

Catálogo de formación de ITIL® 5

Certificación oficial en gestión de servicios digitales

Evolución de ITIL hacia el modelo digital y basado en IA

Rutas completas de formación en operaciones, producto, servicio, experiencia y estrategia.

Nextraining

Centro oficial de formación acreditado (ATO)



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ITIL® 5

Evolución del modelo de gestión de servicios

ITIL 5 es la evolución del marco ITIL hacia un modelo de gestión de productos y servicios digitales adaptado a entornos actuales, con foco en valor, experiencia y toma de decisiones basada en datos.

Mantiene los principios y fundamentos de ITIL, pero introduce un enfoque más integrado que conecta estrategia, producto, servicio, experiencia y transformación en un único modelo operativo.

ACCESO A LA FORMACIÓN ITIL® 5

Itinerarios formativos según nivel y perfil profesional



Perfiles profesionales

- Profesionales de IT y soporte
- Responsables y managers IT
- Perfiles de producto y delivery
- Dirección y roles estratégicos

Resultados obtenidos

- Gestión end-to-end de servicios
- Mejora continua de la eficiencia operativa y calidad
- Toma de decisiones basada en datos y valor
- Integración de IA con control y gobernanza

Retos que aborda

- IT sin alineación con negocio
- Procesos que no aportan valor
- Falta de coordinación entre equipos
- Ausencia de mejora continua

Cómo empezar

- Sin ITIL → Foundation
- Con ITIL 4 → Bridge / Transition
- Nivel avanzado → especialización
- Evolución → enfoque por rol

VALOR DIFERENCIAL DE NEX TRAINING

- Centro oficial acreditado (ATO)
- Cursos oficiales con certificación, impartidos por instructores acreditados
- Materiales oficiales PeopleCert (guías, eBooks y simulacros)
- Preparación completa para certificación y aplicación en entorno real
- Rutas formativas adaptadas a cada perfil profesional
- Modalidad flexible: presencial, remoto o eLearning
- Exámenes flexibles: online con proctoring o en papel en cualquier punto de España (instalaciones del cliente o sedes de Nextraining habilitadas)
- Gestión de la bonificación FUNDAE sin coste
- Condiciones especiales para grupos



Esquema de certificación ITIL (versión 5)



Rutas de certificación ITIL® 5

Ruta 1 – Practice Manager (Foundation + 1 especialización de prácticas + Transformation)

- ITIL 5 Monitor, Support and Fulfill
- ITIL 5 Plan, Implement and Control
- ITIL 5 Collaborate, Assure and Improve

Ruta 2 – Managing Professional (Foundation + Product + Service + Experience + Transformation)

- ITIL 5 Product
- ITIL 5 Service
- ITIL 5 Experience

Ruta 3 – Dirección y estrategia (Strategic Leader) Foundation + Strategy + Transformation

- ITIL 5 Strategy

Transformación (nivel avanzado transversal)

- ITIL 5 Transformation

Extensión: Foundation + AI Governance

- ITIL 5 AI Governance

Transición de ITIL® 4 a ITIL® 5 (Si ya tienes ITIL 4)

Opción rápida (recomendada)

- ITIL 5 Foundation Bridge → 6 h

Opción completa (especialización)

- ITIL 5 Managing Professional Transition → 40 h

Extensión:

- ITIL® 5 AI Governance → 6 h



THE LANGUAGE OF GROWTH

Module At-a-Glance

ITIL Foundation Bridge (Version 5)



Module Name

ITILFoundationBridge (Version 5)



Module in One Sentence

Designed for ITIL 4 certification holders who want a quick, focused way to understand the key enhancements introduced in ITIL Foundation (Version 5).



Core Themes

- › Introduction to the key concepts of digital product and service management
- › Evolution of the ITIL framework and readiness for the digital and AI-driven world
- › Focus on the key enhancements from ITIL 4 to ITIL (Version 5)



Target Job Roles

- › All ITIL 4 certification holders seeking a fast, efficient way to understand what has changed in ITIL Foundation (Version 5)
- › Professionals at all levels and across all types of organizations involved in digital product and service management, including early-career professionals and non-IT roles.



