



Certification training

ITIL (Version) 5 Foundation

ITIL 5

PeopleCert certification

Training for the PeopleCert ITIL 5 Foundation exam: managing digital products and services to co-create value, the value system and guiding principles, the service lifecycle, management practices and continual improvement.

Delivered by Vertex Business, a professional certification training provider.



9 outcomes
in the PeopleCert
syllabus



Value co-created
with the customer



From principle
to practice



Plan with us
before you enrol

Program details and enrolment

vertexbusiness.xyz/programs/itil?lang=en

A shared language for technology teams and those they serve.



About the training

ITIL 5 Foundation gives you the vocabulary and framework digital service teams work with: what value is, who helps create it, how a service moves through its lifecycle and which practice each stage needs. The training ties each concept to a service desk or product team situation.

The exam at a glance

40 questions multiple choice	60 minutes closed book	65% pass mark of all questions
--	--	--

Per PeopleCert's ITIL 5 Foundation page and ITIL FAQ, accessed 15 October 2026.

What the exam measures



Terms and definitions

Knowing each concept as ITIL defines it, such as value, output and outcome.



Understanding and use

Choosing the principle or practice that fits a short service scenario.

SCENARIO ITEMS

How to work through an ITIL item

01

Name the concept

Is it about value, a principle, a practice or a stage?

02

Watch the wording

The gap between two close terms often decides it.

03

Choose the framework answer

The option that matches ITIL, not your team's habit.

For those who deliver or manage technology services.



This suits you if you:

- ✓ **Work on a service desk or in support**
And want to see where your work sits in the whole value chain.
- ✓ **Lead a technology team**
And need a common framework for working with other departments.
- ✓ **Work in quality or improvement**
And want tools to map and improve the flow of value.
- ✓ **Hold ITIL 4**
And are weighing the move to version 5 before the end of 2027.



Roles at this level

Illustrative roles that use this knowledge; hiring requirements vary by employer.

- ✓ **Service desk analyst**
Takes requests and incidents, routes them and follows them to closure.
- ✓ **Change coordinator**
Schedules change requests and weighs their impact first.
- ✓ **Service manager**
Tracks service levels with the customer and leads improvement.
- ✓ **Digital product owner**
Balances user need, team capacity and value.

ELIGIBILITY AND EXAM

Before you book the exam

Training not mandatory

PeopleCert does not require a training course before the Foundation exam.

Languages

English plus eight other languages, including French, German and Spanish.

Renewal

Every three years, through 60 CPD points or by passing another exam.

Exam details on PeopleCert's official page [↗](#)

The nine ITIL 5 Foundation learning outcomes

PeopleCert sets nine learning outcomes for the exam. We group them into three sets for study, keeping the official names.

ITIL 5 Foundation syllabus

Concepts and value

Digital product and service management concepts

Value co-creation

The dimensions of product and service management

System and principles

The ITIL Value System

The Guiding Principles

The product and service lifecycle

Practices and improvement

Management practices

Continual improvement

Value Stream Mapping and Management



ITIL 4 sunsets on 31 December 2027

ITIL 4 certificates do not convert to version 5 automatically. PeopleCert offers ITIL 4 holders a Bridge exam of 20 questions in 30 minutes, which also retires on 31 December 2027.

Source: PeopleCert's ITIL 5 Foundation page and ITIL FAQ, accessed 15 October 2026. The three-set grouping is this guide's own.

Every concept shows up in a request your team receives.

Each outcome moves from the official definition to a digital service example, then to an item that tests close concepts.

01 Value and its dimensions

What value is and who co-creates it, output versus outcome, and the dimensions around every service.

Applied example A new booking system works technically, yet customers avoid it.

02 Value system and principles

How principles, governance and improvement work together, and how a service moves from idea to retirement.

Applied example Two teams build the same fix because nobody started from what exists.

03 Practices and flow

The management practices a service needs, and value stream mapping to expose waiting and waste.

Applied example A simple access request takes a week across four departments.

LEARNING OUTCOMES

What you will be able to do

01 Explain co-created value

Between provider and consumer.

02 Apply the guiding principles

To a real decision in your team.

03 Link practice to stage

Across the product and service lifecycle.

04 Map a simple value stream

And spot where to improve it.

The framework makes sense once you apply it to your work.



Map your own service

Pick a service you know, draw its flow from request to delivery, then place the syllabus concepts on it.

Turns definitions into a familiar picture.



A terms glossary

Write each term with its exact ITIL definition, then a one-line example from your work.

Because the exam tests precise wording.

