ITIL Foundation Course Outlines
Version 5

CHAPTER 1 Introduction
- ✓ Evolving IT service management
- ✓ About ITIL
  - ITIL ecosystem
  - Benefits of ITIL for enterprises, managed service providers, digital product vendors, digital product and service management professionals
- ✓ Key concepts of ITIL

CHAPTER 2 The ITIL Four Dimensions of Product and Service Management
- ✓ Organizations and people
  - Culture
  - Leadership
  - Organizational structure
  - Skills and competencies
  - Organizations, People and AI
- ✓ Value streams and processes
  - Workflows in ITIL
  - Optimizing workflows for complexity
- ✓ Information and technology
  - Artificial Intelligence
  - Data, information, and knowledge
  - Ensuring value from technology
- ✓ Partners and suppliers

CHAPTER 3 Key concepts of digital product and service management
- ✓ The service economy
  - Service value: Outcomes, Costs, Risks
  - Digital services and digital products
- ✓ Service relationships
  - Service relationships roles
  - Types of service relationships
  - Service journey
  - Service quality
  - Service level agreements

CHAPTER 4 The ITIL Product and Service Lifecycle
- ✓ The ITIL Product and Service Lifecycle and lifecycle management activities
  - Discover, Design, Acquire, Build, Transition, Operate, Deliver, Support

CHAPTER 5 The ITIL Value System
- ✓ The 7 ITIL Guiding Principles
- ✓ Governance
  - Governing bodies and governance

- Governance patterns
- Governance in the ITIL VS

✓ Value chain
- Operating models and value chains
- The value chain patterns
- Internal IT organizations
- Commercial product vendors and service providers

✓ Practices

✓ Continual improvement
- ITIL Continual Improvement Model

CHAPTER 6 Identifying, mapping, and managing value streams

✓ Value streams of digital organizations

✓ Value stream mapping

✓ Value stream management

CHAPTER 7 Next steps

✓ Improving organizations
- Designing a value system
- Evaluating and improving a value system
- Improving value for stakeholders

✓ Improving professional capabilities
- Professional development

✓ Beyond ITIL