THE AGILENOW

ITIL Foundation Version 5

COURSE CURRICULUM & LEARNING GUIDE

Review the complete module outline below, including topics and learning outcomes. Practical exercises are The AgileNow learning activities; certification requirements remain governed by the relevant awarding body.

Module 1: Digital products and services

Explore digital products and services through practical explanations and a course-relevant example.

Topics Covered

- 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 2: Value co-creation

Explore value co-creation through practical explanations and a course-relevant example.

Topics Covered

- 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.

Module 3: Four dimensions

Explore four dimensions through practical explanations and a course-relevant example.

Topics Covered

- 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 4: ITIL Value System

Explore itil value system through practical explanations and a course-relevant example.

Topics Covered

- 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.

Module 5: Application and preparation

Explore application and preparation through practical explanations and a course-relevant example.

Topics Covered

- 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.

Plan Your Learning

Discuss your experience and goals with our team. Confirm prerequisites, training format, materials, dates, fees and examination inclusion before booking. Course attendance is distinct from earning a certification. This guide is The AgileNow curriculum; it is not an official awarding-body syllabus.

Official reference: https://www.peoplecert.org/browse-certifications/it-governance-and-service-management/ITIL-1/itil-5-foundation-version-50-4154

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