

Unleash your potential with ITIL® 5 Foundation

ITIL® is a Registered Trade Mark of PeopleCert Limited; The Swirl logo™ is a Trade Mark of PeopleCert Limited
Yellowhouse.net Pty Ltd is a PeopleCert ITIL® 5 Accredited Training Organization

What is ITIL®?

Build a strong foundation in digital product and service management. Learn the core concepts and practices needed to deliver value across the full lifecycle in today's complex, AI-enabled environments.

An industry-recognised certification

Showcase your ability to effectively manage digital products and services in today's fast-moving environments, and to handle critical tasks in the field.

What's new?

Evolved for today's realities it brings together strategy, design, delivery, experience, and continual improvement, helping you clearly understand how your work connects to meaningful, measurable outcomes.

Unlocks new opportunities

Equip yourself with relevant, in-demand skills to improve your daily work, accelerate your growth, and qualify for a wide range of attractive roles worldwide.

Learning objectives

- Understand key terms in digital product and service management
- Learn how services create value through outcomes, costs, risks and experience
- Explore service offerings and roles of sponsor, customer and user
- Identify types of service relationships and their role in value delivery
- Understand the Four Dimensions and how external factors influence them
- Learn the purpose and flow of the ITIL lifecycle activities
- Understand the ITIL Value System and its five core components
- Apply the seven ITIL guiding principles to real-world scenarios
- Explore value chain activities and supporting management practices
- Understand governance, continual improvement and their impact on performance

Practical guidance designed for real work

Instantly adopt and adapt ITIL through clear examples, scenarios, and proven practices-focused on application.

Trusted, AI-native capability

Build confidence working in AI-enabled environments with guidance for real-world adoption and scalable use.

What you get with ITIL® version 5

Clear contribution to value across the business

Understand how your role contributes to measurable outcomes across products, services, and experiences through an end-to-end, value-driven approach.

Relevant for every role not just IT Service Management, across the organization Develop capabilities that enable collaboration across product, service, experience, strategy, and transformation roles.

How do I get started?

When you register, you get the full kit. Your access to PeopleCert includes the official ITIL 4 textbook (eBook); your exam voucher (online exam) and OTM (Official Training Materials).

We provide the syllabus, sample exams, training kit and support materials)

Face-to-face, Virtual Instructor-led, online

Available in all three modes.

Core modules are supported by an attractive textbook (included with exam booking as an eBook)

• Overview of Service Management

Exploration of what is meant by 'service' and the four dimensions of service management. Key concepts of service relationships.

• Creating value

Key concepts are associated with value creation.

• The ITIL Value System (SVS)

Core components of the SVS. Explore how the service value chain supports service value streams.

• The ITIL practices

Overview of 18 ITIL practices, such as Relationship Management and Supplier Management. In-depth review of how 7 key practices, such as Service Desk and Problem Management, fit within the service value chain.

• The seven ITIL guiding principles

The ITIL guiding principles can help an organisation adopt and adapt service management.

• Exam details

60-minute exam, 40 multiple-choice questions, with 65% required to receive your certificate (26 marks)

Full sample papers are included in the course to help prepare for the exam.

Register at the [Yellowhouse site](#).