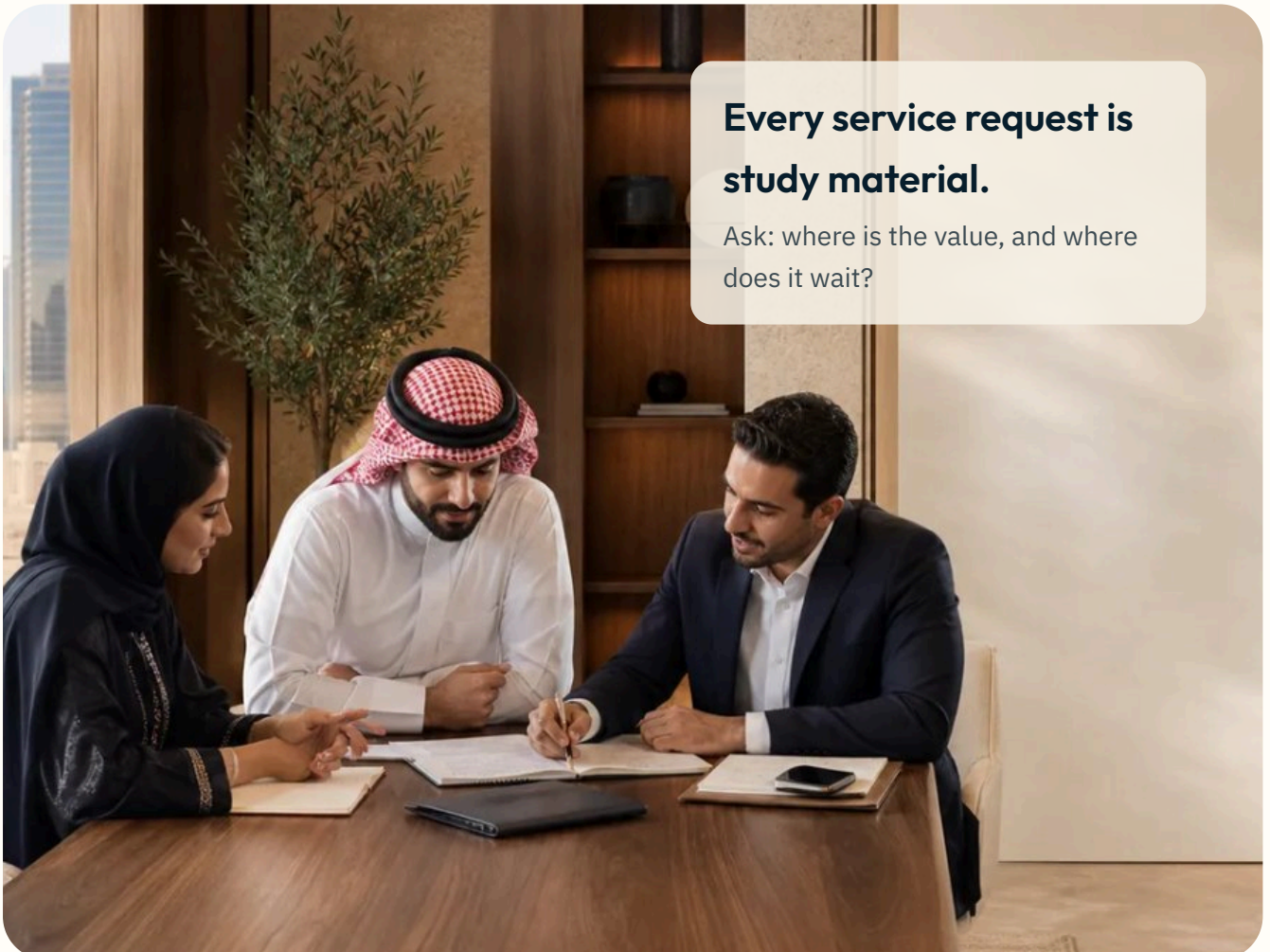


A plan that fits your time

Study format, dates and any accompanying materials are confirmed with the Vertex Business team before enrolment, based on your level and available time.

Every service request is study material.

Ask: where is the value, and where does it wait?





STUDY PLAN

A practical plan from your starting point to exam day.

01 Start with the language of value

Product, service, output and outcome come first.

02 Understand the dimensions

And how each views the service from its own angle.

03 Learn principles by example

One situation from your work for each principle.

04 Follow the lifecycle

From idea to retirement, and what each stage involves.

05 Link practices to flow

Map one value stream and mark the practices in it.

06 Revise against the clock

40 questions in 60 minutes: about 90 seconds each.

Recall items

Choosing the correct definition of a syllabus term.

Understanding items

Picking the principle or practice that fits a described situation.

“What impressed me most was the trainer’s care that the information landed and that everyone had a chance to take part... and pointing out what matters most in the material.”

— CPTD learner about the trainer after a session · translated from Arabic · published on the Vertex site

“An excellent session. I learned important things about the certification and benefited a lot... everything was explained so clearly that I had no questions left.”

— SHRM learner after a live session · translated from Arabic · published on the Vertex site

“This achievement would not have been possible without the support, guidance and training I received... which prepared me for the exam.”

— Learner who earned CPTD · translated from Arabic · public post shown on the Vertex site



About Vertex Business

Vertex Business provides professional certification training in talent development, human resources and project management, alongside a professional diploma in medical research and team training for organizations. Training pairs Arabic explanation that keeps the exam’s English terminology with application to real workplace decisions.

[Company details](#)



Booking the exam

Registration, fees and scheduling for ITIL 5 Foundation follow PeopleCert’s procedures.

[Official PeopleCert ITIL 5 Foundation page](#)

COMPLETION CERTIFICATE AND PROFESSIONAL CREDENTIAL

Training completion requirements and the Vertex Business completion certificate are confirmed in the enrolment details.

The ITIL 5 professional credential itself is awarded by PeopleCert under its own requirements, after you pass its assessment.



Discuss your goal and choose how to study.



Scan with your phone camera

YOUR NEXT STEP

- ✓ Training topics and outcomes
- ✓ A level that fits your experience
- ✓ Available study formats and dates
- ✓ Details and price confirmed before enrolment

Open the program page →

01

Open the program page

Scan the code or tap the link.

02

Discuss your goal

Use the WhatsApp button on the program page.

03

Confirm the details

Study format, dates and price before enrolment.

vertexbusiness.xyz/programs/itil?lang=en