ITIL Version 5 Foundation Premium (ITIL5F-P)

ID ITIL5F-P **Price** CHF 3,400.—(excl. VAT) **Duration** 3 days

Who should attend

Those interested in controlling IT costs, improving IT service quality, and balancing IT resources. All IT professionals, IT project managers, IT managers, IT project or team members, network operators, business process analysts, IT architects, consultants, systems integrators, help desk managers and staff, planners, managed service providers, outsourcers, application developers, and other IT-related positions.

Prerequisites

Whilst there are no specific skills or experience required to attend this training, before your event, you will be sent a Pre-Course Study Guide. The Pre-Course Study Guide also contains the official ITIL Foundation Certificate syllabus, which you should read prior to attending the course.

Course Objectives

What skills will you acquire?

Lifecycle thinking

Embrace a 'lifecycle mindset' to make smarter decisions, anticipate changes, reduce technical debt, improve service continuity, and keep teams aligned while leaving silo mentality behind.

Collaborative, value-focused working

Strengthen collaboration across roles and teams by aligning with modern, team-based delivery and focusing on shared outcomes, transparency, end-to-end value streams, and value co-creation.

Continuous improvement mindset

Build practical skills to embed continual improvement into everyday work, foster a growth mindset, and swiftly adapt to change in fast-paced digital environments.

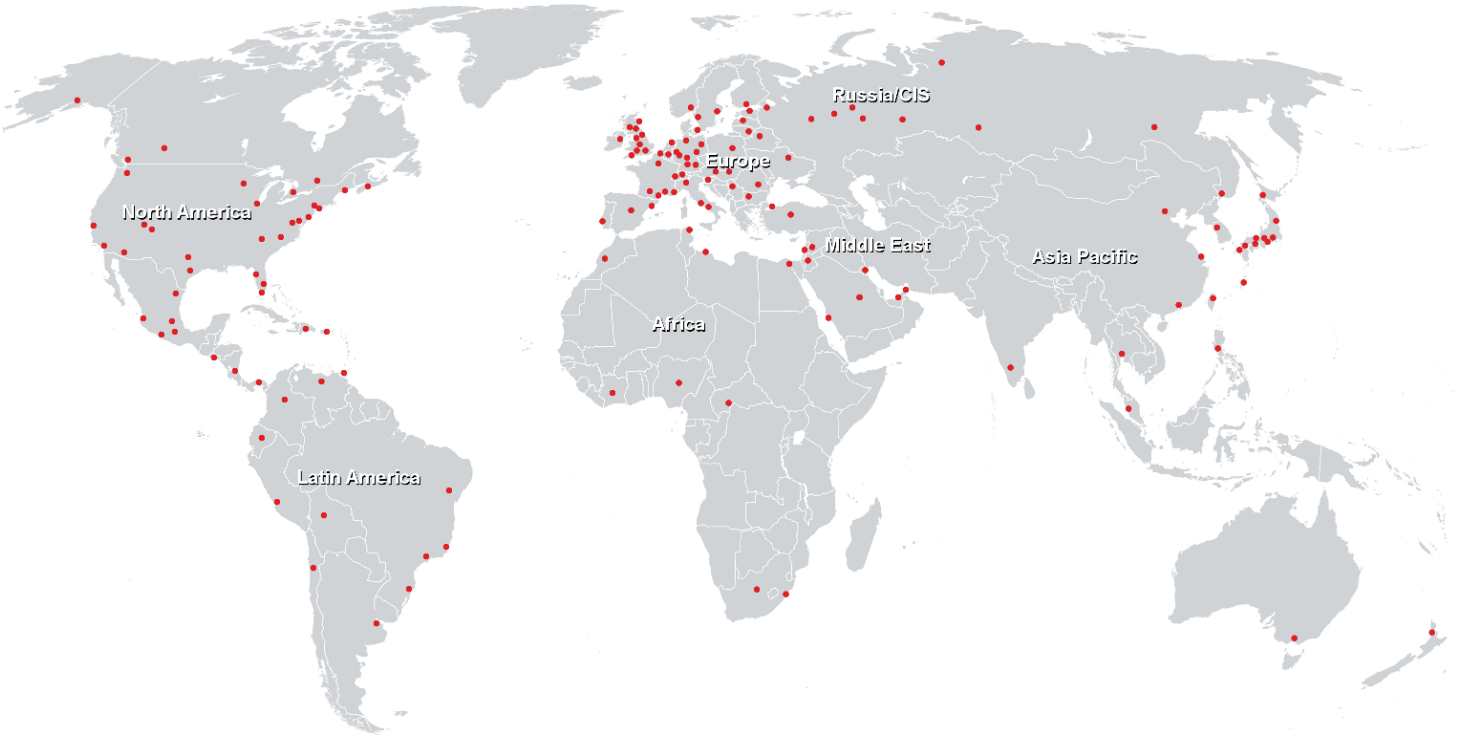
Course Content

Key topics include:

- Digital product and service management concepts, such as value creation, continual improvement, and lifecycle management.
- Value co-creation through collaboration between service providers, consumers, and stakeholders.
- The four dimensions of product and service management: Organizations and People, Value Streams and Processes, Information and Technology, and Partners and Suppliers.
- The ITIL Service Value System, which integrates guiding principles, governance, value chain activities, management practices, and continual improvement.
- Application of ITIL guiding principles for better decision-making and collaboration.
- Understanding the digital product and service lifecycle, from discovery and design to operation, delivery, and support.
- Exploration of ITIL management practices and official practice guides.
- Continual improvement using the ITIL continual improvement model for long-term organizational success

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Training Centres worldwide





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