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ITIL® Foundation

VERSION 5

Global Best Practice

For all organizations and people aiming to
create value with digital products and services!

Syllabus

PeopleCert

Official Training Materials

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1. Introduction

ITIL® Foundation (Version 5) introduces candidates to the key concepts of digital product and service management and establishes a common language for effective practice across organizations. It provides an overview of the ITIL framework, including its guiding principles, core models, and fundamental concepts, and explains how these elements are used to create, deliver, and continually improve products and services. ITIL Foundation (Version 5) enables candidates to understand how value is co-created through the effective management of products and services, and how organizations apply ITIL guidance to improve performance, collaboration, and outcomes. It also explains how the ITIL framework has evolved to support modern technologies, data-driven decision-making, automation, artificial intelligence, and contemporary ways of working, while remaining adaptable to different organizational contexts and levels of maturity.

The ITIL Foundation (Version 5) examination is intended to assess whether the candidate can demonstrate sufficient recall and understanding of the ITIL Framework, as described in the syllabus below, to be awarded the ITIL Foundation qualification. The ITIL Foundation (Version 5) is a prerequisite for the ITIL (Version 5) higher level qualifications, which assess the candidate's ability to apply their understanding of the relevant parts of the ITIL Framework in context.

2. Exam Overview

Material allowed	None	This is a **closed book** exam. The *ITIL Foundation (Version 5)* Official Book, should be used for study, but is **NOT** permitted to be used in the exam.
Exam duration	60 minutes	Candidates taking the exam in a language that is not their native or working language may be awarded 25% extra time, that is 75 minutes in total.
Number of marks	40 marks	There are 40 questions, each worth 1 mark. There is no negative marking.
Pass mark	26 marks	Candidates will need to get 26 questions correct (65%) to pass the exam.
Bloom's Level (BL)	BL 1 and 2	Bloom's level indicates the type of thinking needed to answer the question. For Bloom's level 1 questions, candidates need to **recall** information about the ITIL framework. For Bloom's 2 questions, candidates need to show **understanding** of these concepts.
Question types	Standard, Negative, Missing word(s), and List	The questions are all 'multiple choice'. **'Standard'** questions have a stem and four answer options. **'Negative'** questions are 'standard' questions in which the stem is negatively worded. For the **'Missing word(s)'** questions, there is a sentence with a word or more words missing and candidates have to select the missing word(s) from four options. For the **'List'** questions, there is a list of four statements, and candidates have to select two correct statements from the list.

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3. Question Types

All questions are Objective Test Questions (OTQs), which present four options from which one option is selected. Distractors (wrong answers) are options that candidates with incomplete knowledge or skill would be likely to choose. These are generally plausible responses relating to the syllabus area being examined. Question styles used within this type are: 'Standard', 'Missing word(s)', 'List' (2 correct items), and, exceptionally, 'Negative' standard OTQ.

Example 'Standard' OTQ:

Which is a source of best practice?

A. Q
B. P
C. R
D. S

Example 'List' OTQ:

Which statement about service asset and configuration management is **CORRECT**?

1. It does Q
2. It does P
3. It does R
4. It does S

A. 1 and 2
B. 2 and 3
C. 3 and 4
D. 1 and 4

NOTE: Two of the list items are correct. List style questions are never negative.

Example 'Missing word(s)' OTQ

Identify the missing word(s) in the following sentence.

A [?] defines requirements for services and takes responsibility for outcomes from service consumption.

A. Role Q
B. Role P
C. Role R
D. Role S

Example 'Negative' standard OTQ:

Which is **NOT** a defined area of value?

A. Q
B. P
C. R
D. S

NOTE: Negative questions are only used, as an exception, where part of the learning outcome is to know that something is not done or should not occur.

Please see the sample paper for an example of the exam format and content.

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4. Syllabus

The table below specifies the categories and topics of the ITIL Foundation (Version 5), and the assessment criteria used to assess a candidate's achievement of their learning outcomes, subsequent to a course of study.

Note: Official Book references are in parentheses. These refer to the section, but not the subsections within it. The verb for each assessment criterion indicates the Bloom's level (BL): 'Recall'/'Define' indicates Level 1 basic recall and recognition, 'Describe'/'Explain', indicates Level 2 understanding/comprehension.

