



ITIL[®] Service (Version 5)

Accredited by
PeopleCert

Duration
12 hrs

Delivery
Self-paced e-Learning

Target Audience
IT professionals

What's included:

- Exam voucher
- Course guide
- Tutor support
- Six months access
- Mobile- friendly format
- Quiz and exam practice

**Prerequisites: Any ITIL 4 certification or ITIL Foundation (Version 5)
or ITIL Foundation Bridge (Version 5)**

Course Description

ITIL® Service (Version 5) equips you with the expertise to deliver resilient, high-performing digital services across the full lifecycle.

Building on the foundations of ITIL® Foundation, this course provides structured, practical guidance for managing service levels, maintaining operational resilience, aligning stakeholders, and using metrics and feedback loops to continuously refine how services are designed and delivered.

Using the proven ITIL Product and Service Lifecycle Model, you will learn how to break down organisational silos, drive consistency across the service lifecycle, and ensure that every service your organisation delivers performs reliably and delivers measurable value to customers.

Key topics:

- ➔ Digital products and services
- ➔ Service value co-creation
- ➔ Experience-led service quality
- ➔ Resilient and adaptable services
- ➔ Strategy and service alignment
- ➔ Stakeholder-aligned services
- ➔ Continual improvement
- ➔ Service governance and innovation
- ➔ AI-enabled service delivery

Who is this course for?

ITIL® Service (Version 5) is designed for anyone involved in the design, delivery, and performance of digital services. It is particularly well suited to:

- Service Managers
- Architects
- Designers
- Developers
- Engineers
- Site Reliability Engineers
- Consultants

Whether you are building services, managing them, or advising organisations on how to improve them, this course gives you the structured expertise to do it more effectively.

Syllabus

Module 0 – Welcome to ITIL Service

Module 1 – Digital products and services

Module 2 – Discover

Module 3 – Design

Module 4 – Acquire

Module 5 – Build

Module 6 – Transition

Module 7 – Operate

Module 8 – Deliver

Module 9 – Support

Module 10 – Managing the end-to-end lifecycle

Module 11 – The practice exams

Module 12 – ITIL Service wrap-up

Learning outcomes

By the end of the course, participants will understand:

- The key concepts of digital product and service management and how they support value and performance from a service perspective
- How services enable the co-creation of value with customers, partners, and stakeholders across the lifecycle
- How to apply human-centred, experience-led design to improve the perception and quality of services
- How to develop resilient, sustainable, and adaptable services to respond effectively to change
- How services connect strategic intent with consistent performance and value creation
- How services align with real stakeholder needs to ensure relevance, clarity, and deliver measurable outcomes
- How to use continual improvement and evidence-based decisions to increase value and reduce waste
- How practical governance supports compliance, risk management, and responsible innovation
- How AI and automation enhance service capability while maintaining trust and accountability

Sample papers

X2 available with course

Exam format

Multiple choice questions

Exam questions

40

Time

90 mins (113mins where English is a second language)

Book type

Open book



About Omniplex Learning

GEL (GoodeLearning) is a part of Omniplex Learning, a leading provider of digital learning and development solutions.

GEL blends subject-matter excellence with engaging learning design to help professionals achieve certifications, build confidence, and apply best practice in the real world.



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