ITIL Service (Version 5) eLearning & Certification

Learn to deliver reliable digital services that meet customer needs

A successful digital service needs more than good technology. It needs clear commitments to customers, coordinated teams and suppliers, and reliable support when things go wrong.

The **official ITIL Service (Version 5) eLearning course in English** helps you connect these elements throughout the service lifecycle. Learn how to align service delivery with business needs, strengthen reliability and use evidence to decide what to improve. Explore how product, service and operations teams can work together from initial design through to ongoing support.

Study whenever and wherever suits you, with **12 months' access to the official PeopleCert eLearning package**, including Official Training Materials and the digital ITIL Service guide. This module forms part of the **ITIL Managing Professional** stream.



KEY BENEFITS

- **Align services with customer needs:** clarify expectations and focus on outcomes that matter.
- **Improve coordination:** connect product, service and operations teams with their partners and suppliers.
- **Strengthen reliability:** develop services that can adapt to change and disruption.
- **Focus improvement efforts:** use evidence to improve quality and reduce unnecessary work.
- **Study flexibly:** prepare for the official **ITIL Service (Version 5) certification exam** at your own pace.

WHAT VALUE CAN THIS BRING TO YOUR WORK?

When responsibilities are unclear, teams work in isolation or delivery commitments do not reflect customer needs, service quality suffers. ITIL Service helps you examine how the whole service works, coordinate contributions and make informed improvements. The certification demonstrates your understanding of this service management approach and contributes towards the ITIL Managing Professional designation.

COURSE & LEARNING OBJECTIVES

By the end of this course, participants will be able to:

- **Connect services to business goals**, explaining how service activities contribute to customer outcomes.
- **Align customer and stakeholder expectations**, using service relationships and service levels to establish shared priorities.
- **Integrate service needs into design and delivery**, encouraging collaboration between product, service and operations teams.
- **Understand how to build resilient services** that maintain quality and adapt as needs and circumstances change.
- **Use performance data and user feedback** to identify improvements, assess results and reduce waste.
- **Apply governance and risk considerations** to support accountable decisions and responsible innovation.

- **Identify opportunities for AI and automation** across service design, validation and operations while maintaining human accountability.

WHO SHOULD ATTEND?

This course is intended for professionals responsible for designing, delivering, supporting or improving digital services, including:

- IT Service Managers, Service Owners and Service Delivery Managers.
- Service Desk Managers, Support Managers and IT Operations professionals.
- Practice Owners, Process Owners and continual improvement professionals.
- Product Owners, Product Managers and IT Project Managers who need to integrate service and support into delivery.
- Digital transformation professionals coordinating work across teams.

It is also relevant to ITIL-certified professionals progressing towards the **ITIL Managing Professional** designation.

Prerequisites

To attend this course, participants must hold one of the following certificates:

- any ITIL 4 certification (Foundation or higher), or
- ITIL Foundation (Version 5), or
- ITIL Foundation Bridge (Version 5)

Candidates who took their exams with B2B Learning do not need to provide their certificates. Participants who took their exams with another provider or PeopleCert directly, will need to provide B2B Learning with a copy of their certificate upon registration in order to validate their ITIL Service exam.

Accredited training for the ITIL Managing Professional modules is mandatory, either by attending a class or taking by eLearning.

ABOUT THE CERTIFICATION EXAM

- 40 multiple-choice questions
- 90 minutes + extra time for non native English speakers
- open book exam
- pass mark: 70%
- available in English
- renewal every 3 years
- **Add a second chance for your exam (Take2) to your cart at checkout.** This must be purchased with the main package. We cannot add this later. Alternatively, you can add the **PeopleCert Membership Plus** that includes Take2 and many other advantages.

The exam is currently available in English, French, German, Italian, Spanish, Polish, Portuguese (Brazil) and Chinese. **Beware that the online course is only in English.**

WHAT'S INCLUDED IN YOUR ELEARNING PACKAGE?

- **1-year access to the official PeopleCert eLearning course in ENGLISH**
- Approximately **10 to 12 hours of self-paced interactive learning**
- Bite-sized learning modules
- Practical exercises and knowledge-check quizzes
- Scenario-based case studies
- Progress tracking and embedded glossary
- **Official Training Materials (OTM)**
- **Official ITIL Service digital book**
- **ITIL Service certification exam voucher**

This official PeopleCert eLearning course is self-paced and does not include live trainer sessions or video-based lessons.

COURSE DELIVERY

Once you have purchased your course on our website, **we will process your order within two working days at the most**. You will then receive an email directly from PeopleCert inviting you to redeem your voucher. B2B Learning will also send you a confirmation email with details on how to use your eLearning and exam pack.