

ITIL 5 Service

Course code: ITIL5SVC

ITIL Service (Version 5) is a two--day course for professionals who want to master the delivery of resilient and high-performing digital services across their full lifecycle. The course provides a structured framework for managing customer relationships, service levels, operational reliability, and continual improvement, with a focus on consistent performance, resilience, and measurable customer outcomes. Participants will learn how services enable value co-creation with customers, partners, and stakeholders, how to apply human-centred design to improve service quality and perception, and how to leverage AI and automation to enhance service capability while maintaining trust and accountability.

Target Audience

- Service managers and support managers responsible for delivering digital services and managing their performance across the full lifecycle.
- IT operations professionals, process owners, and service desk analysts who want to deepen their knowledge of managing and improving digital services.
- Product owners and IT project managers involved in the design, operation, and continual improvement of digital services.
- Digital transformation managers and Site Reliability Engineers (SRE) who need a structured framework for managing resilient and high-performing services.
- Holders of ITIL Foundation (Version 5) or ITIL 4 certifications who are building their path towards the ITIL Managing Professional designation.

What You Will Learn

- Digital Products and Services: Understand the key concepts of digital product and service management and how they support value and performance from a service perspective.
- Service Value Co-Creation: Explore how services enable the co-creation of value with customers, partners, and stakeholders across the full lifecycle.
- Human-Centred Design and Service Quality: Learn how to apply human-centred, experience-led design to improve the perception and quality of services.
- Resilient and Adaptable Services: Discover how to develop resilient, sustainable, and adaptable services that respond effectively to change.
- Strategy and Service Alignment: Gain a clear understanding of how services connect strategic intent with consistent performance and value creation.
- Stakeholder-Aligned Services: Explore how to align services with real stakeholder needs to ensure relevance, clarity, and measurable outcomes.
- Continual Improvement: Learn how to use continual improvement and evidence-based decisions to increase value and reduce waste.
- Service Governance and Responsible Innovation: Understand how practical governance supports compliance, risk management, and responsible innovation.
- AI and Automation in Service Delivery: Find out how AI and automation enhance service capability while maintaining trust and accountability.

Course Content

- Key Concepts of Digital Products and Services: The relationship between products, services, and value realisation from a service management perspective.
- Value Co-Creation with Customers and Stakeholders: How services connect providers, customers, and partners in the process of creating value.
- Experience-Led Design and Service Quality: Applying human-centred design to improve the perception, quality, and measurability of services.

GOPAS Praha
Na Strži 2097/63
140 00 Praha 4 - Krč
Tel.: +420 226 201 390
info@gopas.cz

GOPAS Brno
Nové sady 996/25
602 00 Brno
Tel.: +420 530 513 590
info@gopas.cz

GOPAS Bratislava
Dr. Vladimíra Clementisa 10
Bratislava, 821 02
Tel.: +421 902 903 132
info@gopas.sk



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- Service Resilience, Sustainability, and Adaptability: Methods for developing services capable of responding to changing conditions and requirements.
- Aligning Strategic Intent with Service Performance: Connecting strategy with day-to-day performance and value creation through services.
- Stakeholder Management and Service Relevance: Ensuring services meet real stakeholder needs and deliver measurable outcomes.
- Continual Improvement and Evidence-Based Decision-Making: Using data, metrics, and feedback loops to continuously increase value and eliminate waste.
- Service Governance, Compliance, and Risk Management: How practical governance supports responsible innovation and risk management in services.
- AI, Automation, and Trust in Service Delivery: Integrating AI and automation into service delivery while maintaining transparency and accountability.

Practical Information

- Course duration: 2 days.
- Prerequisites: ITIL Foundation (Version 5), ITIL Foundation Bridge (Version 5), or any ITIL 4 certification. Completion of accredited training is required.
- Exam: Open-book, online via PeopleCert, 90 minutes, 40 multiple-choice questions, passing score 70%.
- Language of instruction: English. Official study materials are in English.
- Certificate: PeopleCert ITIL Service (Version 5), internationally recognised, renewal every 3 years (60 CPD points).

Course is delivered by an Accredited Training Organisation (ATO) Agilist s.r.o. certified by PeopleCert.

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