

ITIL® (VERSION 5) SERVICE - INCLUDING EXAM

Course Code: 831022

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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What You'll Learn

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.

Who Needs to Attend

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

Prerequisites

The candidate must have passed one of the below certifications:

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CLASSROOM LIVE

\$3,095 CAD

3 Day

Classroom Live Outline

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.

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VIRTUAL CLASSROOM LIVE

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Virtual Classroom Live Outline

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Jun 29 - Jul 1, 2026 | 8:30 AM - 4:30 PM EDT

Aug 17 - 19, 2026 | 8:30 AM - 4:30 PM EDT

Nov 9 - 11, 2026 | 8:30 AM - 4:30 PM EST

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Date created: 5/18/2026 7:27:40 AM

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