

## ITIL® (Version 5) Service - Including Exam

Duration: 3 Days Course Code: ITIL5MP-S

### Overview:

This module equips candidates with practical guidance to achieve excellence in digital service management, aligned with ITIL® 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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### 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® 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:

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- ITIL® 4 Foundation examination
- ITIL® (Version 5) Foundation examination
- ITIL5F - ITIL® (Version 5) Foundation - Including Exam
- ITIL5F-2 - ITIL® (Version 5) Foundation (2 days) - Including Exam

### Testing and Certification

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

- ITIL® (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 Head Office Tel.: +974 40316639

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