Benefits

- › Establishes a common language for digital product and service management within organizations and across customers, partners, and suppliers
- › Provides a practical understanding of how value is created through products and services
- › Supports a holistic and adaptable approach to digital product and service management
- › Enables application of ITIL guidance to improve performance, collaboration, and outcomes
- › Provides a clear foundation and progression path for continued professional development.



Key Marketing Messages

- › The fastest way for ITIL 4 professionals to stay current with the new ITIL
- › Focused exclusively on what has changed, without repeating existing knowledge
- › Ideal for organizations upgrading skills quickly and consistently



Content Summary

This module focuses exclusively on the changes and key enhancements introduced in ITIL (Version 5) compared to ITIL 4, enabling candidates to update their knowledge efficiently without revisiting existing material.



Assessment Summary

- › Multiple-choice exam
- › Closed book
- › Focused on ITIL (Version 5) updates only
- › 30 minutes, 20 questions
- › Pass mark: (65%)



Learning coverage

- › Content focused only on what is changing from ITIL 4 to ITIL (Version 5)
- › Specific learning categories TBC



Prerequisites

- › Any ITIL 4 certification, excluding:
 - › ITIL 4 Specialist: Acquiring and Managing Cloud Services
 - › ITIL 4 Specialist: Sustainability in Digital and IT



Recommended training duration

6 h

Module At-a-Glance

ITIL Foundation (Version 5)



Module Name

ITILFoundation(Version 5)



Module in One Sentence

Introducesthe core concepts, principles, and practices of ITIL, establishing a common language for modern digital product and service management.



Core Themes

- › Introduction to the key concepts of digital product and service management
- › Introduction to the ITIL framework
- › Value co-creation through effective product and service management
- › Evolution of the ITIL framework and readiness for the digital and AI-driven world



Target Job Roles

- › Professionals atalllevels and across all types of organisations involved in digital product and service management, including early-career professionals and non-IT roles



Benefits

- › Establishes a common language for digital product and service management within organizations and across customers, partners, and suppliers
- › Provides a practical understanding of how value is created through products and services
- › Supports a holistic and adaptable approach to digital product and service management
- › Enables application of ITIL guidance to improve performance, collaboration, and outcomes
- › Provides a solid foundation and clear pathways for ongoing professional development



Key Marketing Messages

- › Theessential startingpoint for understanding modern digital product and service management
- › Builds a shared language and mindset across technical and non-technical teams
- › Designed to support today's digital, data-driven, and AI-enabled organizations



Content Summary

This module provides candidates with an overview of the ITIL framework, including its guiding principles, core models, and fundamental concepts, and explains how these are used to create, deliver, and continually improve products and services.

It enables candidates to understand how value is co-created through effective product and service management, and how organizations apply ITIL guidance to improve performance, collaboration, and outcomes.

The module also explains how the ITIL framework has evolved to support modern technologies, data-driven decision-making, automation, artificial intelligence, and contemporary ways of working, while remaining adaptable to different organisational contexts and levels of maturity.



Assessment Summary

- › Multiple-choice exam(s)
- › Open book
- › 60 minutes, 40 questions
- › Pass mark: 26/40 (65%)



Learning coverage

- › Key ITIL terms anddefinitions
- › The ITIL Four Dimensions of Product and Service Management
- › The ITIL Product and Service Lifecycle
- › The ITIL Value System
- › Value stream identification, mapping, and management
- › ITIL and AI
- › ITIL and other frameworks



Prerequisites

- › No pre-requisites



Recommended training duration

16 h

Module At-a-Glance

ITIL Monitor, Support and Fulfil (Version 5)



Module Name

ITIL Monitor, Support and Fulfil (Version 5)



Module in One Sentence

A combined module covering the core concepts and application of five ITIL management practices: Incident Management, Service Desk, Service Request Management, Monitoring and Event Management, and Problem Management.



