

COURSE OUTLINE



Course Name: *ITIL®(Version 5) Service*

DURATION	SKILL LEVEL	DELIVERY METHOD	TRAINING CREDITS	TECHNOLOGY
3 Days	Service	In Class/VILT	N/A	IT Service Management

ITIL®(Version 5) Service Certification Overview

The ITIL® (Version 5) Service Course provides a structured understanding of how services are designed, delivered, and optimised to create value. It explores service lifecycles, service relationships, governance, and continual improvement, aligned with the ITIL® Value System and modern service management practices.

Delegates explore digital products and services, lifecycle management activities, and the key concepts, practices, steps, outputs, success factors, and metrics required to manage and improve services across the end-to-end lifecycle.

ITIL Service (Version 5) is one of the modules within the ITIL Managing Professional stream of the ITIL Qualification Scheme. Completion of ITIL Service, together with ITIL Product, ITIL Experience and ITIL Transformation, leads to the ITIL Managing Professional designation.

Prerequisites for ITIL® Version 5 Service

Delegates should have completed ITIL® Version 5 Foundation or Bridge Certification to ensure a solid understanding of core ITIL® concepts.

Who Should Attend this ITIL® Version 5 Service Certification?

The ITIL® Version 5 Service Certification is designed for professionals who want to deepen their knowledge of service management and apply ITIL® 5 principles to improve service delivery and value creation. It is ideal for individuals involved in designing, managing, or supporting IT services in any organisation. This course is particularly beneficial for:

- IT Service Managers
- Service Delivery Professionals
- IT Architects and Planners
- IT Consultants
- Advisory Professionals
- Project Managers

Learning Objectives

- Recap key ITIL concepts and explain the role of digital products and services in modern service management
- Understand digital product and service lifecycle management activities
- Explain the key concepts, practices, steps, outputs, success factors, and metrics for Discover, Design, Acquire, Build, Transition, Operate, Deliver, and Support activities
- Understand how services are designed, delivered, and optimised to create value
- Recognise service relationships, governance, and continual improvement concepts aligned with modern ITIL service management practices
- Understand how ITIL, AI, and other frameworks support service delivery and continuous value creation

Topics

The course explores the following content areas:

Module 1: ITIL Foundation Recap and Digital Products and Services Overview

- Introduction to Digital Products and Services
- Digital Product and Service Lifecycle Management Activities

Module 2: Discover

- Digital Product and Service Lifecycle Management Activities
- Key Concepts and Practices of the 'Discover' Activity
- Steps and Outputs of the 'Discover' Activity
- Success Factors and Metrics of the 'Discover' Activity

Module 3: Design

- Digital Product and Service Lifecycle Management Activities
- Key Concepts and Practices of the 'Design' Activity
- Steps and Outputs of the 'Design' Activity
- Success Factors and Metrics of the 'Design' Activity

Module 4: Acquire

- Digital Product and Service Lifecycle Management Activities
- Key Concepts and Practices of the 'Acquire' Activity

- Steps and Outputs of the 'Acquire' Activity
- Success Factors and Metrics of the 'Acquire' Activity

Module 5: Build

- Digital Product and Service Lifecycle Management Activities
- Key Concepts and Practices of the 'Build' Activity
- Steps and Outputs of the 'Build' Activity
- Success Factors and Metrics of the 'Build' Activity

Module 6: Transition

- Digital Product and Service Lifecycle Management Activities
- Key Concepts and Practices of the 'Transition' Activity
- Steps and Outputs of the 'Transition' Activity
- Success Factors and Metrics of the 'Transition' Activity

Module 7: Operate

- Key Concepts and Practices of the 'Operate' Activity
- Steps and Outputs of the 'Operate' Activity
- Success Factors and Metrics of the 'Operate' Activity

Module 8: Deliver

- Key Concepts and Practices of the 'Deliver' Activity
- Steps and Outputs of the 'Deliver' Activity
- Success Factors and Metrics of the 'Deliver' Activity

Module 9: Support

- Key Concepts and Practices of the 'Support' Activity
- Steps and Outputs of the 'Support' Activity
- Success Factors and Metrics of the 'Support' Activity

Module 10: The ITIL Product and Service Lifecycle

- Managing the End-to-End Lifecycle
- ITIL, AI and Other Frameworks

Module 11: ITIL and Other Frameworks

- ITIL, AI and Other Frameworks

Job Roles

- IT Service Manager
- Service Delivery Professional
- IT Architect or Planner
- IT Consultant
- Advisory Professional
- Project Manager
- Service Owner or Process Owner
- Practice Owner
- Business Analyst
- IT Governance, Risk, or Compliance Professional

ITIL® Version 5 Service Certification Exam Information

The ITIL® 5 Service Certification Exam is in the following format:

- Question Type: Multiple Choice
- Total Questions: 40
- Pass Mark: 70%
- Duration: 90 Minutes
- Open Book

Why this certification

After completing this course, students will learn how to:

- Deepen their understanding of ITIL® 5 service management principles
- Apply service lifecycle thinking to improve service delivery and value creation
- Understand how digital product and service lifecycle activities support effective service management
- Recognise how governance, continual improvement, and service relationships support service performance
- Use ITIL guidance to support modern digital services and organisational value outcomes

Notes and Annotations

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