ITIL® Service (Version 5)

Duration: 4 days | The exam voucher is included in the training's price.

COURSE DESCRIPTION

ITIL® Service (Version 5) is one of the three core modules — alongside ITIL Product and ITIL Experience — that lead to the ITIL Managing Professional (Version 5) designation (together with the universal ITIL Transformation module). It examines the same unified eight-stage Product and Service Lifecycle Model — Discover, Design, Acquire, Build, Transition, Operate, Deliver, Support — introduced across ITIL (Version 5), but from the service provider's perspective: how organizations design, build, deliver, support, and continually improve services so that customers achieve desired outcomes without having to own specific costs and risks.

Where ITIL Product brings service thinking into product delivery, ITIL Service brings product-focused professionals into service thinking — "baking in" service for users from the outset, strengthening resilience, and embedding sustainability and safety culture throughout the lifecycle. Each activity in the guidance is identified as either service-dominant or product-dominant, encouraging shared ownership of outcomes and continual collaboration between product and service communities. The module also addresses responsible use of AI and automation across service design, testing, and operations — including predicting incidents and supporting faster resolution — while keeping trust and accountability central.

This 4-day on-site format extends the standard delivery with additional applied workshop time, a running case-study scenario, and a group capstone exercise, giving participants more opportunity to practice service-lifecycle techniques on realistic situations before sitting the certification exam.

COURSE OBJECTIVE

By the end of this course, participants will be able to:

- Explain the key concepts of digital product and service management from a service perspective, and how services support value and performance.
- Apply the ITIL Product and Service Lifecycle Model (Discover → Design → Acquire → Build → Transition → Operate → Deliver → Support) from the service provider's viewpoint.
- Identify service opportunities and align strategy, vision, and portfolio direction with stakeholder needs.
- Apply human-centered and holistic design principles to effective service design and lifecycle planning.
- Manage the acquisition of capabilities, technologies, and suppliers needed to build and deliver services.
- Plan and execute structured service transitions, introducing new or changed services into live environments with confidence.
- Manage service relationships and delivery practices to enable consistent value co-creation.
- Manage incidents, problems, and disruptions to maintain service performance and protect user experience.
- Develop resilient, sustainable, and adaptable services that respond effectively to change.
- Apply continual improvement and evidence-based decision-making to increase value and reduce waste.
- Understand how AI and automation enhance service capability while maintaining trust, governance, and accountability.
- Understand how ITIL practices integrate with complementary frameworks such as DevOps and PRINCE2.
- Prepare with confidence for the ITIL Service (Version 5) certification exam.

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COURSE OUTLINE

Day 1 — Foundations of Digital Service Management

- Recap: the ITIL Value System, guiding principles, and the unified Product and Service Lifecycle Model
- Key concepts of digital products and services, and how services enable value co-creation
- Benefits and challenges of the lifecycle model from a service provider's perspective
- Discover and Design: identifying service opportunities and aligning strategy, vision, and portfolio direction with stakeholder needs
- Human-centered, holistic, and experience-led design principles

Day 2 — Acquire, Build, and Transition

- Acquire: sourcing capabilities, technologies, and suppliers to support service development
- Build: developing service designs into operational capabilities through structured planning and execution
- Transition: preparing and introducing services into live environments with confidence and control
- Service-dominant vs. product-dominant activities: shared ownership and collaboration across teams

Day 3 — Deliver, Operate, and Support

- Deliver: service relationships, delivery practices, and value co-creation with customers and partners
- Operate and Support: managing incidents, problems, and disruptions to protect service performance and user experience
- Building resilience, sustainability, and adaptability into services from the outset
- AI and automation in service management: predictive incident detection, faster resolution, and responsible use
- Safety culture: encouraging teams to speak up and continually strengthen services

Day 4 — Continual Improvement, Governance, and Integration

- Applying continual improvement and evidence-based decisions to increase value and reduce waste
- Governance for compliance, risk management, and responsible innovation across the service lifecycle
- Integrating ITIL Service with ITIL Product and ITIL Experience; connections to DevOps and PRINCE2
- Group capstone exercise: end-to-end service lifecycle plan for a realistic scenario, presented to peers
- Full syllabus review and key-concept consolidation
- Exam format walkthrough, sample questions, and exam technique
- Certification exam (On-site with Proctor)

WHO SHOULD ATTEND:

- Service managers, service owners, and service delivery managers
- Operations and support teams, Site Reliability Engineers (SRE), and Incident Commanders
- IT Operations Managers, Enterprise/Solutions Architects, and Portfolio Managers
- Professionals in internal IT organizations or managed service providers responsible for services end-to-end
- Professionals pursuing the ITIL Managing Professional (Version 5) or ITIL Master (Version 5) designation
- Anyone accountable for service relationships, service levels, resilience, and continual improvement

PREREQUISITES:

- A valid ITIL Foundation (Version 5) certificate, or
- A valid ITIL 4 Foundation certificate (recognized as a prerequisite for Version 5 advanced modules)

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EXAMINATION

- Format: Open-book, multiple-choice (the official ITIL Service publication, including personal notes, may be used during the exam — no other reference materials permitted)
- Length: 40 questions / 90 minutes
- Pass mark: 70% (28/40)
- Outcome: ITIL Service (Version 5) certificate — one of three core modules required (with ITIL Product, ITIL Experience, and ITIL Transformation) for the ITIL Managing Professional (Version 5) designation

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