PEOPLECERT CERTIFICATION TRAINING CAMP

# ITIL® 5 Foundation

## Digital Product & Service Management

thinQtank® LEARNING



## OUR LEARNING EXCLUSIVE

- Custom exam prep software and materials
- Course-specific thinQtank® Learning publications to make the learning fun and engaging
- Extended hours of training, including scenario-based exercises
- **We do not teach the test.** We always deliver valuable, practical experience
- All reading material and study guides sent to you when you register
- Every course taught by certified instructors with real-world experience
- Retake any or all portions of the course for 24 months, in person or live online

## TRAINING CAMP FORMAT

**thinQtank® Learning** delivers this course as a **three-day instructor-led training camp**. Each day mixes lecture with service scenarios and practice questions, and the final afternoon is given to exam readiness. The balance of lecture and exercises is set to suit the group and the delivery method.

## PREREQUISITES

- No formal prerequisites
- Some experience working in or with IT is helpful but not required

## TARGET AUDIENCE

- IT staff starting out in service management, service desk and operations
- Managers and team leads who need a common service vocabulary with their teams
- Project, product and DevOps professionals who work with IT services
- Anyone planning to go on to an ITIL® Managing Professional, Strategic Leader or Practice Manager designation
- Service members, veterans and military spouses using AF COOL, Army Credentialing Assistance, MyCAA or VET TEC 2.0

## EXAM

**ITIL® Foundation (Version 5)**

| | |
|---|---|
| **Questions** | 40 multiple choice |
| **Duration** | 60 minutes |
| **Passing score** | 65% (26 of 40) |
| **Format** | Closed book |
| **Delivery** | PeopleCert online proctored exam |

ITIL® Foundation (Version 5) is the entry point to every ITIL Version 5 designation.

## COURSE OVERVIEW

**thinQtank® Learning** is offering a unique three-day training camp comprised of three days of instructor-led learning that gives students the knowledge and skills needed to manage digital products and services the ITIL way — from the ITIL value system and guiding principles, through value streams and management practices, to governance, continual improvement and how ITIL works alongside DevOps, agile and PRINCE2®.

ITIL (Version 5) is the current release of the world's most widely used service management framework, and Foundation is where every ITIL journey starts. The camp covers the full Foundation syllabus with real service scenarios every day, so students leave able to speak the language of ITIL with their teams and use it on the job — not just recognize the terms.

**This course prepares students to take the ITIL® Foundation (Version 5) exam.**

## WHAT YOU WILL BE ABLE TO DO

- Pass the ITIL® Foundation (Version 5) exam on the first attempt
- Explain how digital products and services create value for customers
- Use the ITIL guiding principles to make better day-to-day decisions
- Map a value stream and see where the work really gets stuck
- Speak the same service management language as your teams and suppliers

## COURSE OBJECTIVES

Primary course objectives:

- Explain the key concepts of digital product and service management
- Describe service relationships between providers, consumers and partners
- Explain the ITIL value system and how its parts work together
- Describe how governance directs and controls product and service management
- Apply the ITIL guiding principles to real decisions
- Explain the value chain and the purpose of the key ITIL management practices
- Map and manage value streams from demand to value
- Use the continual improvement model to plan and track improvements
- Describe the four dimensions of product and service management
- Explain how ITIL integrates with DevOps, agile and PRINCE2®

## EXCLUSIVE LEARNING PACKAGE

- ITIL® Foundation reading plan and review guide
- ITIL® Foundation practice exams
- Value stream mapping templates and worked examples
- Course video recordings for review
- Six months mentoring access to our engineers after completing the course

## DELIVERY METHODS

- Instructor-led training
- Immersive live-online training
- On-site and custom delivery

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# ITIL® 5 Foundation

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## ITIL® FOUNDATION (VERSION 5) EXAM AT A GLANCE

| 40 | 60 | 65% | Closed |
|---|---|---|---|
| Multiple-choice questions | Minutes | Passing score (26 of 40) | Book exam |

## COURSE MODULES

### 01 Digital Products and Services

- Key concepts of digital product and service management
- How products and services create value
- Service relationships: providers, consumers and partners

### 02 The ITIL Value System

- The value system and how its parts fit together
- Governance: directing and controlling
- The ITIL guiding principles in practice

### 03 Value Chain and Practices

- The value chain activities
- Purpose of the key ITIL management practices
- Value streams: mapping and management

### 04 Improvement and the Four Dimensions

- The continual improvement model
- The four dimensions of product and service management
- ITIL with DevOps, agile and PRINCE2®

### A Appendices

- Appendix A: Booking and taking the PeopleCert exam
- Appendix B: Practice exam and answer rationale
- Appendix C: Glossary of ITIL terms

## PUBLIC CLASS SCHEDULE

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|---|---|---|---|---|---|
| **Nov 30 – Dec 02, 2026** | Sterling, VA | **Apr 26 – Apr 28, 2027** | Atlanta, GA | **Sep 13 – Sep 15, 2027** | Burbank, CA |
| **Jan 04 – Jan 06, 2027** | Atlanta, GA | **May 17 – May 19, 2027** | Burbank, CA | **Sep 27 – Sep 29, 2027** | Sterling, VA |
| **Jan 25 – Jan 27, 2027** | Burbank, CA | **Jun 07 – Jun 09, 2027** | Sterling, VA | **Oct 18 – Oct 20, 2027** | Atlanta, GA |
| **Feb 08 – Feb 10, 2027** | Sterling, VA | **Jun 28 – Jun 30, 2027** | Atlanta, GA | **Nov 15 – Nov 17, 2027** | Burbank, CA |
| **Mar 01 – Mar 03, 2027** | Atlanta, GA | **Jul 19 – Jul 21, 2027** | Burbank, CA | **Nov 29 – Dec 01, 2027** | Sterling, VA |
| **Mar 22 – Mar 24, 2027** | Burbank, CA | **Aug 02 – Aug 04, 2027** | Sterling, VA | | |
| **Apr 05 – Apr 07, 2027** | Sterling, VA | **Aug 23 – Aug 25, 2027** | Atlanta, GA | | |

Every public class is also available live online. Private on-site classes can be scheduled for any week; call 855-TO-THINQ.

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