

# 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.

*ITIL® is a registered trademark of the PeopleCert group. Used under licence from PeopleCert. All rights reserved.*

## 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:

# ITIL® (VERSION 5) SERVICE – INCLUDING EXAM

Course Code: 831022

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.

# ITIL® (VERSION 5) SERVICE – INCLUDING EXAM

Course Code: 831022

VIRTUAL CLASSROOM LIVE

\$3,095 CAD

3 Day

## Virtual 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.

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

Visit us at [www.globalknowledge.com](http://www.globalknowledge.com) or call us at 1-866-716-6688.

Date created: 4/2/2026 12:02:00 PM

Copyright © 2026 Global Knowledge Training LLC. All Rights Reserved.