Category	Topic	Assessment Criteria		BL
1. Key ITIL terms and definitions	1.1 Product and service management	1.1.1	Define digital product and service management (Glossary)	1
		1.1.2	Define product, service as a key concept of digital product and service management (Glossary, 3.1.1)	1
		1.1.3	Define digital product, digital service as a key concept of digital product and service management (3.1.2)	1
		1.1.4	Define continual improvement as a key concept of digital product and service management (5.1)	1
		1.1.5	Define the ITIL Product and Service Lifecycle as a key concept of digital product and service management (4.1)	1
		1.1.6	Define good as a key concept of digital product and service management (3.1.2, Glossary)	1
		1.1.7	Define utility, warranty, user experience and sustainability (3.2.4)	1
		1.1.8	Know the benefits of ITIL for enterprises, managed service providers, digital product vendors, digital product and service management professionals (1.2.3-1.2.6)	1
	1.2 Experience, Strategy and Transformation	1.2.1	Define basic terms of ITIL Experience like: experience, digital experience, trust, user experience (UX), customer experience (CX), experience level agreement, human-centred design (Glossary)	1
		1.2.2	Define basic terms of ITIL Strategy like: strategy, business strategy, digital strategy, mission, vision, purpose, VUCA, leadership (Glossary)	1

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Category	Topic	Assessment Criteria		BL
		1.2.3	Define basic terms of ITIL Transformation like: change, transformation, business as usual (BAU) (Glossary)	1
	1.3 Service offerings	1.3.1	Define service offering and service interactions (3.1.2)	1
		1.3.2	Define service actions, transfer of goods, access to resources (3.1.2)	1
		1.3.3	Explain service offering and service interactions (3.1.2)	2
		1.3.4	Explain service actions, transfer of goods, access to resources (3.1.2)	2
	1.4 Value co-creation	1.4.1	Define value and value co-creation (3.1.1)	1
		1.4.2	Define cost and risk (3.1.1.2, 3.1.1.3)	1
		1.4.3	Define output and outcome (3.1.1.1)	1
		1.4.4	Understand the difference between output and outcome (3.1.1.1)	2
		1.4.5	Explain how value contributes to value co-creation (3.2.3, 3.2.4)	2
		1.4.6	Explain how outcomes, costs, risks contribute to value co-creation (3.2.4, 3.1.1.1, 3.1.1.2, 3.1.1.3)	2
		1.4.7	Explain how utility, warranty, user experience, sustainability contribute to value co-creation (3.2.4, 3.2.4, 3.2.3, 3.2.4)	2
		1.4.8	Explain how feedback contributes to value co-creation (5.2.3.1)	2
	1.5 Service relationships	1.5.1	Define organization, service provider, service consumer, digital product vendor as key concepts of service relationships (3.2.1)	1
		1.5.2	Define basic, cooperative, and collaborative service relationship as key concepts of service relationships (3.2, 3.2.2)	1
		1.5.3	Define the service journey as a key concept of service relationships (3.2.3)	1
		1.5.4	Define sponsor, customer, and user roles as key concepts of service relationships (3.2.1.1)	1
		1.5.5	Define service quality, service level as key concepts of service relationships (3.2.4)	1
		1.5.6	Define Service Level Agreement (SLA) as a key concept of service relationships (3.2.5)	1

