

ITIL V5 Foundation (Service Management)

Training Program

Who can do?

- Assistant Service Managers
- Assistant Supervisors
- Services Managers
- Teachers, Lecturers and Professors
- Project Managers
- Those people who would like to Pursue their career in the field of service management
- Managers and Senior General Managers

**100,000+ Students
have been Trained**

since
1997

**Invest in
People the
only Asset
that Appreciates**

**Program is
offered by**

3D EDUCATORS
22 Years of
Excellence in
Training &
Development
INT

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Course Overview

This course provides comprehensive first-level training for anyone involved in provision, support, and delivery of IT Services. It is accredited by, and follows the syllabus specified by the APM Group (www.apmgroup.co.uk).

The ITIL®V5 Foundation course culminates in an optional one-hour multiple-choice examination for the Foundation Certificate in IT Service Management - Version 5 and is a pre-requisite for the further training in ITIL Version 5 that leads to the ITIL Following Schemes

ITIL® Official Qualification Scheme

ITIL® Official Qualification Scheme



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The ITIL® Framework is a source of good practice in service management. ITIL® is used by organizations world-wide to establish and improve capabilities in service management. Service Management is a set of specialized organizational capabilities for providing value to customers in the form of services. The capabilities take the form of functions and processes for managing services over a lifecycle, with specializations in strategy, design, transition, operation, and continual improvement. The capabilities represent a service organization's capacity, competency, and confidence for action. The act of transforming resources into valuable services is at the core of service management. Without these capabilities, a service organization is merely a bundle of resources that by itself has relatively low intrinsic value for customers.

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Course Objectives:

The “ITIL V5 Foundation” training program has designed by the OGC Body who are authorized and governing body of UK.

The “ITIL V5 Foundation” Program has been conducted by senior certified and qualified I.T. professionals, who having the huge experience of teaching and implementation of ITIL. They have worked with various large commercial banks, Private, Multinational and public sector companies.

They trainers are foreign qualified and having the degrees of PhD, M.Phil., MBA, M.Sc. and research background, More they having the experience of local and abroad.

As Consultant & Senior Trainers, the team of trainers of ISO 20000 we at **3D Educators – Trainers & Consultants** would not compromise on the faculty quality, that’s where we train the professionals and enhanced their skills to the best to be the best.

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Inauguration

The Training Program will be inaugurated by a senior member of 3DEducators.

Program Structure

No of classes per week	04
Duration of each class	03 – Hours
Total Duration	12 Hours

Other Learning Activities

Classroom Assignments	04
Presentations by Trainees	01



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Training Methodology

You'll learn through a comprehensive 'hands-on-training + case-study' method of instruction that will provide you the theoretical and practical knowledge that you can put to work immediately at your workplace.

Subject matter will be delivered via:

Chapter 1: Introduction to ITIL

- ITIL Overview
- ITIL Ecosystem
- Benefits of ITIL For Enterprises
- Benefits of ITIL Digital Product Vendors
- Benefits of ITIL Digital Product & Service Management Professionals

Chapter 2: ITIL Four Dimensions of Product and Service Management

- Introduction
- Organization And People
- Value Streams & Processes
- Information and Technology
- Partners and Suppliers

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Module 3: Key Concept of Digital Product and Service Management

- The Service Economy
- Service relationships
- Service Level Agreements

Chapter 4: ITIL Product and Service Life Cycle

- Discover
- Design
- Acquire
- Build
- Transition
- Operate
- Deliver
- Support

Chapter 5: ITIL Value System

- Introduction to ITIL Value System
- Governance
- Value Chain
- Practices
- Continual Improvement

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Module 6: Identify Mapping and Managing Value Stream

- Why Value Streams
- Value Stream of Digital Organization
- Value Stream Mapping
- Value Stream Management
-

Module 7: NEXT STEPS

- Improving Organization
- Improving Professional Capabilities
- Beyond ITIL

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ONLINE LIVE CLASSES FACILITY AVAILABLE

- Instructor Led Training
- Real Time Presentations
- Interactive Classes
- Complete Notes and Other Stuff shall be provided through our Secure Student Login Member's Area
- For Online Live Classes, you may please download the Admission Form through our website <http://www.3deducators.com>. Fill it properly and attached the required document along with Picture and send back to info@3deducators.com with scanned fee submitted voucher in the bank.
- For Pakistan you may submit the fee at any MCB Branch with the title of "3D EDUCATORS-TRAINERS & CONSULTANTS".
- If you are outside Pakistan then you may transfer via Bank to Bank or any western union, Fast Track, Money Gram or else International Transfer Body.
- After Admission, if you don't have GMAIL Account then you are requested to kindly make one GMAIL Account and shared it info@3deducators.com. Then further correspondence shall be made by our institute official.
- Extra Bandwidth Charges shall be incurred.

DISTANCE NOT MATTER

You can join in the live classes Sessions of 3D EDUCATORS – TRAINERS & CONSULTANTS from anywhere of the world.

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PRECAUTIONARY MEASURES

- During Classes, you are requested to make sure that you are in isolated room, where no noise should be there except your voice.
- Kindly Switch Off your Cell Phone during the class, because it will disturb the quorum of class.
- If you have taken the admission in the course online lonely, then ethically it is recommended and suggested that you alone in the class.
- Recording of Lectures are not allowed at your end.

This world is emerging and growing in the 21st Century very rapidly because of latest and remarkable technologies and its advancement. Due to advancement of technology, we 3D EDUCATORS offer Live Interactive class sessions

3D EDUCATORS believe on Information Technology and its systems. Now you can also avail this facility at your home.

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Get the Admission Form

Download Form | 

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Training Certification Sample



CERTIFICATE

Invest In People the Only Asset that Appreciates...

The Certificate Witnesseth that

Dr. Muhammad Allama Iqbal

Has Successfully Completed the 16 Hours Training of the

"ITIL - V5 Foundation"

Conducted By

3D EDUCATORS - TRAINERS & CONSULTANTS

From 22 Nov 2026 To 22 Jan 2026

CERTIFICATE ID: 3DCIA1010/5/2003093



Principal of Institute

GLOBALLY RECOGNIZED

Global Partner - International Management Research & Technology Consortium - IMRTC USA

Global Partner - PECB CANADA, Partner Institute of SDC - Government of Pakistan

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