Core Themes

- › Understanding and application of the concepts from five ITIL management practices: Incident Management, Service Desk, Service Request Management, Monitoring and Event Management, and Problem Management
- › Practice success factors
- › The ITIL Four Dimensions
- › The ITIL Capability Model



Target Job Roles

- › Service management and delivery roles (e.g., IT Manager Operations, IT Service Manager)
- › Service delivery specialists (e.g., IT Specialist: Operations)
- › Process leads (e.g., Incident Management, Problem Management)



Benefits

- › Enhances operational performance across core service management practices
- › Supports consistent delivery of customer expectations and business value
- › Aligns strategic objectives with tactical and operational execution to support overall business success



Key Marketing Messages

- › Brings core operational ITIL practices together into a single, practical module
- › Supports reliable, responsive service operations across monitoring, support, and fulfilment activities
- › Ideal for organizations looking to strengthen operational maturity while maintaining alignment with business goals



Content Summary

This module provides candidates with an understanding of the key concepts, principles, value, and challenges of five ITIL management practices: Incident Management, Service Desk, Service Request Management, Monitoring and Event Management, and Problem Management. It provides best-practice guidance at both strategic and operational levels to help organizations maximise value from these practices.



Assessment Summary

- › Multiple Choice
- › Closed Book
- › 90 minutes, 60 questions
- › Pass mark (65%)



Learning coverage

- › Incident Management
- › Service Desk
- › Service Request Management
- › Monitoring and Event Management
- › Problem Management
- › Monitor, Support and Fulfil



Prerequisites

- › ITIL 4 Foundation
- › Accredited training or Official eLearning



Recommended training duration


20 h

Module At-a-Glance

ITIL Plan, Implement and Control (Version 5)

 **Module Name**
ITIL Plan, Implement, and Control (Version 5)


 **Module in One Sentence**
A combined module covering the core concepts and application of five ITIL management practices: Change Enablement, Deployment Management, Release Management, Service Configuration Management, and IT Asset Management.

 **Core Themes**


- › Understanding and application of the concepts from five ITIL management practices: Change Enablement, Deployment Management, Release Management, Service Configuration Management, and IT Asset Management
- › Practice success factors
- › The ITIL Four Dimensions
- › The ITIL Capability Model

 **Target Job Roles**


- › Service management and service delivery roles (e.g., IT Operations Manager, IT Service Manager)
- › Service delivery specialists (e.g., IT Operations Specialists)
- › Process leads (e.g., Change Enablement, IT Asset Management)


 **Benefits**

- › Supports effective execution of strategy through controlled change and implementation
- › Enables strong governance of service management activities
- › Improves coordination and collaboration across teams and stakeholders
- › Aligns strategic objectives with tactical and operational plans to support business success


 **Key Marketing Messages**

- › Brings change, release, and configuration practices together into a single, practical module
- › Supports controlled delivery of change while maintaining stability and compliance
- › Ideal for organizations balancing speed, control, and risk in digital environments


 **Content Summary**
This module provides candidates with an understanding of the key concepts, principles, value, and challenges of five ITIL management practices: Change Enablement, Deployment Management, Release Management, Service Configuration Management, and IT Asset Management. It offers best-practice guidance at both strategic and operational levels to help organisations maximise value from these practices.

 **Assessment Summary**

- › Multiple-choice exam
- › Closed book
- › 90 minutes, 60 questions
- › Pass mark: 65%

 **Learning coverage**

- › IT Asset Management
- › Change Enablement
- › Deployment Management
- › Release Management
- › Service Configuration Management
- › Plan, Implement, and Control

 **Prerequisites**

- › ITIL 4 Foundation
- › Accredited training or Official eLearning

 **Recommended training duration**
20 h

Module Cheat Sheet

ITIL Collaborate, Assure, and Improve (Version 5)



Module Name

ITIL Collaborate, Assure, and Improve (Version 5)



Module in One Sentence

A combined module covering the core concepts and application of five ITIL management practices: Relationship Management, Supplier Management, Service Level Management, Continual Improvement, and Information Security Management.



