

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



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 activity
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

It is required to possess a valid [ITIL® Foundation \(version 5\)](#) certificate or any ITIL®4 certificate, except for 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)



Language

- Training: English
- Materials: English
- Exam: English

Duration

3 days / 24 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.