

ITIL Product (Version 5) eLearning & Certification

Create high-value-added products □ Learn at your own pace □ Exam voucher included

Develop your product management skills with the **official ITIL Product (Version 5) eLearning course in English**. Learn how to manage digital products and services as integrated value streams, align product development with business strategy, and deliver measurable value throughout the complete product lifecycle.

Study online at your own pace, whenever and wherever it suits you, with **12 months' access to the official PeopleCert eLearning package, Official Training Materials and digital ITIL Product guide**.



Key benefits of this self-paced course?

- Learn at your own pace with **12 months' online access**
- Develop practical skills for managing digital products throughout their lifecycle
 - Align product strategy, customer needs and organizational objectives
- Improve collaboration across product, service, development and operations teams
 - Prepare for the official **ITIL Product (Version 5) certification exam**

WHAT'S INCLUDED IN YOUR ELEARNING PACKAGE?

- **1-year access to the official PeopleCert eLearning course**
- Approximately **18 hours of self-paced interactive learning**
- Bite-sized learning modules
- Practical exercises and knowledge-check quizzes
- Scenario-based case studies
- Progress tracking and embedded glossary
- **Official Training Materials (OTM)**
- **Official ITIL Product digital book**
- **ITIL Product certification exam voucher**

This official PeopleCert eLearning course is self-paced and does not include live trainer sessions or video-based lessons.

COURSE & LEARNING OBJECTIVES

By the end of this course, participants will be able to:

- Explain how digital products and services work together as an integrated value stream throughout the product lifecycle
- Align product roadmaps with organizational strategy and business outcomes
- Identify, map and improve product value streams to optimize flow and reduce waste
- Apply human-centred design principles to create scalable, resilient and usable digital products
- Integrate design, build, transition, operations, measurement and AI-enabled ways of working into an effective product model

COURSE CONTENT

Product Foundations and Strategic Direction

- Digital products and services as an integrated system
- The ITIL Product and Service Lifecycle Model
- Strategic discovery and prioritization
- Product direction and roadmap development
- Aligning products with organizational strategy and stakeholder value

Design, Build and Source

- Human-centred product design
- Product value streams and flow optimization
- Resource, sourcing and supplier orchestration
- Build integration and quality engineering
- Automation, governance and technical debt management

Transition and Operate

- Structured and risk-aware product transition
- Deployment and operational readiness
- Observability and monitoring
- Reliability, capacity, continuity and performance
- Site Reliability Engineering principles

Measure, Improve and Evolve

- Product lifecycle metrics and performance
- Feedback loops and evidence-based decision-making
- Continual product improvement
- AI-enabled product development and support
- Supporting resilient and adaptable digital products

WHO SHOULD ATTEND?

ITIL Product eLearning is ideal for professionals involved in the creation, management, delivery or improvement of digital products and services. It is designed for individuals who are unable to attend a classroom course.

PREREQUISITES

To attend this course, participants must hold one of the following certificates:

- any ITIL 4 certification (Foundation or higher), or
- [ITIL Foundation \(Version 5\)](#), or
- [ITIL Foundation Bridge \(Version 5\)](#)

Candidates who took their exams with B2B Learning do not need to provide their certificates. Participants who took their exams with another provider or PeopleCert directly, will need to provide B2B Learning with a copy of their certificate upon registration in order to validate their ITIL Product exam.

Accredited training for the ITIL Managing Professional modules is mandatory, either by attending a class or taking by eLearning.

ABOUT THE CERTIFICATION EXAM

- 40 multiple-choice questions
- 90 minutes + extra time for non native English speakers
- open book exam
- pass mark: 70%
- available in English
- renewal every 3 years
- **Add a second chance for your exam (Take2) to your cart at checkout.** This must be purchased with the main package. We cannot add this later.

The exam is currently available in English, French, German, Italian, Spanish, Polish, Portuguese (Brazil) and Chinese. **Beware that the online course is only in English.**

COURSE DELIVERY

Once you have purchased your course on our website, **we will process your order within two working days at the most.** You will then receive an email directly from PeopleCert inviting you to redeem your voucher. B2B Learning will also send you a confirmation email with details on how to use your eLearning and exam pack.