTIFICATE

ITIL® Foundation Certificate in IT Service Management

EXAM BODY

PeopleCert

COURSE DESCRIPTION

Your organisation runs on digital services. Customers, colleagues, partners – everyone depends on them.

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 recognised credential.

LEARNING OBJECTIVES

Following the completion of the course, 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.

- Recognise 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.

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Transforming Minds, Empowering Change

RELATED TRAINING

- ITIL® 4 Specialist: Create Deliver & Support
- ITIL® 4 Strategist: Direct, Plan & Improve
- ITIL® 4 Specialist: High Velocity IT
- ITIL® 4 Specialist: Drive Stakeholder Value
- ITIL® 4 Leader: Digital & IT Strategy
- ITIL® 4 Specialist: Monitor, Support & Fulfil
- SDI® Service Desk Analyst
- SDI® Service Desk Manager
- ISO/IEC 20000 Foundation
- ISO/IEC 20000 Auditor
- ISO/IEC 20000 Practitioner
- AgilePM® Agile Project Management Foundation

EDUCATION SOLUTIONS

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SKILLS YOU'LL BUILD

- Lifecycle thinking to make better service decisions
- Collaboration across roles, using a shared framework
- A continuous improvement mindset that supports long-term success

These skills are increasingly expected in roles across IT operations, development, product and service design.

COURSE APPROACH

This course is delivered using a case study and exercises that are designed to enhance the candidates understanding of ITIL 4. Students who have attended this course, and have done some self study, are suitably prepared to take the associated ITIL 4 Foundation test.

COURSE STUDENT MATERIAL

You'll have access to the official eBook, learning kit, and mock exam, giving you strong support on the way to certification.

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EMPOWERING PROFESSIONALS

As MindMagine, we have trained more than 65,000 professionals over Asia and Oceania since 2001.

Our focus in our training is to empower our participants by balancing practical experience and the theoretical background. The participants walk away with knowledge to apply the learnings and the theoretical background to successfully pass the exam requirements.

Our education portfolio ranges from courses in business services and processes to IT services and processes. This portfolio has enabled us to support our clients end to end in their organizations and enable synergy throughout corporate value chains.

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CONCEPTS COVERED

1. **Digital product and service management concepts**
   - Key terms and ideas in digital service management
   - How AI-enabled and data-rich services fit into ITIL thinking

2. **Value co-creation**
   - Roles of providers, consumers and others
   - Outcomes, costs, risks, experience and sustainability

3. **The Four Dimensions of Product and Service Management**
   - Organisations and People: roles, skills and structures
   - Value Streams and Processes: how work moves from request to outcome
   - Information and Technology: tools, data and platforms
   - Partners and Suppliers: external contributions and dependencies

4. **ITIL Service Value System**
   - Components of the SVS and how they connect
   - Guiding principles in real work
   - Governance and the service value chain
   - Management practices as flexible building blocks

5. **Digital Product and Service Lifecycle**
   - Activities from discovery and design to live operation
   - How lifecycle thinking reduces technical debt and service disruption

6. **ITIL Management Practices & Practice Guides**
   - What practices are and how they support teams
   - How practice guides help standardise and improve ways of working

7. **Continual Improvement in Daily Work**
   - The continual improvement model and its steps
   - Building small, repeatable changes into normal routines

8. **Value Stream Mapping and Management**
   - Identifying important value streams
   - Mapping work to improve flow, visibility and outcomes