

## ITIL<sup>®</sup> (Version 5) Service - Including Exam

**Duration: 3 Days**    **Course Code: ITIL5MP-S**    **Delivery Method: Virtual Learning**

### Overview:

This module equips candidates with practical guidance to achieve excellence in digital service management, aligned with ITIL<sup>®</sup> guidance. It focuses on aligning people, processes, and technology to manage services across the full lifecycle, supporting resilience, responsiveness, and improved customer satisfaction.

The courseware and exam are currently only available in English.

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Updated 4/2026

### Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

### Target Audience:

#### This course is aimed at:

- Service management and service delivery professionals
- Product and digital delivery roles
- Architecture and service design roles
- Software and application development teams

### Objectives:

- **After you complete this course you will be able to:**
- Apply ITIL<sup>®</sup> principles across incident, request, problem, change, and continual improvement practices, improving reliability, resilience, and measurable value delivery.
- Break down silos by aligning service delivery with business objectives, leveraging automation, and supporting continual improvement.
- Position service management as a strategic, tactical, and operational enabler, linking investment decisions directly to business outcomes.

### Prerequisites:

- 
- ITIL<sup>®</sup> 4 Foundation examination
- ITIL<sup>®</sup> (Version 5) Foundation examination
- ITIL5F - ITIL<sup>®</sup> (Version 5) Foundation - Including Exam
- ITIL5F-2 - ITIL<sup>®</sup> (Version 5) Foundation (2 days) - Including Exam

### Testing and Certification

#### Recommended preparation for exam(s):

- ITIL<sup>®</sup> (Version 5) Service
- The exam is 90 minutes long, 40 multiple choice questions.

Exam vouchers are provided with this course. These will have a validity of 12 months. You will need to schedule your exams within this time frame.

## Follow-on-Courses:

The following courses are recommended for further study:

- ITIL® (Version 5) Transformation
- ITIL5MP-E - ITIL® (Version 5) Experience - Including Exam
- ITIL5MP-P - ITIL® (Version 5) Product - Including Exam

## Content:

### Module 1: Digital Products and Services

- 1.1 Introduction to digital products and services.
- 1.2 The ITIL® Product and Service Lifecycle management activities.

### Module 2: Discover

- 2.1 Key concepts and practices of the 'discover' activity.
- 2.2 Steps and outputs of the 'discover' activity.
- 2.3 Success factors and metrics of the 'discover' activity.

### Module 3: Design

- 3.1 Key concepts and practices of the 'design' activity.
- 3.2 Steps and outputs of the 'design' activity.
- 3.3 Success factors and metrics of the 'design' activity.

### Module 4: Acquire

- 4.1 Key concepts and practices of the 'acquire' activity.
- 4.2 Steps and outputs of the 'acquire' activity.
- 4.3 Success factors and metrics of the 'acquire' activity.

### Module 5: Build

- 5.1 Key concepts and practices of the 'build' activity.
- 5.2 Steps and outputs of the 'build' activity.
- 5.3 Success factors and metrics of the 'build' activity.

### Module 6: Transition

- 6.1 Key concepts and practices of the 'transition' activity.
- 6.2 Steps and outputs of the 'transition' activity.
- 6.3 Success factors and metrics of the 'transition' activity.

### Module 7: Operate

- 7.1 Key concepts and practices of the 'operate' activity.
- 7.2 Steps and outputs of the 'operate' activity.
- 7.3 Success factors and metrics of the 'operate' activity.

### Module 8: Deliver

- 8.1 Key concepts and practices of the 'deliver' activity.
- 8.2 Steps and outputs of the 'deliver' activity.
- 8.3 Success factors and metrics of the 'deliver' activity.

### Module 9: Support

- 9.1 Key concepts and practices of the 'support' activity.
- 9.2 Steps and outputs of the 'support' activity.
- 9.3 Success factors and metrics of the 'support' activity.

### Module 10: Lifecycle Management

- 10.1 Managing the End-to- End Lifecycle.
- 10.2 ITIL®, AI and other frameworks.

## Further Information:

For More information, or to book your course, please call us on 00 971 4 446 4987

[training@globalknowledge.ae](mailto:training@globalknowledge.ae)

[www.globalknowledge.com/en-ae/](http://www.globalknowledge.com/en-ae/)

Global Knowledge, Dubai Knowledge Village, Block 2A, First Floor, Office F68, Dubai, UAE