Core Themes

- › Understanding and application of the concepts from five ITIL management practices: Relationship Management, Supplier Management, Service Level Management, Continual Improvement, and Information Security Management
- › Practice success factors
- › The ITIL Four Dimensions
- › The ITIL Capability Model



Target Job Roles

- › Service management and delivery roles (e.g., IT Manager Operations, IT Service Manager)
- › Service delivery specialists (e.g., IT Operations Specialist)
- › Process leads (e.g. Relationship Management, Service Level Management)



Benefits

- › Strengthens collaboration and assurance across service management activities
- › Supports effective governance of service management practices
- › Improves relationships across internal and external stakeholders
- › Builds a stronger competitive advantage through a culture of continual improvement
- › Aligns strategic goals with tactical and operational plans to support business success



Key Marketing Messages

- › Brings collaboration, assurance, and improvement practices together into a single, practical module
- › Supports stronger governance, supplier relationships, and service performance
- › Ideal for organizations focused on consistency, trust, and continual improvement



Content Summary

This module provides candidates with an understanding of the key concepts, principles, value, and challenges of five ITIL management practices: Relationship Management, Supplier Management, Service Level Management, Continual Improvement, and Information Security Management. It offers best-practice guidance at both strategic and operational levels to help organizations maximise value from these practices.



Assessment Summary

- › Multiple-choice exam
- › Closed book
- › 90 minutes, 60 questions
- › Pass mark (65%)



Learning coverage

- › Relationship Management
- › Supplier Management
- › Service Level Management
- › Continual Improvement
- › Information Security Management
- › Collaborate, Assure, and Improve



Prerequisites

- › ITIL 4 Foundation
- › Accredited training or Official eLearning



Recommended training duration

Module At-a-Glance

ITIL Product (Version 5)



Module Name

ITIL Product (Version 5)



Module in One Sentence

Provides practical guidance on managing products across their lifecycle, from concept to value realization, integrating product thinking with service management.



Core Themes

- › Unified approach to product and service management, with a primary focus on product-related activities
- › End-to-end digital product and service lifecycle management
- › Alignment of product initiatives and activities with business value



Target Job Roles

- › Product and digital delivery roles
- › Service management and delivery roles
- › Architecture and design roles
- › Software and application development teams



Benefits

- › Enables delivery of sustainable, high-impact digital products by integrating product development and delivery activities
- › Reduces silos, supports alignment with evolving business needs, and enables a culture of velocity, innovation, agility, and value creation
- › Applies ITIL principles across business analysis, product design, software development and management, testing, release and deployment, and continual improvement practices
- › Positions integrated product and service management as a strategic, tactical, and operational enabler that aligns investment with outcomes



Key Marketing Messages

- › Brings product management and service management together into a single, practical approach
- › Supports end-to-end product lifecycle management aligned with business value
- › Ideal for organizations adopting product-led, digital, and agile delivery models



Content Summary

This module provides candidates with guidance to innovate and co-create value through digital products, aligned with ITIL guidance. It offers practical direction to help align people, processes, and technology to navigate the complexity of the product lifecycle and ensure products deliver measurable value aligned with business goals.



Assessment Summary

- › Multiple Choice
- › Open Book
- › 90 minutes, 40 questions



Learning coverage

- › Digital Products and Services
- › Discover
- › Design
- › Acquire
- › Build
- › Transition
- › Operate
- › Deliver
- › Support
- › Lifecycle Management



Prerequisites

- › Any ITIL4 certification or
- › ITIL Foundation (Version 5)
- › Accredited training or Official eLearning



Recommended training duration

20 h

Module At-a-Glance

ITIL Service (Version 5)



Module Name

ITIL Service (Version 5)



Module in One Sentence

Provides practical guidance for designing, delivering, and improving services to enable consistent value creation and high-quality customer experiences.



Core Themes

- › A unified approach to product and service management, with a primary focus on service-related activities
- › End-to-end digital product and service lifecycle management
- › Alignment of service activities and initiatives with business value and outcomes



Target Job Roles

- › Service management and service delivery professionals
- › Product and digital delivery roles
- › Architecture and service design roles
- › Software and application development teams



Benefits

- › Enables organizations to apply ITIL principles across incident, request, problem, change, and continual improvement practices, improving reliability, resilience, and measurable value delivery
- › Helps break down silos by aligning service delivery with business objectives, leveraging automation, and supporting continual improvement
- › Positions service management as a strategic, tactical, and operational enabler, linking investment decisions directly to business outcomes



Key Marketing Messages

- › A practical, end-to-end view of service management that supports real-world service delivery and improvement
- › Links strategy and execution by aligning service activities with business value and customer outcomes
- › Ideal for organizations modernizing service management in digital, product-led, and AI-enabled environments



Content Summary

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.



