ITIL® Service (Version 5)

Category: Infrastructure & IT Operations | **Vendor:** PeopleCert

Duration: 24.00 hours (3 days) **19.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format:	Instructor Led - Online
Certification:	ITIL Service (Version 5)
Related Exam:	ITIL-5-Service

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 organizations can manage services holistically across the lifecycle. The course emphasizes practical application, governance, value streams, and service resilience in digital and AI enabled environments. Add the PeopleCert Membership+ to your course and receive these additional benefits: 1-year PeopleCert membership + Subscription 1 Free Exam Retake

About This Course

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Who Should Attend

This course is intended for professionals responsible for designing, delivering, supporting, and improving IT-enabled services within modern digital organizations. It is particularly valuable for individuals focused on service quality, operational excellence, and ensuring services consistently deliver value to customers and the business.

Prerequisites & Entry Requirements

General Prerequisites:

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

Learning Outcomes

Upon successful completion of this course, participants will be able to:

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

Detailed Course Outline

Module 1: Digital Products and Services

- Definition and characteristics of digital products
- How digital products create value and enable services
- Relationships between digital products, services, and service offerings
- Overview of the ITIL Product and Service Lifecycle from a product perspective

Module 2: Discover

- Understanding consumer needs, market context, and product direction
- Aligning product vision, positioning, and portfolio decisions
- Applying discovery at organizational, portfolio, and product levels
- Assessing context, agreeing objectives, prioritizing initiatives, and communicating roadmap changes

Module 3: Design

- Human centered and holistic product design principles
- Designing product capabilities, interfaces, and workflows
- Creating product specifications and prototypes
- Translating product direction into actionable designs

Module 4: Acquire

- Acquiring technology, people, and third party services for products
- Evaluating sourcing options and acquisition strategies
- Managing suppliers and internal capabilities
- Ensuring acquired resources support product lifecycle needs

Module 5: Build

- Integrating design into build activities
- Developing and testing product components and integrations
- Managing iterative development and quality controls
- Preparing products for transition and use

Module 6: Transition

- Transitioning products into live environments
- Managing releases, deployments, and change
- Ensuring product readiness, knowledge transfer, and risk management
- Stabilizing products during early life support

Module 7: Operate

- Operating digital products reliably and securely
- Monitoring product performance, availability, and capacity
- Managing incidents and operational issues
- Maintaining product stability and operational effectiveness

Module 8: Deliver

- Delivering product enabled services to consumers
- Managing onboarding, access, and service interactions
- Supporting service consumption through products
- Maintaining service quality and stakeholder relationships

Module 9: Support

- Supporting products during normal operation and disruption
- Managing problems, known errors, and recovery activities
- Using knowledge to improve product support effectiveness
- Reducing recurrence and improving product resilience

Module 10: Lifecycle Management

- Managing digital products end to end across the lifecycle
- Integrating lifecycle activities into product value streams
- Governing products for consistency, sustainability, and improvement
- Applying continual improvement to product management

Module 11: ITIL and Other Frameworks

- Integrating ITIL Product with DevOps practices
- Aligning ITIL Product with PRINCE2 and project delivery
- Using AI and automation to support product management
- Applying governance and decision support across the product lifecycle

□□ Certification Path

ITIL Service (Version 5)

Exam: ITIL-5-Service

Frequently Asked Questions

Q: What delivery options are available for ITIL® Service (Version 5)?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: What certification does this course prepare me for?

The ITIL® Service (Version 5) course helps prepare you for the ITIL Service (Version 5) certification path.

Q: Which exam does this course prepare me for?

This course prepares you for the ITIL-5-Service official exam. You can take this exam at any exam center across United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online wherever you are located.

Q: How many CPD hours does this course provide?

The 3-day ITIL® Service (Version 5) course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the ITIL® Service (Version 5) training?

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for ITIL® Service (Version 5)?

Yes, we provide corporate training, dedicated training, and closed classes for ITIL® Service (Version 5). Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for ITIL® Service (Version 5)?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your ITIL® Service (Version 5) training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

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