

ITIL® Service Version 5



CATEGORY
IT Service Management



LEVEL
Advanced



DURATION
3 days

COURSE DELIVERY

Classroom or virtual Classroom

TARGET AUDIENCE

This course suits professionals who manage, support, or shape digital service delivery:

- IT & Service Professionals: IT managers, service managers, service owners, operations leads
- Product & Delivery Teams: product managers, DevOps practitioners, site reliability engineers
- Business & Strategy Roles: business analysts, enterprise architects, senior IT consultants
- Governance & Risk Professionals: IT governance leads, compliance officers, sourcing and vendor managers

PREREQUISITES

Any ITIL 4 certification or ITIL Foundation (Version 5) or ITIL Foundation Bridge (Version 5).

EXAM INFO

- 90 minutes duration
- 40 multiple-choice questions
- 70% (28/40) required to pass
- Open book*

CERTIFICATE

ITIL Service Version 5

EXAM BODY

PeopleCert

COURSE DESCRIPTION

Delivering high-quality digital services consistently — across teams, systems, and customer touchpoints — is one of the most pressing challenges facing IT and service organisations today. The **ITIL® Service (Version 5)** certification provides a structured, globally recognised framework for managing service relationships, service levels, operational reliability, and continual improvement across the full digital service lifecycle.

This course goes beyond theory. Grounded in the **ITIL Product and Service Lifecycle Model**, it equips you with the practical skills to manage services that are resilient, measurable, and aligned to real business outcomes. Whether you are a service manager looking to sharpen your approach, or an IT professional building towards a senior role, this certification gives you a clear professional advantage in a competitive field.

LEARNING OBJECTIVES

Following the completion of the course, you will be able to:

- Understand the **key concepts** of digital products and services from a service management perspective
- Explain the **scope, purpose, benefits, and challenges** of the ITIL Product and Service Lifecycle Model
- Describe how **value chain activities** support the full service lifecycle
- Apply the **purpose, steps, roles, outputs, critical success factors (CSFs), and metrics** for each lifecycle activity
- Explain how **management practices** enable value chain activities
- Describe how **operating models and value streams** support digital service management
- Understand how **AI, automation, PRINCE2, and DevOps** strengthen lifecycle delivery

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RELATED TRAINING

- ITIL® Product Version 5
- ITIL® Service Version 5
- ITIL® Experience Version 5
- ITIL® 4 Specialist: Create Deliver & Support
- ITIL® 4 Strategist: Direct, Plan & Improve
- ITIL® 4 Specialist: High Velocity IT
- ITIL® 4 Specialist: Drive Stakeholder Value
- ITIL® 4 Leader: Digital & IT Strategy
- ITIL® 4 Specialist: Monitor, Support & Fulfil
- ISO/IEC 20000 Auditor
- ISO/IEC 20000 Practitioner
- AgilePM® Agile Project Management Foundation

EDUCATION SOLUTIONS

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SKILLS YOU'LL BUILD

- **Value-Driven Service Management**
Work with customers, partners, and stakeholders to enable value co-creation across the full service lifecycle
- **Experience-Led Service Improvement**
Apply human-centred design to improve how services are perceived, delivered, and measured against outcomes.
- **Continual Improvement Capability**
Use evidence-based decisions and feedback loops to reduce waste and improve service performance over time.

COURSE STUDENT MATERIAL

You'll have access to the official eBook, learning resource kit, and mock exam, giving you strong support on the way to certification.



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EMPOWERING PROFESSIONALS

As MindMagine, we have trained more than 65,000 professionals over Asia and Oceania since 2001.

Our focus in our training is to empower our participants by balancing practical experience and the theoretical background. The participants walk away with knowledge to apply the learnings and the theoretical background to successfully pass the exam requirements.

Our education portfolio ranges from courses in business services and processes to IT services and processes. This portfolio has enabled us to support our clients end to end in their organizations and enable synergy throughout corporate value chains.

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CONCEPTS COVERED

1. ITIL Foundation Recap & Digital

Products Overview

- Introduction to digital products and services
- Benefits and challenges of the ITIL Product and Service Lifecycle from a service provider perspective

2. Discover

- Purpose, key concepts, and practices of the Discover activity
- Steps, outputs, success factors, and metrics

3. Design

- Purpose, key concepts, and practices of the Design activity
- Steps, outputs, success factors, and metrics

4. Acquire

- Purpose, key concepts, and practices of the Acquire activity
- Steps, outputs, success factors, and metrics

5. Build

- Purpose, key concepts, and practices of the Build activity
- Steps, outputs, success factors, and metrics

6. Transition

- Purpose, key concepts, and practices of the Transition activity
- Steps, outputs, success factors, and metrics

7. Operate

- Purpose, key concepts, and practices of the Operate activity
- Steps, outputs, success factors, and metrics

8. Deliver

- Purpose, key concepts, and practices of the Deliver activity
- Steps, outputs, success factors, and metrics

9. Support

- Purpose, key concepts, and practices of the Support activity
- Steps, outputs, success factors, and metrics

10. Managing the End-to-End Lifecycle

- Full lifecycle integration and management
- The ITIL AI Capability Model
- How AI and automation reshape service management methods and tools

11. ITIL and Complementary Frameworks

- How ITIL and DevOps work together across the digital service lifecycle
- How ITIL and PRINCE2 complement each other in service lifecycle delivery