CORPORATE COURSE PROGRAMME

ITIL Foundation Version 5

Digital product and service lifecycle thinking

01
ALIGN
Team goals

02
BUILD
Foundations

03
APPLY
Workplace practice

04
REVIEW
Learning evidence

Shared foundations. Practical application. A programme built around your team.

DESIGNED FOR YOUR ORGANISATION

Dedicated employee group | Agreed learning objectives | Flexible delivery planning

START WITH A SHARED LANGUAGE

Build confidence before the core curriculum.

Who this programme is for

- Digital product and service teams
- IT operations and support leaders
- Employees preparing for ITIL Foundation Version 5

Foundation topics

- Digital products, services and value
- Provider, consumer and stakeholder perspectives
- Lifecycle thinking and the four dimensions
- Improvement, experience and value-stream vocabulary

What your team can develop

- Connect product and service decisions across the lifecycle
- Discuss value co-creation and user experience
- Identify value-stream constraints
- Develop a focused Version 5 learning plan

CORE LEARNING MODULES

Learn the concepts. Apply the reasoning.

MODULE 01

Digital products and services

- Digital product concepts
- Lifecycle perspective
- Outcomes, costs and risks
- Experience and sustainability

Learning outcome: Explain digital products and services and use the covered concepts to reason about a practical scenario.

MODULE 02

Value co-creation

- Providers and consumers
- Stakeholder needs
- Service relationships and feedback
- Balancing value, cost and risk

Learning outcome: Explain value co-creation and use the covered concepts to reason about a practical scenario.

CORE LEARNING MODULES

Learn the concepts. Apply the reasoning.

MODULE 03

Four dimensions

- Organizations and people
- Information and technology
- Partners and suppliers
- Value streams and processes

Learning outcome: Explain four dimensions and use the covered concepts to reason about a practical scenario.

MODULE 04

ITIL Value System

- Guiding principles
- Governance
- Value chain activities and practices
- Continual improvement

Learning outcome: Explain itil value system and use the covered concepts to reason about a practical scenario.

CORE LEARNING MODULES

Learn the concepts. Apply the reasoning.

MODULE 05

Application and preparation

- Digital service improvement scenarios
- Responsible AI and human oversight
- Original knowledge checks
- Current version-specific syllabus review

Learning outcome: Explain application and preparation and use the covered concepts to reason about a practical scenario.

FROM KNOWLEDGE TO ACTION

Make learning relevant to your workplace.

Course-specific team exercise

Map a digital service from customer need through delivery and support, then identify a handover delay and a measurable improvement.

01	02	03	04
ALIGN	**BUILD**	**APPLY**	**REVIEW**
Team goals	Foundations	Workplace practice	Learning evidence

Before training

Agree roles, experience levels and team objectives. Use an initial knowledge check to identify the foundations that need attention.

During learning

Combine explanations, guided discussion and team practice. Use learning materials and a separate practice mock to review understanding.

At completion

Agree a final learning assessment and feedback approach. Review what employees can explain and apply, rather than treating attendance as proof of competence.

A CLEAR SCOPE BEFORE YOU BEGIN

Know what your corporate programme includes.

- Course foundations before the core modules
- Employee materials and practical exercises
- A separate practice assessment and agreed final learning review
- Certification preparation options, where relevant
- Completion recognition and an employee gift plan agreed in the proposal

Certification is a separate decision

Training supports learning and preparation. Official certification is awarded by the relevant provider under its eligibility, assessment and exam rules. Exam vouchers, official courseware, retakes and certification charges are included only when expressly stated in the written proposal.

Source and scope

This is The AgileNow proposed learning outline, not a claim of provider authorisation or an official exam syllabus. Check certification details with the provider before booking.

View the programme reference

View this corporate course online

LET US BUILD THE PROPOSAL TOGETHER

Turn your training requirement into a clear learning plan.

Discuss your employee group, learning goals and delivery requirements before agreeing the programme scope.

- Course or combination of courses
- Employee roles, experience and group size
- Business goals and expected workplace application
- Preferred delivery, location and dates
- Materials, assessment and certification requirements
- Employee gift preference and budget

START THE CONVERSATION

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Requesting a proposal does not create a booking or payment obligation. Delivery, duration, pricing, certification services and employee gifts are confirmed in the written proposal.