



PEOPLECERT TRAINING

ITIL® v5 Foundation

Master ITIL® v5 Foundation principles for effective IT service management. Elevate your skills to optimize service delivery and ace your PeopleCert exam.

DURATION

16 hours

LEVEL

Beginner

FORMAT

Instructor-Led

- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

Computer Pride | 1st Floor, ICEA Building, Kenyatta Avenue, Nairobi | www.computer-pride.co.ke

COURSE OVERVIEW

The ITIL® v5 Foundation course is your essential entry point into the world of modern IT Service Management (ITSM). This globally recognized certification provides a foundational understanding of the ITIL framework, focusing on how organizations can create, deliver, and continually improve value through IT-enabled services. You'll explore the ITIL Service Value System (SVS), which encompasses the Service Value Chain, ITIL Guiding Principles, Governance, and ITIL Practices, learning how these components interact to foster efficient and effective service delivery in a digital age. This course emphasizes a holistic approach, helping you understand not just *what* to do, but *why* it's crucial for business success.

Participants will gain insights into the key concepts and common language used in ITSM, enabling better communication and collaboration across IT and business units. While ITIL is a framework rather than a specific technology, it teaches you to optimize the use of existing and emerging technologies within a service-oriented context. By mastering ITIL v5 Foundation, you'll be equipped to contribute to improved service quality, reduced operational costs, and enhanced customer satisfaction within any IT-driven organization, ultimately boosting your career prospects in a competitive IT landscape. This certification is crucial for anyone involved in the delivery, support, or management of IT services.

Duration	16 hours
Level	Beginner
Vendor	PeopleCert

PREREQUISITES

- No formal prerequisites required. ITIL 4 Foundation holders can take this as an upgrade path.

COURSE CURRICULUM

01 Module 1: Key Concepts of Service Management

- What is a service?
- Value, outcomes, costs, and risks
- Utility and warranty
- Service relationships and value co-creation
- Stakeholders and their roles in service management

02 Module 2: The Four Dimensions of Service Management

- Organizations and people
- Information and technology
- Partners and suppliers
- Value streams and processes
- External factors: PESTLE analysis

03 Module 3: The ITIL Guiding Principles

- Focus on value
- Start where you are
- Progress iteratively with feedback
- Collaborate and promote visibility
- Think and work holistically

- Keep it simple and practical
- Optimize and automate

04 Module 4: The ITIL Service Value System and Service Value Chain

- Overview of the ITIL Service Value System (SVS)
- Service Value Chain activities: Plan, Engage, Design & Transition, Obtain/Build, Deliver & Support, Improve
- Understanding the flow of value through the Service Value Chain
- Governance in the SVS
- Continual Improvement in the SVS

05 Module 5: General Management Practices

- Continual Improvement
- Information Security Management
- Relationship Management
- Supplier Management
- Risk Management

06 Module 6: Service Management Practices and Technical Management Practices

- Change Enablement
- Incident Management
- Problem Management
- Service Request Management
- Service Desk
- Service Level Management
- Monitoring and Event Management
- Deployment Management

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > IT Service Desk Analyst (Tier 1/2)
- > IT Operations Support Specialist
- > Junior IT Service Management Coordinator

FREQUENTLY ASKED QUESTIONS

Q: How does ITIL v5 Foundation specifically prepare me to optimize IT service delivery in a modern, agile environment?

The ITIL® v5 Foundation course focuses on the ITIL Service Value System (SVS) and its interconnected components, including the Service Value Chain, Guiding Principles, and Practices. It teaches you how to adopt a 'think and work holistically' approach, ensuring that IT services are designed, delivered, and improved in alignment with business objectives. This includes understanding iterative development, feedback loops, and collaboration, which are crucial for success in agile and DevOps-influenced environments, allowing you to streamline processes and reduce time-to-market for new services.

Q: What practical skills will I gain from this ITIL v5 Foundation course that I can immediately apply in an IT

role?

Upon completing the ITIL® v5 Foundation course, you will acquire practical skills in understanding and applying the core concepts of IT service management. You'll learn how to identify and contribute to value streams, utilize ITIL Guiding Principles to improve daily operations, and understand the purpose of key ITIL practices like Incident Management, Problem Management, and Change Enablement. This enables you to participate effectively in service improvement initiatives, communicate using standard ITSM terminology, and support the efficient delivery and support of IT services within your organization.

Q: Is the ITIL v5 Foundation certification a prerequisite for more advanced ITIL certifications, and how does it contribute to long-term career growth in IT service management?

Yes, the ITIL® v5 Foundation certification is generally a prerequisite for pursuing all higher-level ITIL certifications, such as ITIL Managing Professional (MP) and ITIL Strategic Leader (SL). It establishes a common understanding of the ITIL framework, terminology, and key concepts, which are built upon in subsequent modules. For long-term career growth, this foundation proves your commitment to best practices in IT service management, opening doors to roles like IT Service Manager, IT Operations Manager, or even IT Consultant, where a structured approach to service delivery is highly valued.

ABOUT COMPUTER PRIDE



East Africa's Premier IT Training Center

With over 15 years of excellence, Computer Pride delivers globally recognized certification programs from leading technology vendors. Located on Kenyatta Avenue in Nairobi's CBD, our state-of-the-art facilities and expert instructors have empowered thousands of professionals across East Africa.

15+

Years of Excellence

10,000+

Professionals Trained

50+

Vendor Certifications

READY TO ENROL?

Take the next step in your technology career.

Location

1st Flr, ICEA Building
Kenyatta Ave, Nairobi

Email

info@computer-pride.co.ke

Phone

+254 705 900 900

www.computer-pride.co.ke