Course : ITIL® Service (Version 5), PeopleCert Certification

French Exam

Practical course - 3d - 21h00 - Ref. I5S

Price : 1930 € E.T.

5 / 5

NEW

The ITIL® Service (Version 5) training course provides guidelines to help organizations achieve excellence in digital service management. The training demonstrates how to align people, processes, and technology to manage services throughout their entire lifecycle, with a focus on resilience, responsiveness, and stakeholder satisfaction.The course prepares participants for the ITIL® Service (Version 5) Advanced Certification, which is part of the ITIL® Managing Professional track.

Teaching objectives

At the end of the training, the participant will be able to:

- Understand the key concepts of digital products and digital services, as well as the characteristics specific to digital services
- Explain the scope, purpose, benefits, and challenges of the ITIL® product and service lifecycle as applied from a service perspective
- Describe how value chain activities support service management throughout the entire lifecycle
- Understand, for each activity in the life cycle, its purpose, scope, stages, deliverables, critical success factors, metrics, and practical recommendations
- Understanding how ITIL® management practices enable and support service lifecycle activities
- Explain how business models, value streams, and organizational structures contribute to the effective management of digital services
- Understanding the role of artificial intelligence, automation, and complementary frameworks such as DevOps and PRINCE2 in service management

PARTICIPANTS

Department heads, Service Owners, Service Delivery Managers, and operations managers. Support managers, service center managers, and managers responsible for incidents, problems, changes, and business continuity. Transition managers, service quality managers, SLA managers, and user experience managers. Architects and digital transformation consultants.Project managers, product managers, or portfolio managers responsible for coordinating products and services over the long term. Any professional involved in the design, delivery, operation, support, or continuous improvement of digital services.

PREREQUISITES

Hold ITIL® Foundation (Version 5) or ITIL® 4 Foundation certification. Experience in service management, operations, delivery, support, or digital transformation is a plus.

TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.
Participants also complete a placement test before and after the course to measure the skills they've developed.

Intended audience

Department heads, Service Owners, Service Delivery Managers, and operations managers. Support managers, service center managers, and managers responsible for incidents, problems, changes, and business continuity. Transition managers, service quality managers, SLA managers, and user experience managers. Architects and digital transformation consultants.Project managers, product managers, or portfolio managers responsible for coordinating products and services over the long term. Any professional involved in the design, delivery, operation, support, or continuous improvement of digital services.

Prerequisites

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Certification

The exam is taken remotely under individual webcam supervision by the certifying body. It consists of a multiple-choice test with 40 questions in French, to be completed in 1 hour and 30 minutes. A minimum score of 65% is required to pass the exam.

Course schedule

1 Introduction

- Positioning of ITIL® Service within the ITIL® certification framework.
- Module Objectives and Relationship to Other ITIL® Publications.

2 Key Concepts in Digital Product and Service Management

- Key Concepts in Digital Products and Digital Services.
- The ITIL® Value System and Guiding Principles.
- Characteristics of Digital Services and Value Creation.
- Stakeholders
- Scope and Purpose of the Product and Service Life Cycle.

3 Discover

- Purpose and scope of the "Discover" activity from the service provider's perspective.
- The Role of Vision, Positioning, and Portfolio in Identifying Opportunities.
- Steps, deliverables, critical success factors, metrics, and practical recommendations.
- Management practices that enable and support discovery.

TEACHING AIDS AND TECHNICAL RESOURCES

• The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
• At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
• A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

4 Design

- Purpose and scope of the design activity from the service provider's perspective.
- Principles of human-centered design and a holistic approach to service design.
- Design thinking.
- Specifications, prototypes, service models, and preparation for operational readiness.
- Steps, deliverables, critical success factors, metrics, and practical recommendations.
- Management practices that enable and support design.

5 Acquire

- Purpose and scope of the business to be acquired.
- Differences between acquiring technology, skills, and third-party services.
- Sourcing decisions, contracts, resources, and alignment with departmental needs.
- Steps, deliverables, critical success factors, metrics, and practical recommendations.
- Management practices that enable and support learning.

6 Construction

- Transforming validated designs into functional service solutions.
- Development, configuration, integration, validation, and testing of the components required for the service.
- Preparation of documentation needed for the transition, operation, delivery, and support.
- Steps, deliverables, critical success factors, metrics, and practical recommendations.
- Management practices that enable and support development.

7 Making the Transition

- Controlled rollout of new or modified services in production environments.
- Transition strategies, deployment planning, risk management, and early life support.
- Coordination with operations, support, and suppliers.
- Transition metrics, impact monitoring, and stakeholder communication.
- Steps, deliverables, critical success factors, metrics, and practical recommendations.
- Management practices that enable and support the transition.

8 Exploit

- Approaches to operating services in a real-world environment.
- Monitoring, observability, performance, capacity, continuity, security, and vendor coordination.
- Roles of the operations teams, ServiceOps/ProductOps teams, and supporting practices.
- Operational Quality Metrics, Automation, and AIOps.
- Steps, deliverables, critical success factors, metrics, and practical recommendations.
- Management practices that enable and support operations.

9 Provide

- Provision of the service in accordance with service commitments and service level agreements.
- Onboarding/offboarding, performing service tasks, and managing interactions with users.
- Service quality, user experience, feedback, and improvement cycles.
- Steps, deliverables, critical success factors, metrics, and practical recommendations.
- Management practices that enable and support service delivery.

10 Support

- Approaches to Digital Service Support.
- Incident management, response to major incidents, business continuity, and service restoration.
- Learning from post-mortems, knowledge management, and preventive improvements.
- Milestones, deliverables, supporting practices, and associated metrics.
- Management practices that enable and support service delivery.

11 Lifecycle Management

- End-to-end lifecycle management.
- Allocation of responsibilities through operating models and coordination of value streams.
- Organization, technology, partners, suppliers, and other enablers of service management.
- Factors Contributing to Effective Digital Service Management.
- The Impact of AI, Automation, and the AI Capabilities Model on Service Management Methods and Tools.
- The continuous improvement model.
- Value stream mapping.

12 ITIL® and Other Reference Frameworks

- Complementarity Between ITIL® and DevOps in Product and Service Lifecycle Management.
- The Role of Project Management in Driving Change in the ITIL® Value System.
- Integration between ITIL® and PRINCE2 / PRINCE2 Agile to effectively deliver projects, products, and services.

13 Course Review / Exam Preparation

- Review and summary.
- Practice exam.

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Dates and locations

REMOTE CLASS
2026 : 7 Dec.

2027 : 10 Feb., 5 Apr., 14 June, 23 Aug., 13 Oct., 29 Nov.

PARIS LA DÉFENSE
2026 : 7 Dec.

2027 : 10 Feb., 5 Apr., 14 June, 23 Aug., 13 Oct., 29 Nov.