Course : ITIL® 5 Foundation with Aheady training, PeopleCert certification

Course Materials and Exam in French

Practical course - 2d - 14h00 - Ref. I5F

Price : 1930 CHF E.T.

NEW

ITIL® is a globally recognized framework for the management of digital products and services. It provides a common language and foundational concepts to help organizations co-create value with their stakeholders by improving performance, reliability, collaboration, and results. With ITIL® 5, the framework evolves in line with previous versions: it reinforces an organizational approach that is more product-oriented and adapted to complex environments, automation, and artificial intelligence, while remaining applicable to a variety of contexts and maturity levels. This training course serves as the entry-level program for acquiring essential concepts: key terms, service relationships, the four dimensions, the product/service lifecycle, the ITIL® Value System, guiding principles, practices, and value streams. It prepares participants to take the ITIL® 5 Foundation certification exam.

INFORMATION

PARTICIPANTS

Executives, IT managers, operations managers, and managers; project managers, product managers, and service owners; team leaders, architects, and application managers; consultants and quality managers; process managers and practice leads.All professionals involved in the design, development, transition, operation, delivery, support, or improvement of digital products and services.

PREREQUISITES

TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.

Participants also complete a placement test before and after the course to measure the skills they've developed.

Teaching objectives

At the end of the training, the participant will be able to:

- Master the key terms and concepts of ITIL® 5 Foundation
- Explain value co-creation and service relationships, as well as the associated roles
- Describe the four dimensions of product and service management
- Explain the purpose and components of the ITIL® framework
- Apply the guiding principles for adopting and adapting ITIL® to the context
- Understanding the Product & Service Life Cycle and Related Activities
- Understanding the Role of Management Practices in Implementing ITIL®
- Explain the importance of identifying, mapping, and managing value streams
- Prepare Effectively for the ITIL® 5 Foundation Exam with the Teams Aheady Agent

Intended audience

Executives, IT managers, operations managers, and managers; project managers, product managers, and service owners; team leaders, architects, and application managers; consultants and quality managers; process managers and practice leads.All professionals involved in the design, development, transition, operation, delivery, support, or improvement of digital products and services.

Certification

The certification exam is administered online, on a self-paced basis, under remote supervision by PeopleCert. The exam voucher is included in the course price. The exam consists of a 40-question multiple-choice test to be completed in 60 minutes. A minimum score of 65% is required to obtain certification.

Course schedule

1 Introduction

- Introduction to ITIL®.
- Define the objectives and scope of the ITIL® 5 Foundation certification, specifying the expectations and structure of the certification exam.

2 Key Concepts in Digital Product and Service Management

- Key definitions and fundamental distinctions between the concepts of a product and a service.
- The distinctions between digital products and digital services, as well as the underlying processes for managing them effectively.
- The concepts of value and value co-creation.

TEACHING AIDS AND TECHNICAL RESOURCES

• The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
• At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
• A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

3 Service Relationships

- Identifying key stakeholders and their associated responsibilities in a service relationship.
- The roles of the service provider, the digital product provider, as well as the service consumer, the customer, the user, and the sponsor.
- Analysis of service quality management and service levels, with a focus on service level agreements (SLAs).
- Analysis of performance indicators and related measures to ensure optimal quality that meets stakeholder expectations.

4 The Four Dimensions of Product and Service Management

- An overview of the holistic approach to product and service management, detailing the four key dimensions to consider:
- Organization & People: Managing culture, leadership, and competencies within the organization.
- Information & Technology: The role of data, tools, automation, artificial intelligence, and data governance.
- Partners & Suppliers: Managing dependencies, strategic supplier relationships, and alignment with organizational objectives.
- Value Streams & Processes: Understanding value streams, how they are organized, and effective process management to deliver value continuously.

5 The ITIL® Value System

- Governance: Oversight and Decision-Making Mechanisms.
- Continuous improvement: the process of ongoing evaluation and refinement.
- Guiding Principles: The values and principles that guide decisions and actions within the organization.
- Value chain: the sequence of activities that create value.
- Management Practices: Practices to Implement for Effective Management of Products and Services.

6 The ITIL® Guiding Principles

- Focus on value: Ensure that all activities create value for the organization and its stakeholders.
- Start where you are: make the most of existing resources and capabilities.
- Make progress iteratively by using feedback: work in successive steps and adapt based on the feedback.
- Collaborate and promote transparency: encourage cooperation among teams and make processes transparent.
- Thinking and working holistically: understanding how the various elements of the management system are interconnected.
- Keep it simple and practical: avoid unnecessary complexity and focus on practical solutions.
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7 The ITIL® Value Chain

- Discover: Explore needs, expectations, and opportunities.
- Design: Define solutions tailored to specific needs.
- Acquire: obtain the resources needed for production.
- Build: Create products and services.
- Transform: adapt solutions to make them operational.
- Operate: Deploy and maintain services in a live environment.
- Deliver: Provide services to users and customers.
- Support: Manage support and troubleshooting throughout the lifecycle.

8 ITIL® Practices

- A Detailed Overview of the Role of ITIL® Practices.
- Introduction to the structure of practice guides, which provide practical advice and processes for each area of management.
- The continuous improvement model and its application.

9 Value Streams: Identification, Mapping, and Management

- Mapping value streams.
- The Different Types of Value Streams.
- Flow analysis to identify bottlenecks, critical control points, and opportunities for improvement.

10 ITIL® and Artificial Intelligence (AI)

- Key definitions of AI and related technologies.
- The Impact of AI on the Product and Service Lifecycle.
- Integrating AI into ITIL® Value Chain Activities.
- AI Governance within the ITIL Framework.

11 ITIL® and Other Reference Frameworks

- ITIL® and DevOps: How These Two Approaches Can Be Integrated to Improve Collaboration Between Development and Operations Teams.
- ITIL® and project management: specifically, the integration of PRINCE2 into the product and service lifecycle to ensure structured project management throughout the development and delivery of services.

12 POST-TRAINING: Rely on Aheady, your Teams agent for certification preparation

- You set your own training schedule leading up to the exam date; you specify your availability (days, times, frequency), and Aheady schedules your prep sessions accordingly.
- Sessions organized by chapter: Each session focuses on a specific topic from the curriculum, featuring multiple-choice questions with answers and explanations in the actual exam format (40 questions, 65%).
- A list of topics to review: Based on your results, Aheady directs you straight to the sections of the course material that you should review first.
- Progress tracking, available 24 hours a day: you'll know exactly when you're ready to take the exam.

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