



THE LANGUAGE OF GROWTH



Module At-a-Glance

ITIL Service (Version 5)



Module Name

ITIL Service (Version 5)



Module in One Sentence

Provides practical guidance for designing, delivering, and improving services to enable consistent value creation and high-quality customer experiences.



Core Themes

- › A unified approach to product and service management, with a primary focus on service-related activities
- › End-to-end digital product and service lifecycle management
- › Alignment of service activities and initiatives with business value and outcomes



Target Job Roles

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



Benefits

- › Enables organizations to apply ITIL principles across incident, request, problem, change, and continual improvement practices, improving reliability, resilience, and measurable value delivery
- › Helps break down silos by aligning service delivery with business objectives, leveraging automation, and supporting continual improvement
- › Positions service management as a strategic, tactical, and operational enabler, linking investment decisions directly to business outcomes



Key Marketing Messages

- › A practical, end-to-end view of service management that supports real-world service delivery and improvement
- › Links strategy and execution by aligning service activities with business value and customer outcomes
- › Ideal for organizations modernizing service management in digital, product-led, and AI-enabled environments



Content Summary

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.



Assessment Summary

- › Multiple Choice
- › Open Book
- › 90 minutes, 40 questions



Learning coverage

- › Digital Products and Services
- › Discover
- › Design
- › Acquire
- › Build
- › Transition
- › Operate
- › Deliver
- › Support
- › Lifecycle Management



Prerequisites

- › Any ITIL 4 certification or
- › ITIL Foundation (Version 5)
- › Accredited training or Official eLearning



Recommended training duration

2 - 3 days



Have questions?

Contact your PeopleCert Business Development Manager for launch support and partner resources.