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Category	Topic	Assessment Criteria		BL
		1.5.7	Understand the difference between service provider and service consumer (3.2.1)	2
		1.5.8	Understand the difference between service provider and digital product vendor (3.2.1)	2
		1.5.9	Understand the difference between service consumer and digital product vendor (3.2.1)	2
		1.5.10	Understand the difference between basic, cooperative, and collaborative service relationships (3.2.3)	2
2. The ITIL Four Dimensions of Product and Service Management	2.1 Introduction to the ITIL Four Dimensions of Product and Service Management	2.1.1	List the ITIL Four Dimensions of Product and Service Management: organizations and people, partners and suppliers, information and technology, value streams and processes (2.1)	1
		2.1.2	Understand the importance of each of the ITIL Four Dimensions of Product and Service Management (2.2–2.5)	2
		2.1.3	Explain the importance of the holistic approach of the ITIL Four Dimensions of Product and Service Management (2.1)	2
	2.2 Internal factors and External factors	2.2.1	Know the external factors that influence the ITIL Four Dimensions of Product and Service Management, like: political, economical, social, technology, legal, environmental (PESTLE) (2.1)	1
		2.2.2	Explain 'organizations and people', 'partners and suppliers', 'information and technology', 'value streams and processes' as the ITIL Four Dimensions of Product and Service Management (2.2–2.5)	2
3. The ITIL Product and Service Lifecycle	3.1 Introduction to ITIL Product and Service Lifecycle	3.1.1	List the ITIL Product and Service Lifecycle activities: discover, design, acquire, build, transition, operate, deliver, support (4.1)	1
		3.1.2	Understand the ITIL Product and Service Lifecycle (4.1)	2
		3.1.3	Understand that the activities of the ITIL Product and Service Lifecycle are not sequential nor linear and how they can be used iteratively (4.1)	2

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Category	Topic	Assessment Criteria		BL
	3.2 Purpose and Scope of ITIL Product and Service Lifecycle activities	3.2.1	Know the purpose of the 'discover' ITIL Product and Service Lifecycle activity (4.2.1)	1
		3.2.2	Know the purpose of the 'design' ITIL Product and Service Lifecycle activity (4.3.1)	1
		3.2.3	Know the purpose of the 'acquire' ITIL Product and Service Lifecycle activity (4.4.1)	1
		3.2.4	Know the purpose of the 'build' ITIL Product and Service Lifecycle activity (4.5.1)	1
		3.2.5	Know the purpose of the 'transition' ITIL Product and Service Lifecycle activity (4.6.1)	1
		3.2.6	Know the purpose of the 'operate' ITIL Product and Service Lifecycle activity (4.7.1)	1
		3.2.7	Know the purpose of the 'deliver' ITIL Product and Service Lifecycle activity (4.8.1)	1
		3.2.8	Know the purpose of the 'support' ITIL Product and Service Lifecycle activity (4.9.1)	1
4. The ITIL Value System	4.1 Components of the ITIL Value System	4.1.1	Know the components of the ITIL Value System and their role in an organization: Guiding principles, Governance, Value chain, Management practices, Continual improvement (5.1)	1
		4.1.2	Explain the ITIL Value System (ITIL VS) and its purpose (5.1)	2
	4.2 The ITIL Guiding Principles	4.2.1	List the ITIL Guiding Principles (5.2)	1
		4.2.2	Understand the 'focus on value' ITIL Guiding Principle and how it should be used (5.2.1)	2
		4.2.3	Understand the 'start where you are' ITIL Guiding Principle and how it should be used (5.2.2)	2
		4.2.4	Understand the 'progress iteratively with feedback' ITIL Guiding Principle and how it should be used (5.2.3)	2
		4.2.5	Understand the 'collaborate and promote visibility' ITIL Guiding Principle and how it should be used (5.2.4)	2
		4.2.6	Understand the 'think and work holistically' ITIL Guiding Principle and how it should be used (5.2.5)	2

