Course : ITIL® 5 Foundation, PeopleCert certification

Course material in French, exam in English
Practical course - 3d - 21h00 - Ref. IFT
Price : 2170 CHF E.T.

NEW

ITIL® is a globally recognized reference framework for the management of digital products and services. It provides a common language and structuring 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 a more product-oriented, organizational approach, adapted to complex environments, automation and artificial intelligence, while remaining applicable to a variety of contexts and maturities. The course is the entry level for acquiring the essential notions: key terms, service relationships, four dimensions, product/service lifecycle, ITIL® value system, guiding principles, practices and value streams. It prepares you to take the ITIL® 5 Foundation certification.

ⓘ INFORMATION

Publication of the certifications making up the new ITIL® V5 is staggered throughout 2026. The certifications to be published in March are: ITIL Product, ITIL Service, ITIL Experience: ITIL Product, ITIL Service, ITIL Experience; certifications to be published in April are: ITIL Strategy and ITIL Transformation.

PARTICIPANTS

Directors, information systems 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 managers.All professionals involved in the design, development, transition, operation, delivery, support or enhancement of digital products and services.

PREREQUISITES

Good level of English for the exam.

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, and the associated roles
- ✓ Describe the four dimensions of product and service management
- ✓ Explain the purpose and components of the ITIL® value system
- ✓ Apply the guiding principles for adopting and adapting ITIL® to your context
- ✓ Understanding the Product & Service lifecycle and related activities
- ✓ Understand the role of management practices in ITIL® implementation
- ✓ Explain the benefits of identifying, mapping and managing value flows
- ✓ Prepare effectively for the ITIL® 5 Foundation exam

Intended audience

Directors, information systems 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 managers.All professionals involved in the design, development, transition, operation, delivery, support or enhancement of digital products and services.

Prerequisites

Good level of English for the exam.

Certification

The certification exam takes place online, offline, under the remote supervision of PeopleCert. The voucher is included in the training price. The test consists of a 40-question MCQ to be completed in 60 minutes (an additional 15 minutes are allowed if the test is taken in English by a non-English-speaking candidate). A minimum score of 65% is required for certification.

Practical details

Please enter the practice description here

Course schedule

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.

1 Introduction

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

Hands-on work
MCQs to validate prior learning.

2 Key concepts in digital product and service management

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

Hands-on work
MCQs to validate prior learning.

3 Service relations

- Identify key players and associated responsibilities in a service relationship.
- The roles of service provider, digital product provider, service consumer, customer, user and sponsor.
- Analysis of service quality and service level management, with a focus on service level agreements (SLAs).
- Analysis of performance indicators and associated measures to guarantee optimum quality in line with stakeholder expectations.

Hands-on work
MCQs to validate prior learning.

4 The four dimensions of product and service management

- Presentation of the holistic approach to product and service management, detailing the four essential dimensions to be taken into account:
- Organization & people: managing culture, leadership and skills 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, organizing them and effectively managing processes to deliver continuous value.

Hands-on work
MCQs to validate prior learning.

(5) The ITIL® value system

- Governance: supervision and decision-making mechanisms.
- Continuous improvement: the process of constant assessment and improvement.
- Guiding principles: the values and principles guiding the organization's decisions and actions.
- Value chain: the sequence of value-creating activities.
- Management practices: practices to be implemented to effectively manage products and services.

Hands-on work
MCQs to validate prior learning.

(6) ITIL® Guiding Principles

- Focus on value: ensure that all activities create value for the organization and its stakeholders.
- Start where you are: leverage existing resources and capabilities.
- Make iterative progress thanks to feedback: work in successive stages and adapt according to feedback.
- Collaboration and visibility: encourage cooperation between teams and make processes transparent.
- Thinking and working holistically: understanding the interconnectedness of the various elements of the management system.
- Keep it simple and practical: avoid unnecessary complexity and focus on practical solutions.
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Hands-on work
MCQs to validate prior learning.

(7) The ITIL® value chain

- Discover: explore needs, expectations and opportunities.
- Design: define solutions adapted to needs.
- Acquire: obtain the resources needed for production.
- Build: create products and services.
- Transform: adapting solutions to make them operational.
- Operate: deploy and maintain services in real-life conditions.
- Deliver: provide services to users and customers.
- Assist: manage support and problem resolution throughout the lifecycle.

Hands-on work
MCQs to validate prior learning.

(8) ITIL® practices

- Detailed presentation of the role of ITIL® practices.
- Introduction to the structure of practice guides, which provide practical advice and processes for each management area.
- The continuous improvement model and its use.

9 **Value flows: identification, mapping and management**

- Value stream mapping.
- The different types of value flows.
- Flow analysis to pinpoint bottlenecks and critical control points, and identify areas for improvement.

Hands-on work
MCQs to validate prior learning.

10 **ITIL® and Artificial Intelligence (AI)**

- Key definitions of AI and related technologies.
- Influence of AI on the life cycle of products and services.
- Integration of AI into ITIL® value chain activities.
- AI governance within the ITIL framework.

Hands-on work
MCQs to validate prior learning.

11 **ITIL® and other frameworks**

- ITIL® and DevOps: how these two approaches can be integrated to improve collaboration between development and operations teams.
- ITIL® and project management: in particular the integration of PRINCE2 into the product and service lifecycle to ensure structured project management throughout the development and delivery of services.

Hands-on work
MCQs to validate prior learning.

12 **Preparation for the certification exam**

- Tips for the exam.
- Review of the ITIL® 5 Foundation program.
- Mock exam and group correction.

Dates and locations

REMOTE CLASS
2026 : 27 Apr., 4 May, 10 June, 10 June, 24 June,
26 Aug., 16 Sep., 4 Nov., 4 Nov., 25 Nov., 2 Dec.,
16 Dec.