training code: ZP-ITIL5-SERVen / ENG DL 3d / EN

ITIL® Service (Version 5) – accredited training with exam

In a digital environment, organizations must not only design products, but above all effectively deliver and maintain services that provide real business value. This training demonstrates how to use ITIL® to manage the service lifecycle and ensure service quality, continuity, and efficiency. It is intended for professionals responsible for delivering and maintaining services who want to better manage their performance and value. After the training, you will be able to manage services more effectively, improve their operation, and increase their value to the organization.

Training recipients

- Service owners and IT support managers
- Incident, problem, and change management specialists
- ITSM process managers
- Product owners and digital product managers
- Business analysts
- Enterprise architects and solution designers
- Developers, engineers, and DevOps practitioners
- Individuals developing competencies in service management and digital product management

Benefits

- Learn the purpose, scope, and structure of the ITIL® product and service lifecycle and how it is

applied in practice

- Discover how the organization’s value chain activities support different stages of the lifecycle
- Learn how to apply lifecycle activities such as discover, design, obtain/build, deploy, operate, deliver, and support
- Understand the roles, outcomes, success factors, and metrics related to activities within the product and service lifecycle
- Learn how management practices enable and support activities across the service lifecycle
- Discover how operating models, service value streams, and organizational structures support effective service management
- Understand how artificial intelligence, automation, and methodologies such as PRINCE2® and DevOps support service management and delivery throughout the lifecycle

Training program

1. Digital Products and Services
   - Introduction to digital products and services
   - The ITIL® Product and Service Lifecycle Management activities
2. Discover
   - Key concepts and practices of the activity
   - Steps and outputs of the activity
   - Success factors and metrics of the activit
3. Design
   - Key concepts and practices of the activity
   - Steps and outputs of the activity
   - Success factors and metrics of the activity
4. Acquire
   - Key concepts and practices of the activity
   - Steps and outputs of the activity
   - Success factors and metrics of the activity
5. Build
   - Key concepts and practices of the activity
   - Steps and outputs of the activity
   - Success factors and metrics of the activity
6. Transition
   - Key concepts and practices of the activity
   - Steps and outputs of the activity
   - Success factors and metrics of the activity
7. Operate
   - Key concepts and practices of the activity

- Steps and outputs of the activity
- Success factors and metrics of the activity

8. Deliver
   - Key concepts and practices of the activity
   - Steps and outputs of the activity
   - Success factors and metrics of the activity
9. Support
   - Key concepts and practices of the activity
   - Steps and outputs of the activity
   - Success factors and metrics of the activity
10. Lifecycle management
    - Managing the End-to- End Lifecycle
    - ITIL®, AI, and other frameworks

Expected preparation of the participant

Participants must hold either the ITIL® Foundation (version 5) certification or any ITIL® 4 certification, with the exception of ITIL® 4 Specialist: Acquiring & Managing Cloud Services (AMCS) and ITIL® 4 Specialist: Sustainability in Digital & IT (SDIT).

Training Includes

- Accredited ITIL® Service (Version 5) training materials
- ITIL® Service (Version 5) certification exam voucher
- Authorized ITIL® Service (Version 5) manual (online version)

Additional option:

- Take2 re-sit exam: PLN 200 (Note: available only before training via Altkom Akademia)

The prices presented on the website apply to sales on the Polish market. For customers outside Poland, or in cases where the PeopleCert exam requires settlement under a different region, the final price may be adjusted in accordance with PeopleCert’s applicable regional pricing policy. Please contact us to confirm the price and receive an offer tailored to your country/region: trainings@altkom.pl

Language

- Training: English
- Materials: English

- Exam: English

Duration

3 days / 21 hours

Examination method

The participants receive vouchers, which are valid for 6 months, for online exam.
Having completed the training, the participant receives an e-mail with guidelines how to register on the exam. The date is determined directly with PeopleCert, with the use of participant’s account.
Online exam is conducted in the presence of proctor – a person from PeopleCert, who connects remotely with training participant’s desktop and observes the course of exam via Internet camera.
The person who takes the exam is obliged to show the place where he is going to write the exam to proctor via Internet camera. Proctor checks if there are not any other persons and study aids in the room.