

ITIL Service (Version 5) Training & Certification

3-day ITIL® Service Training Course ☐ Exam voucher and 1-year Membership included

Deliver reliable services that support products, users, and business outcomes and Turn service management into a driver of trust, stability, and value.

ITIL Service equips professionals to **manage and improve services** in a way that is practical, connected, and value-driven. It helps organizations ensure that digital services are reliable, responsive, and fully aligned with the products they support and the outcomes they enable.

What are the benefits of this course?

- **Strengthen service reliability and performance** in fast-changing digital environments
- **Create better experiences for users and customers** through more consistent service delivery
- **Align service operations with real business priorities** and measurable outcomes
- **Build practical skills you can apply immediately** to improve resilience, quality, and value



WHAT'S INCLUDED IN YOUR COURSE PACKAGE?

Everything you need to prepare confidently for certification:

- **Live training** with an **expert accredited ITIL® 5 trainer**
- Official PeopleCert **training materials** in digital format
- Official **ITIL Service Guide** in both **digital and printed editions**
- **Certification exam voucher** valid for **1 year**
- **1 year of PeopleCert Plus Membership**

COURSE & LEARNING OBJECTIVES

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

- explain digital product and service management **from a service perspective**
- understand **how services support value co-creation** with customers, partners, and stakeholders
- **apply human-centred, experience-led thinking** to service design and service quality
- strengthen **resilience, sustainability, and adaptability** in service environments
- connect service performance with **strategy and measurable outcomes**
- **align services** to real stakeholder needs and expectations
- **apply continual improvement** and evidence-based decision-making to service performance
- understand how **governance, risk, compliance, AI, and automation** shape modern service delivery

Looking for ITIL 4 CDS?

This page presents the new **ITIL 5 Service** certification. The former **ITIL 4 Create, Deliver and Support (CDS)** module is only available as [an eLearning option](#).

3-DAY TRAINING PROGRAMME

Day 1 — Service value and stakeholder alignment

- Positioning of ITIL Service within ITIL 5
- Digital products and services from a service perspective
- Value co-creation across customers, partners, and stakeholders
- Service relationships, stakeholder expectations, and measurable outcomes
- Connecting service performance to organizational strategy

Day 2 — Experience, resilience, and governance

- Experience-led service quality
- Designing resilient, sustainable, and adaptable services
- Governance, risk, and responsible innovation

- Cross-functional collaboration across product, service, and operations communities
- AI-enabled service activities across design, validation, and operations

Day 3 — Improvement and operational performance

- Continual improvement capability
- Evidence-based decision-making
- Value-driven service management in practice
- Service optimization, trust, and performance management
- Exam preparation and sample questions

This is a proposed course flow for this 3-day course that will be adapted in function of the group and its requirements.

WHO SHOULD ATTEND?

This course and the related certification can be beneficial for Service managers, ITSM professionals, operations leaders, support managers, process owners, and professionals responsible for service quality and performance.

PREREQUISITES

To attend this course, participants must hold:

- 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 be admitted into this course.

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

ABOUT THE EXAMINATION

- 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

During the training you will receive an exam voucher for an online proctored exam. You will take your exam after the training at a date/hour of your choice. Thanks to your PeopleCert membership, a Take2 or 1 free exam retake is included. Your trainer will explain the exam procedure in detail during the course.

NEED AN IN-COMPANY SESSION?

We also organise this training for teams. [Get in touch for a customised offer.](#)