
IT Service Management - ITIL® 5 Service LEARN in 3 days

This intensive three-day course introduces the ITIL® Service (Version 5) qualification. It provides practical guidance for achieving excellence in digital service management. Participants will learn how to design, transition, operate, and continually improve services across the full-service lifecycle while ensuring resilience, responsiveness, and customer satisfaction.

ITIL® VERSION

This course introduces the ITIL Service Syllabus EN v5.0 PL

LANGUAGE

The course, course materials and exam are in English.

COURSE OBJECTIVES

In two days, participants will acquire the knowledge and skills required to:

- Understand key concepts of digital services and service management.
- Explain how services create value across the ITIL product and service lifecycle.
- Apply lifecycle activities from discovery through support.
- Analyze service performance, success factors, and metrics.
- Understand the role of AI, automation, and governance in service management.
- Prepare for the PeopleCert ITIL® Service (Version 5) certification exam.

TARGET AUDIENCE

This course is designed for:

- Service managers and service owners.
- IT and digital professionals involved in service delivery and support.
- ITIL practitioners seeking ITIL® 5 advanced certifications.

PREREQUISITE

ITIL® Foundation (Version 5) certification is required.

EXAM

The official PeopleCert ITIL® Service (Version 5) exam is included.

The participant will receive a voucher valid for 12 months to write their exam and will need to schedule his/her exam.

The Certification exam will be written electronically following the training. The exam is taken online and requires a computer with active audio and video.

The exam is open-book and consists of 40 multiple-choice questions.

Duration: 90 minutes (extra time available for non-native language candidates).

It is mandatory to get the training from an accredited organization with an accredited training material

COURSE STRUCTURE

- Interactive readings and instructor-led explanations
- Practice activities resembling exam-style questions
- Collaborative exercises and case studies
- Guided review and examination preparation

STUDY DAYS

3 days of learning, including the final exam (scheduled later by candidate).

COURSE CONTENT: DAY-1

- Introduction to digital services and value creation
- ITIL product and service lifecycle overview
- Lifecycle activities: discover and design
- Human-centred service design principles

COURSE CONTENT: DAY-2

TIL Product & Service Lifecycle

- Lifecycle activities: acquire and build
- Lifecycle activities: transition and operate
- Service performance metrics and success factors
- Continual improvement practices

COURSE CONTENT: DAY 3

- Lifecycle activities: deliver and support
- End-to-end service lifecycle management
- AI, automation, and governance in service management
- ITIL alignment with DevOps and PRINCE2
- Exam preparation and review