Assessment Summary

- › Multiple Choice
- › Open Book
- › 90 minutes, 40 questions



Learning coverage

- › Digital Products and Services
- › Discover
- › Design
- › Acquire
- › Build
- › Transition
- › Operate
- › Deliver
- › Support
- › Lifecycle Management



Prerequisites

- › Any ITIL4 certification or
- › ITIL Foundation (Version 5)
- › Accredited training or Official eLearning



Recommended training duration

20 h

Module At-a-Glance

ITIL Experience (Version 5)



Module Name

ITIL Experience (Version 5)



Module in One Sentence

Focuses on human-centric design and the management of customer, user, and employee experiences across the customer journey to create value for all stakeholders.



Core Themes

- › Ashift from transactional service and product delivery to experience-driven value co-creation
- › Embedding user-centric thinking across initiatives and activities
 - Scalable, human-focused product and service design and continual improvement
- › Alignment of operational processes with emotional, cognitive, and social experiences
- › Employee experience as a key predictor of user experience



Target Job Roles

- › Strategy professionals
- › Product professionals
- › Service professionals



Benefits

- › Enablesthe design, delivery, and continual improvement of meaningful digital experiences by embedding experience thinking into products and services
- › Connects decision-making to real-world outcomes, improving returns, sharpening positioning, and strengthening executive alignment
- › Improves time to market by reducing rework and improving the relevance, usability, and satisfaction of what is delivered
- › Builds trust by treating experience as an integral part of the service, making digital technology more human and reducing the frequency of issues



Key Marketing Messages

- › Brings experiencemanagementinto the core of digital product and service decision-making
- › Helps organizations design services that are not only functional, but meaningful and usable
- › Supports better business outcomes by aligning experience design with value creation



Content Summary

Thismoduleprovides candidates with guidance to create products and services that feel as good as they function, aligned with ITIL guidance. It offers practical direction to help align people, processes, and technology to deliver user-centric, outcome-driven experiences.



Assessment Summary

- › Multiple-choice
- › Open book
- › 90 minutes, 40 questions



Learning coverage

- › Key ITILtermsanddefinitions
- › ITIL Experience
- › Capturing Experience
- › Service journey
- › ITIL and AI
- › ITIL and other frameworks



Prerequisites

- › Any ITIL4 certification or
- › ITIL Foundation (Version 5)
- › Accredited training or Official eLearning



Recommended training duration

20 h

Module At-a-Glance

ITIL Managing Professional Transition (Version 5)



Module Name

ITIL Managing Professional Transition (Version 5)



Module in One Sentence

Focused exclusively on the key enhancements introduced in ITIL (Version 5), providing ITIL 4 and ITIL v3 professionals with a clear, simple upgrade route.



Core Themes

- › Focus on the key enhancements and changes from ITIL 4 to ITIL (Version 5) across Foundation, Product, Service, Experience, and Transformation
- › A clear and structured upgrade path for existing ITIL professionals



Target Job Roles

- › Professionals who have invested in ITIL 4 or ITIL v3 certifications and require a straightforward upgrade route
- › Professionals at all levels and across all types of organizations involved in digital product and service management



Benefits

- › Provides a clear and simple upgrade path for professionals with existing ITIL 4 and ITIL v3 designations
- › Supports a smooth transition to future-ready roles aligned with the new ITIL
- › Enables faster, more holistic alignment of product and service teams, strengthening customer trust and improving return on digital investment



Key Marketing Messages

- › The most efficient way for experienced ITIL professionals to transition to ITIL (Version 5)
- › Focused only on what has changed, without repeating existing knowledge
- › Designed to protect prior investment while enabling progression to future-ready capabilities



Content Summary

This module focuses exclusively on the changes and key enhancements introduced in ITIL (Version 5) across Foundation, Product, Service, Experience, and Transformation, enabling experienced professionals to update their knowledge efficiently and consistently.



