



ITIL[®] Product (Version 5)

Accredited by
PeopleCert

Duration
12 hrs

Delivery
Self-paced e-Learning

Target Audience
IT professionals

What's included:

- Exam voucher
- Course guide
- Diagram pack
- Full transcript
- Six months access
- Tutor support
- Quiz and exam practice
- Mobile- friendly format

Prerequisites:

- Any ITIL® 4 certification or ITIL® Foundation (Version 5)
or ITIL Foundation Bridge (Version 5)

Course Description

ITIL® Product (Version 5) enables you to turn digital products into integrated value streams that align capabilities, services, and business outcomes across the entire lifecycle.

Using the proven ITIL Product and Service Lifecycle Model, the course explores how to manage digital products from discovery to support, break down silos, align stakeholders, and harness metrics and feedback loops to continuously refine strategy and delivery.

Key topics:

- ➔ Digital product and service integration
- ➔ Value stream integration and flow optimization
- ➔ Strategic discovery and product direction
- ➔ Human-centered product design
- ➔ Resource and supplier orchestration
- ➔ Build and quality engineering integration
- ➔ Controlled transition and deployment
- ➔ Reliable and observable operations
- ➔ AI-enabled ways of working

Who is this course for?

This course is designed for IT product professionals across a wide range of roles, including product owners, team leads, managers, architects, designers, developers, engineers, site reliability engineers, and service professionals seeking to strengthen their expertise in digital product management and delivery.

Why should you take this course?

- Good e-Learning is an award-winning online training provider and was independently certified as a "Market Leader" for ITIL online training by Course Conductor
- The course includes a free eBook, provided by PeopleCert
- The ITIL syllabus offers a comprehensive and modernized look at IT service management
- ITIL qualifications are highly valuable and desirable for employers in IT
- This online course fully prepares candidates to sit and pass the ITIL Product exam on the first attempt
- For anyone aspiring to achieve the ITIL Managing Professional designation – ITIL Product is a core element of the learning journey
- The course was created with input from leading experts, including the authors of several of the ITIL books
- Good e-Learning students avoid ITIL Product exam costs thanks to FREE exam vouchers (T&Cs apply)
- This ITIL Product course is accredited by PeopleCert

Learning outcomes

By the end of the course, participants will understand:

- Management of digital products as unified value streams
- Alignment of product roadmaps with organizational strategy
- Integration of design, build, transition and operational readiness
- Application of AI-enabled and data-informed practices
- Collaboration across multifunctional teams and supplier ecosystems

Syllabus

Module 0 – Welcome to ITIL Product

Module 1 – Introduction to digital products

Module 2 – Discover

Module 3 – Design

Module 4 – Acquire

Module 5 – Build

Module 6 – Transition

Module 7 – Operate

Module 8 – Deliver

Module 9 – Support

Module 10 – Managing the end-to-end lifecycle

Module 11 – The practice exams

Module 12 – ITIL Product wrap-up



About Omniplex Learning

GEL (GoodeLearning) is a part of Omniplex Learning, a leading provider of digital learning and development solutions.

GEL blends subject-matter excellence with engaging learning design to help professionals achieve certifications, build confidence, and apply best practice in the real world.



Let's talk

 +44 8000 850 550

 goodelearning.com