



Course Title: ITIL® Service (Version 5) Certification Training	Course Duration: 3.0 Days
Exam: Not Included	Exam Type: Classroom Exam
Qualification: ITIL® Service (Version 5)	

Course Syllabus

Module 1: Digital Products and Services

- Definition and characteristics of digital products and digital services
- How digital products create value
- Digital product–digital service relationships
- Overview of the ITIL Product and Service Lifecycle

Module 2: Discover

- Ensure continuous alignment with consumer needs and organisational strategy
- Understand problems before designing solutions
- Levels of discovery: organisational, portfolio, product
- Critical Success Factors (CSFs): validated needs, market insight, early alignment, experimentation
- Metrics: hypothesis validation, problem-solution fit, learning velocity, insight quality

Module 3: Design

- Human-centered and holistic design principles
- Creating specifications, prototypes, workflow designs, UX approaches
- Interaction design, information architecture, design systems
- Steps: analyse demand, plan design, execute design, communicate solution
- CSFs: multi-disciplinary collaboration, clarity, testability, traceability
- Metrics: usability indicators, design cycle time, requirement stability

Module 4: Acquire

- Sourcing and acquiring tools, technologies, suppliers, and capabilities
- Assessment of sourcing options; procurement and integration considerations
- CSFs: supplier relationships, holistic resource planning, governance
- Metrics: TCO, time-to-value, supplier performance, contract compliance

Module 5: Build

- Turning designs into functioning product elements
- Integration, component creation, testing, iterative development
- CSFs: clear architecture, automated testing, incremental delivery
- Metrics: build velocity, defect rates, cycle time, test coverage

Module 6: Transition

- Moving solutions into live environments
- Ensuring readiness, risk management, controlled releases
- CSFs: standardised Definition of Done, automation, early involvement of ops/support
- Metrics: post-deployment defect rate, deployment success, stability indicators

Module 7: Operate

- Operating products and platforms with reliability, availability, security
- Monitoring, incident handling, capacity, performance
- CSFs: observability, ownership, response rigor, automation
- Metrics: MTTR, SLA compliance, error rates, operational load

Module 8: Deliver

- Providing products and services to customers
- Managing onboarding/offboarding, service actions, user interactions
- CSFs: user experience, clarity of agreements, integrated workflows
- Metrics: fulfillment time, satisfaction, automation levels

Module 9: Support

- Restoring normal service following incidents
- Problem management, knowledge management, disaster recovery
- CSFs: unified support flows, real-time visibility, supplier governance
- Metrics: MTTA, MTTR, recurrence rates, CSAT/NPS

Module 10: Lifecycle Management

- Integrating all lifecycle activities into cohesive value streams
- Mapping, optimising, and governing value streams
- CSFs: alignment, governance, continual improvement
- Metrics: value realisation, flow efficiency, lifecycle coherence

Module 11: ITIL and Other Frameworks

- ITIL + DevOps (flow, feedback, resilience)
- ITIL + PRINCE2 (project/change structure)
- AI and automation in lifecycle activities
- Governance, coordination, cognitive support

Course Overview

The ITIL® Service (Version 5) course provides learners with the guidance needed to design, deliver, operate, support, and continually improve digital services in alignment with ITIL 5.

Participants learn how services create value, how service relationships evolve, and how organisations can manage services holistically across the lifecycle. The course emphasises practical application, governance, value streams, and service resilience in digital and AI-enabled environments.

Course Learning Outcomes



- Core concepts of digital services and service value
- The ITIL Product and Service Lifecycle from a service perspective
- How value streams support service delivery and improvement
- Service governance, risk, and continual improvement
- How ITIL integrates with DevOps, AI, and project management
- How to prepare for and pass the ITIL® Service certification exam

Audience

- Our ITIL® Service (Version 5) training course is suitable for:
 - IT Operations Managers
 - Service Desk Managers
 - Development Managers
 - Developers
 - Infrastructure Operations Engineers
 - Change & Release Managers
 - Incident Managers
 - Problem Managers
 - Service Transition Managers
 - Application Operations Engineers
 - Availability Managers
 - IT Coordinators
 - Network Systems Administrators
 - IT Support Managers
 - Technical Support Engineers
 - Information Security
 - Data Center Support Specialists

Entry-Level Requirements

ITIL Service (Version 5) Training Prerequisites

Participants must hold ITIL 4 Foundation or ITIL (Version 5) Foundation certification.

ITIL Service (Version 5) Certification Information

To earn the ITIL Service (Version 5) certification, you must:

- Sit for the ITIL Service (Version 5) exam via PeopleCert's online proctoring service

Recommended Reading

It might be useful to revise your ITIL® Foundation level materials again to reinforce your existing level of knowledge of ITIL®

What's Included

- 3 days live instructor led training.
- Official course content and curriculum ITIL® Service (Version 5)
- Quizzes
- Exercises



- ITIL® Service (Version 5) Exam Voucher

Exam Information

ITIL® Service (Version 5) Examination:

The **ITIL® Service (Version 5)** examination will comprise of:

- Duration: 90 minutes, closed book
- Number Of Questions: 40
- Marks: Each question is worth 1 mark. There are 40 marks available. There is no negative marking.
- Pass Mark: is 70% or higher – 28/40 marks or above

Read the PeopleCert Official Guidance for [Windows Devices](#) and [MacOS Devices](#) for a step-by-step guide on how to take your online proctored examination.

Your Identification Document (ID):

On the day of your exam, your Proctor will verify your ID. You are responsible for ensuring the ID used to register and take your exam is valid and acceptable. On your exam day, if you do not present valid and acceptable ID, or the First/Middle Name(s) and Last Name of your ID do not exactly match the name you used to register for your exam, you will not be allowed to test and will not be entitled to a refund. You will, however, be able to re-book your exam following the standard exam booking process. Your ID must:

- Be current and valid – ID containing dates that have expired are not allowed.
- Be an original, not a photocopy.
- Include a recognisable photo of you.
- Match the information you gave when you booked your online exam.
- Be a government-issued national/state/province identity card that is recognized by the country in which you are a citizen or permanent resident.
- Contain your Birthdate/Year.
- Contain your First/Middle Name(s) and Last Name in English (Latin) characters.

Please Note: Electronic IDs will not be accepted.

What's Next

ITIL® Experience (Version 5) Certification Training

Learn to design and improve digital experiences with ITIL Experience V5. Build skills in experience governance, signals, trust, and lifecycle alignment.

ITIL® AI Governance (Version 5)

Aligned with ITIL (Version 5) guidance, this course offers practical direction on managing AI risks, establishing clear accountability, and ensuring regulatory compliance.

ITIL® Product (Version 5) Certification Training

Master ITIL Product (Version 5) practices to manage digital products end to end, including discovery, design, governance, and lifecycle improvement.

ITIL® Transformation (Version 5) Certification Training



Prepare for ITIL Transformation certification and learn how to govern and execute enterprise transformation initiatives.

ITIL® Strategy (Version 5) Certification Training

Learn how to define, govern, and execute digital strategy with ITIL Strategy certification training.

ITIL® Managing Professional Transition (Version 5) Certification Training

Fast-track your transition to ITIL Version 5 with certification training in product, service, experience, and transformation.

Additional Information

Learn to design and improve digital experiences with ITIL AI Governance. Build skills in experience governance, signals, trust, and lifecycle alignment.