# ITIL® Service (Version 5) Training

BILGINC IT Academy
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Duration: **3 Day**

Services are one of the primary ways organizations create and deliver value to customers and stakeholders. This three-day course provides a comprehensive understanding of how services are planned, designed, developed, transitioned, operated, supported, and continually improved by applying the **ITIL® Product and Service Lifecycle**.

Participants will learn how digital services enable value co-creation by helping customers achieve their desired business outcomes without requiring them to directly manage specific costs or risks. The course also explains how services operate within today's complex digital environments and how lifecycle activities ensure that services remain aligned with both stakeholder expectations and organizational objectives.

Throughout the programme, learners will explore value chain activities, ITIL management practices, and operating models that support effective service management. By the end of the course, participants will have a solid understanding of how to manage services across the entire lifecycle while improving operational resilience, user experience, and continual improvement.

## Prerequisites

Participants must hold one of the following certifications:

- ITIL® (Version 5) Foundation Certificate
- Any ITIL 4 certification

Participants are also recommended to have:

- A basic understanding of service management principles.
- Familiarity with digital services and technology-enabled environments.
- Experience working in service delivery, service operations, or technical support roles.

## Who Should Attend

This course is intended for professionals involved in planning, designing, delivering, operating, or managing services within modern digital organizations.

Typical participants include:

- Service management professionals.
- Service delivery and service operations specialists.
- Product and service managers.
- Operations and technical support professionals.
- Digital transformation practitioners.
- Individuals seeking to strengthen their knowledge of ITIL service lifecycle practices.

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## What You Will Learn

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

- Explain the fundamental concepts of digital products and digital services.
- Describe the purpose, scope, and structure of the ITIL Product and Service Lifecycle.
- Explain how organizational value chain activities support lifecycle management.
- Apply lifecycle activities including Discover, Design, Acquire, Build, Transition, Operate, Deliver, and Support.
- Identify the roles, outputs, critical success factors, and performance measures associated with lifecycle activities.
- Explain how ITIL management practices support and enable the service lifecycle.
- Describe how operating models, service value streams, and organizational structures contribute to effective service management.
- Explain how artificial intelligence, automation, and complementary frameworks enhance service management and service delivery.

## Training Outline

### Module 1 - Digital Products and Services

Introduces the core concepts of digital products and digital services and explains how the ITIL Product and Service Lifecycle supports the creation and delivery of service value.

### Module 2 - Discover

Examines how organizations identify new service opportunities and align strategy, vision, and service portfolios with business objectives and stakeholder expectations.

### Module 3 - Design

Explores how human-centered design principles and holistic design practices contribute to effective service design and lifecycle planning.

### Module 4 - Acquire

Explains how organizations obtain the capabilities, technologies, resources, and supplier relationships required to develop and deliver successful services.

### Module 5 - Build

Covers how approved service designs are transformed into operational capabilities through structured development, integration, and implementation activities.

### Module 6 - Transition

Explores the controlled introduction of new or changed services into live environments through structured transition planning and execution.

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### Module 7 - Operate

Focuses on the operational management of digital services to ensure reliable, efficient, and sustainable service delivery in live environments.

### Module 8 - Deliver

Describes how services are delivered to customers through effective service relationships, delivery practices, and value co-creation.

### Module 9 - Support

Explains how incidents, problems, and service disruptions are managed to maintain service quality, operational performance, and a positive user experience.

### Module 10 - Lifecycle Management

Examines how operating models, service value streams, organizational structures, and technology enable the effective management of the complete service lifecycle.

### Module 11 - ITIL and Other Frameworks

Explores how ITIL practices integrate with DevOps and project management frameworks such as PRINCE2 to improve the delivery and management of digital services.

## Exams and Assessments

This course includes an official certification examination.

- 40 multiple-choice questions
- 90-minute examination
- Open-book examination. Candidates may use the official **ITIL Service** publication during the exam, including personal notes written within the publication. No other reference materials are permitted.
- Pass mark: **28 out of 40 (70%)**
- The examination is delivered online through **PeopleCert** and may be taken at the learner's convenience.
- The assessment measures the learner's understanding of service lifecycle concepts and the practices required to manage and deliver digital services effectively.