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Category	Topic	Assessment Criteria		BL
		4.2.7	Understand the 'keep it simple and practical' ITIL Guiding Principle and how it should be used (5.2.6)	2
		4.2.8	Understand the 'optimize and automate' ITIL Guiding Principle and how it should be used (5.2.7)	2
		4.2.9	Describe the interaction of the ITIL Guiding Principles and how they work together (5.2.8)	2
	4.3 Governance	4.3.1	Define governance (5.3.1)	1
		4.3.2	Explain the enabling nature and the activities of governance (5.3.1)	2
	4.4 Value chain	4.4.1	Define value chain (4.1)	1
		4.4.2	Define product specification, product prototype (4.3.1)	1
		4.4.3	Define incident, event (4.7.2)	1
		4.4.4	Define release, test (4.6.2, 4.5.1)	1
		4.4.5	Define continuous integration, continuous delivery and continuous deployment (4.5.2, 4.6.2)	1
		4.4.6	Define reliability, Site Reliability Engineering (SRE), observability (4.7.1)	1
		4.4.7	Define service request (4.8.2)	1
		4.4.8	Define disaster, problem, error, and known error (4.9)	1
		4.4.9	Define operating model (5.4.1)	1
		4.4.10	Distinguish between a problem, an error and a known error (4.9)	2
		4.4.11	Understand the key success metrics of the value chain activities (Tables 4.1-4.8)	2
		4.4.12	Explain how organization's purpose and operating model are supported by value chain activities and management practices (5.4.1)	2
	4.5 Management practices	4.5.1	Define management practice (5.5)	1
		4.5.2	Know the management practice groups: general and product and service management practices (5.5)	1
		4.5.3	Understand the role of the management practices within the ITIL Value System (5.7)	2
		4.5.4	Explain the structure of the ITIL Practice Guides (5.5.1)	2
		4.5.5	Explain the benefits of the ITIL Practice Guides (5.5.1)	2
		4.5.6	Define metric and critical success factor (CSF) (Glossary, 5.6.1.3)	1

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Category	Topic	Assessment Criteria		BL
	4.6 The ITIL Continual Improvement Model	4.6.1	List the steps of the ITIL Continual Improvement Model (5.6.1)	1
		4.6.2	Understand the steps of the ITIL Continual Improvement Model (5.6.1.1-5.6.1.7)	2
		4.6.3	Describe continual improvement within the ITIL Value System and its role in the organization (5.7)	2
5. Value stream identification, mapping, and management	5.1 Key concepts of value stream mapping and management	5.1.1	Define value stream, core value stream, enabling value stream (2.3.1, 6.2)	1
		5.1.2	Define value stream mapping, value stream management (6.3, 6.4)	1
		5.1.3	Define complexity thinking (2.3.2)	1
		5.1.4	Understand the difference between a core and an enabling value stream (6.2)	2
	5.2 Application of value streams	5.2.1	Understand how workflows need to be optimized for complexity (2.3.2)	2
	5.3 Purpose of value stream mapping and management	5.3.1	Know the purpose of value stream mapping and management (6.1)	1
		5.3.2	Understand the relationship between value stream mapping and value stream management (6.3, 6.4)	2
		5.3.3	Understand the elements of a value stream map (6.3, Appendix E)	2
6. ITIL and AI	6.1 Introduction to AI	6.1.1	Define Artificial Intelligence (AI), AI maturity, GenAI, Agentic AI (Glossary)	1
		6.1.2	Understand how AI can assist in the product and service development lifecycle and provide examples (2.4.1.1)	2
		6.1.3	Understand how AI can be used to assist in the automation of processes throughout the product and service development lifecycle activities (2.4.1.1)	2
		6.1.4	Understand how AI can be leveraged throughout the ITIL value chain activities (2.4.1.1)	2
	6.2 ITIL AI Governance	6.2.1	Define AI governance (Glossary)	1
		6.2.2	Understand the ITIL AI Capability Model (2.4.1.1)	2
7. ITIL and other frameworks	7.1 ITIL and DevOps	7.1.1	Understand how ITIL can collaborate with DevOps practices (7.3, 7.3.1)	2
		7.1.2	Understand how ITIL and DevOps are complementary in the product and service development lifecycle (7.3, 7.3.1)	2

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Category	Topic	Assessment Criteria		BL
	7.2 ITIL and PRINCE2	7.2.1	Understand why project management is important in ITIL (7.3, 7.3.2)	2
		7.2.2	Understand how ITIL and PRINCE2 are complementary in the product and service development lifecycle (7.3, 7.3.2)	2

5. Exam specification

The examination has the following structure:

Category	Weighting %
1. Key ITIL terms and definitions	30.0%
2. The ITIL Four Dimensions of Product and Service Management	10.0%
3. The ITIL Product and Service Lifecycle	10.0%
4. The ITIL Value System	40.0%
5. Value stream identification, mapping, and management	5.0%
6. ITIL and AI	2.5%
7. ITIL and other frameworks	2.5%
Total	**100.0%**

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Notes

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