Assessment Summary

- › Multiple-choice exam(s)
- › Open book
- › Focused only on changes from ITIL 4 to ITIL (Version 5)
- › One or two exams (to be confirmed during testing)



Learning coverage

- › Content focused only on what is changing from ITIL 4 to ITIL (Version 5)



Prerequisites

- › ITIL 4 Managing Professional or
- › ITIL 4 Master or
- › ITIL v3 Expert or
- › ITIL v3 Master
- › Accredited training or Official eLearning



Recommended training duration

40 h
(4h Foundation + 24h Product/Service/Experience + 12h Transformation)

Module At-a-Glance

ITIL Strategy (Version 5)



Module Name

ITIL Strategy (Version 5)



Module in One Sentence

Provides guidance on developing, implementing, and continually adjusting strategy in volatile, uncertain, complex, and ambiguous (VUCA) environments.



Core Themes

- › Strategic alignment between technology and business
- › Building a culture of continual transformation
- › Talent, trust, and investment decision-making
- › Readiness to embrace rapid change and innovation, including AI



Target Job Roles

- › Leaders with strategic responsibility at all levels of the organization
- › Professionals with tactical responsibility for implementing strategy
- › Professionals with operational responsibility for supporting strategic objectives



Benefits

- › Ensures strategic capabilities are fit for purpose and support the organisation's vision and mission
- › Formalizes and develops existing strategic capabilities with clearer governance and communication
- › Improves the performance of key parts of the Service Value System (SVS), particularly governance, while considering all four dimensions of service management
- › Provides clarity and confidence to make balanced, sustainable decisions while maintaining focus on purpose and values



Key Marketing Messages

- › Helps organizations align technology, investment, and execution with business strategy
- › Supports confident decision-making in complex, fast-changing environments
- › Designed for leaders navigating digital, organizational, and AI-driven change



Content Summary

This module equips candidates to act with clarity and confidence by aligning technology investments with business strategy and outcomes, in line with ITIL guidance. It helps ensure that digital products and services deliver measurable value while embedding a culture of trust, agility, and continual value co-creation in a rapidly evolving environment.



Assessment Summary

- › Multiple Choice
- › Open Book
- › 90 minutes, 40 questions



Learning coverage

- › Key ITIL terms and definitions
- › The ITIL Strategy Management Model
- › Strategic capabilities
- › ITIL and other frameworks



Prerequisites

- › Any ITIL 4 certification or
- › ITIL Foundation (Version 5)
- › Accredited training or Official eLearning



Recommended training duration

20 h

Module At-a-Glance

ITIL Transformation (Version 5)



Module Name

ITIL Transformation (Version 5)



Module in One Sentence

Provides practical, scalable guidance for embedding, sustaining, and optimizing change across products and services.



Core Themes

- › Understanding transformation complexity and organisational context
- › Applying the ITIL Transformation Model
- › Using patterns, tools, and governance to enable sustainable change



Target Job Roles

- › Sponsors and owners of transformation initiatives, responsible for leading change
- › Professionals involved in delivering transformation work, to understand what needs to be done
- › Professionals impacted by transformation, to understand the support and engagement they can expect
- › Consultants supporting organisations through transformation initiatives



Benefits

- › Ensures managerial and governance capabilities are fit for purpose and support the organization's desired ways of working
- › Formalizes and streamlines organisational capabilities with clearer accountabilities and responsibilities
- › Improves the performance of specific parts of the Service Value System (SVS), such as individual practices or tool usage, while considering all four dimensions of service management
- › Improves the performance of the overall SVS by supporting collaboration across stakeholders and value streams



Key Marketing Messages

- › Provides a structured, practical approach to managing complex transformation initiatives
- › Helps organizations balance governance, execution, and learning during periods of change
- › Supports sustainable transformation aligned with business value and organizational resilience



Content Summary

This module equips candidates with guidance to transform the way organizations work by balancing governance, execution, and continual learning. Aligned with ITIL guidance, it provides practical direction to help align people, processes, and technology, ensuring transformations deliver measurable value and build resilience across the enterprise.



Assessment Summary

- › Multiple Choice
- › Open Book
- › 90 minutes, 40 questions



Learning coverage

- › Introduction to ITIL Transformation
- › The ITIL Transformation Model
- › Transformation patterns
- › Measurement, learning, and synthesis
- › ITIL and AI
- › ITIL and other frameworks



Prerequisites

- › Any ITIL4 certification or
- › ITIL Foundation (Version 5)
- › Accredited training or Official eLearning



Recommended training duration

20 h

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