ITIL Service (Version 5) Certification Training

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

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) Training course includes, ITIL 5, ITIL® Service (Version 5) course provides learners

Course Overview

he 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 organisations can manage services holistically across the lifecycle. The course emphasises practical application, governance, value streams, and service resilience in digital and AI-enabled environments.

This ITIL Service (Version 5) Training course includes:

- Accredited course content and curriculum
- ITIL Service (Version 5) Exam
- 1 Year of PeopleCert Plus Membership (includes mock exam & Take2 exam retake option)

About This Course

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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:

In this ITIL Service (Version 5) course, you will learn the following:

- 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 and digital services
- How digital products create value
- Digital product–digital service relationships
- Overview of the ITIL Product and Service Lifecycle

Module 2: Discover

- Ensure continuous alignment with consumer needs and organisational strategy
- Understand problems before designing solutions
- Levels of discovery: organisational, portfolio, product
- Critical Success Factors (CSFs): validated needs, market insight, early alignment, experimentation
- Metrics: hypothesis validation, problem-solution fit, learning velocity, insight quality

Module 3: Design

- Human-centered and holistic design principles
- Creating specifications, prototypes, workflow designs, UX approaches
- Interaction design, information architecture, design systems
- Steps: analyse demand, plan design, execute design, communicate solution
- CSFs: multi-disciplinary collaboration, clarity, testability, traceability
- Metrics: usability indicators, design cycle time, requirement stability

Module 4: Acquire

- Sourcing and acquiring tools, technologies, suppliers, and capabilities
- Assessment of sourcing options; procurement and integration considerations
- CSFs: supplier relationships, holistic resource planning, governance
- Metrics: TCO, time-to-value, supplier performance, contract compliance

Module 5: Build

- Turning designs into functioning product elements
- Integration, component creation, testing, iterative development
- CSFs: clear architecture, automated testing, incremental delivery
- Metrics: build velocity, defect rates, cycle time, test coverage

Module 6: Transition

- Moving solutions into live environments
- Ensuring readiness, risk management, controlled releases
- CSFs: standardised Definition of Done, automation, early involvement of ops/support
- Metrics: post-deployment defect rate, deployment success, stability indicators

Module 7: Operate

- Operating products and platforms with reliability, availability, security
- Monitoring, incident handling, capacity, performance

- CSFs: observability, ownership, response rigor, automation

Metrics: MTTR, SLA compliance, error rates, operational load

Module 8: Deliver

- Providing products and services to customers
- Managing onboarding/offboarding, service actions, user interactions
- CSFs: user experience, clarity of agreements, integrated workflows
- Metrics: fulfillment time, satisfaction, automation levels

Module 9: Support

- Restoring normal service following incidents
- Problem management, knowledge management, disaster recovery
- CSFs: unified support flows, real-time visibility, supplier governance
- Metrics: MTTA, MTTR, recurrence rates, CSAT/NPS

Module 10: Lifecycle Management

- Integrating all lifecycle activities into cohesive value streams
- Mapping, optimising, and governing value streams
- CSFs: alignment, governance, continual improvement
- Metrics: value realisation, flow efficiency, lifecycle coherence

Module 11: ITIL and Other Frameworks

- ITIL + DevOps (flow, feedback, resilience)
- ITIL + PRINCE2 (project/change structure)
- AI and automation in lifecycle activities
- Governance, coordination, cognitive support

Skills You Will Learn:

In this ITIL Service (Version 5) course, you will learn the following:

- 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

Frequently Asked Questions

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

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) Certification Training course helps prepare you for the ITIL Service (Version 5) Training course includes, ITIL 5, ITIL® Service (Version 5) course provides learners certification path.

Q: How many CPD hours does this course provide?

The 3-day ITIL Service (Version 5) Certification Training 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) Certification Training 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) Certification Training?

Yes, we provide corporate training, dedicated training, and closed classes for ITIL Service (Version 5) Certification Training. 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: What related terms do people search for?

Popular related searches include: ITIL Service (Version 5) Certification Training, ITIL Training, ITIL5S

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

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) Certification Training training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

Professional Training & Development

Email: info@nexushuman.com

Website: www.nexushuman.com

Phone: +353 1 889 8700 (Ireland) | +44 20 8142 8961 (UK)

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