

ITIL® Service (Version 5)

Duration: 4 days

COURSE DESCRIPTION

ITIL® Service (Version 5) is one of the three modules in the ITIL Managing Professional (Version 5) certification stream. The course equips professionals with the knowledge and practical guidance needed to design, deliver, and continually improve high-performing digital services across the full service lifecycle.

ITIL Service focuses on how organizations create value through effective service management by aligning people, processes, and technology. It provides structured guidance for managing service relationships, service levels, operational reliability, and continual improvement to ensure resilient, responsive, and customer-focused digital services.

The training also emphasizes how digital services function as a core capability for delivering business outcomes, shaping user experiences, and strengthening organizational resilience while maintaining alignment with stakeholder needs and business objectives.

Key benefits of ITIL Service training

- Enables organizations to apply ITIL principles across key service management practices such as incident, request, problem, change, and continual improvement to enhance reliability and measurable value delivery
- Helps break down organizational silos by aligning service delivery with business goals, leveraging automation, and promoting a culture of continual improvement
- Establishes service management as a strategic, tactical, and operational capability that connects service investments directly to business outcomes and customer value

COURSE OBJECTIVE

- Develop an understanding of the core concepts related to digital products and services.
- Describe the scope, purpose, benefits, and challenges of the ITIL Product and Service Lifecycle Model.
- Explain how organizational value chain activities enable and support the ITIL Product and Service Lifecycle.
- Demonstrate how to apply the purpose, scope, steps, roles, outputs, critical success factors (CSFs), metrics, and practical guidance for each lifecycle activity.
- Describe how management practices support and strengthen service lifecycle activities.
- Explain how operating models, service value streams, and organizational structures contribute to effective digital service management.
- Understand how AI, automation, and complementary frameworks such as PRINCE2 and DevOps enhance service management practices and delivery across the lifecycle.

COURSE OUTLINE

- Digital Products and Services
- Discover
- Design
- Acquire

- Build
- Transition
- Operate
- Deliver
- Support
- Lifecycle Management

WHO SHOULD ATTEND:

- Professionals in service management and service delivery
- Roles focused on product and digital delivery
- Architecture and service design specialists
- Software and application development teams

PREREQUISITES:

In order to access the ITIL Product exam, you must have obtained the ITIL Foundation certificate (Version 5) or any ITIL 4 certificate. Moreover, it is mandatory to have attended an accredited training course.

EXAMINATION

- 40 Multiple Choice Questions
- 28 marks required to pass (out of 40 available) – 70%
- 90 minutes duration (113 for non-native speakers)
- Open book

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