



Course Title: ITIL® Product (Version 5) Certification Training	Course Duration: 3.0 Days
Exam: Included	Exam Type: Proctored Exam
Qualification: ITIL® Product (Version 5)	

Course Syllabus

Module 1: Digital Products and Services

- Definition and characteristics of digital products
- How digital products create value and enable services
- Relationships between digital products, services, and service offerings
- Overview of the ITIL Product and Service Lifecycle from a product perspective

Module 2: Discover

- Understanding consumer needs, market context, and product direction
- Aligning product vision, positioning, and portfolio decisions
- Applying discovery at organizational, portfolio, and product levels
- Assessing context, agreeing objectives, prioritizing initiatives, and communicating roadmap changes

Module 3: Design

- Human-centered and holistic product design principles
- Designing product capabilities, interfaces, and workflows
- Creating product specifications and prototypes
- Translating product direction into actionable designs

Module 4: Acquire

- Acquiring technology, people, and third-party services for products
- Evaluating sourcing options and acquisition strategies
- Managing suppliers and internal capabilities
- Ensuring acquired resources support product lifecycle needs

Module 5: Build

- Integrating design into build activities
- Developing and testing product components and integrations
- Managing iterative development and quality controls
- Preparing products for transition and use

Module 6: Transition

- Transitioning products into live environments
- Managing releases, deployments, and change



- Ensuring product readiness, knowledge transfer, and risk management
- Stabilizing products during early life support

Module 7: Operate

- Operating digital products reliably and securely
- Monitoring product performance, availability, and capacity
- Managing incidents and operational issues
- Maintaining product stability and operational effectiveness

Module 8: Deliver

- Delivering product-enabled services to consumers
- Managing onboarding, access, and service interactions
- Supporting service consumption through products
- Maintaining service quality and stakeholder relationships

Module 9: Support

- Supporting products during normal operation and disruption
- Managing problems, known errors, and recovery activities
- Using knowledge to improve product support effectiveness
- Reducing recurrence and improving product resilience

Module 10: Lifecycle Management

- Managing digital products end-to-end across the lifecycle
- Integrating lifecycle activities into product value streams
- Governing products for consistency, sustainability, and improvement
- Applying continual improvement to product management

Module 11: ITIL and Other Frameworks

- Integrating ITIL Product with DevOps practices
- Aligning ITIL Product with PRINCE2 and project delivery
- Using AI and automation to support product management
- Applying governance and decision support across the product lifecycle

Course Overview

The ITIL Product (Version 5) course provides learners with the guidance needed to manage digital products end-to-end, from discovery through design, acquisition, build, transition, operation, delivery, and support.

Participants learn how digital products enable services, how value is co-created, and how organisations can govern products effectively across complex, evolving ecosystems. The course emphasises practical application, lifecycle thinking, value streams, and continual improvement.

Course Learning Outcomes

In this ITIL Experience (Version 5) course, you will learn the following:

- Core concepts of digital experience and experience value



- How experience integrates with the ITIL Product and Service Lifecycle
- How lifecycle activities influence experience outcomes
- Experience governance, signals, and continual improvement
- How ITIL integrates experience thinking with DevOps, AI, and project management
- How to prepare for and pass the ITIL® Experience certification exam

Audience

- Our ITIL® Product (Version 5) training course is suitable for:
 - IT Operations Managers
 - Service Desk Managers
 - Development Managers
 - Developers
 - Infrastructure Operations Engineers
 - Change & Release Managers
 - Incident Managers
 - Problem Managers
 - Service Transition Managers
 - Application Operations Engineers
 - Availability Managers
 - IT Coordinators
 - Network Systems Administrators
 - IT Support Managers
 - Technical Support Engineers
 - Information Security
 - Data Center Support Specialists

Entry-Level Requirements

ITIL Product (Version 5) Training Prerequisites

Participants must hold ITIL 4 Foundation or ITIL (Version 5) Foundation certification.

ITIL Product (Version 5) Certification Information

To earn the ITIL Product (Version 5) certification, you must:

- Sit for the ITIL Product (Version 5) exam via PeopleCert's online proctoring service

Recommended Reading

It might be useful to revise your ITIL® Foundation level materials again to reinforce your existing level of knowledge of ITIL®

What's Included

- 3 days live instructor led training.
- Official course content and curriculum ITIL® Product (Version 5)
- Quizzes
- Exercises
- ITIL® Product (Version 5) Exam Voucher



Exam Information

ITIL®Product (Version 5) Examination:

The **ITIL® Product (Version 5)** examination will comprise of:

- Duration: 90 minutes, closed book
- Number Of Questions: 40
- Marks: Each question is worth 1 mark. There are 40 marks available. There is no negative marking.
- Pass Mark: is 70% or higher – 28/40 marks or above

Read the PeopleCert Official Guidance for [Windows Devices](#) and [MacOS Devices](#) for a step-by-step guide on how to take your online proctored examination.

Your Identification Document (ID):

On the day of your exam, your Proctor will verify your ID. You are responsible for ensuring the ID used to register and take your exam is valid and acceptable. On your exam day, if you do not present valid and acceptable ID, or the First/Middle Name(s) and Last Name of your ID do not exactly match the name you used to register for your exam, you will not be allowed to test and will not be entitled to a refund. You will, however, be able to re-book your exam following the standard exam booking process. Your ID must:

- Be current and valid – ID containing dates that have expired are not allowed.
- Be an original, not a photocopy.
- Include a recognisable photo of you.
- Match the information you gave when you booked your online exam.
- Be a government-issued national/state/province identity card that is recognized by the country in which you are a citizen or permanent resident.
- Contain your Birthdate/Year.
- Contain your First/Middle Name(s) and Last Name in English (Latin) characters.

Please Note: Electronic IDs will not be accepted.

What's Next

ITIL® Experience (Version 5) Certification Training

Learn to design and improve digital experiences with ITIL Experience V5. Build skills in experience governance, signals, trust, and lifecycle alignment.

ITIL® AI Governance (Version 5)

Aligned with ITIL (Version 5) guidance, this course offers practical direction on managing AI risks, establishing clear accountability, and ensuring regulatory compliance.

ITIL® Transformation (Version 5) Certification Training

Prepare for ITIL Transformation certification and learn how to govern and execute enterprise transformation initiatives.

ITIL® Service (Version 5) Certification Training



Develop ITIL Service (Version 5) skills to design, deliver, operate, and improve digital services with governance, value streams, and resilience.

ITIL® Strategy (Version 5) Certification Training

Learn how to define, govern, and execute digital strategy with ITIL Strategy certification training.

ITIL® Managing Professional Transition (Version 5) Certification Training Fast-track your transition to ITIL Version 5 with certification training in product, service, experience, and transformation.

Additional Information

Learn to design and improve digital experiences with ITIL Product. Build skills in experience governance, signals, trust, and lifecycle alignment.