

ITIL Product (Version 5) Training & Certification

3-day ITIL® Product Training Course ☐ Exam voucher and 1-year Membership included



Build products with purpose. Deliver value with confidence.

Enhance your product management expertise by enrolling on our ITIL® Product (Version 5) training course. Learn how to integrate product and service management, enhance collaboration, and **deliver digital products that generate quantifiable value**. The course includes an exam voucher, an official guide and 1-year PeopleCert Plus Membership.



What are the key benefits of this course?

- **Turn product thinking** into measurable business value
- **Align innovation** with customer needs and strategic priorities
- **Enable stronger collaboration** across teams involved in delivery
- **Build digital products** that are resilient, relevant and ready to evolve

WHAT'S INCLUDED IN YOUR COURSE PACKAGE?

Everything you need to prepare confidently for certification:

- **Live training** with an **expert accredited ITIL® (v5) trainer**
- Official PeopleCert **training materials** in digital format
- Official **ITIL Product Guide** in both **digital and printed editions**
- **Certification exam voucher** valid for **1 year**
- **1 year of PeopleCert Plus Membership**

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 organisational strategy and business outcomes
- identify, map and improve product value streams to optimise flow and reduce waste
- apply human-centred design principles to create scalable, resilient and usable digital products
- make better acquisition, sourcing and supplier decisions to support resilience and scalability
- integrate design, build, transition, quality, observability and operations into a coherent product model
- use metrics, feedback loops and lifecycle performance data to inform evidence-based product decisions
- understand how AI-enabled ways of working can support product development and related activities

COURSE PROGRAMME

Day 1 – Product foundations and strategic direction

- Introduction to ITIL Product in the ITIL 5 qualification scheme
- Digital products and services as one integrated system
- The product and service lifecycle: from discovery to support
- Strategic discovery, prioritization, and product direction
- Aligning product roadmaps with business strategy and stakeholder value

Day 2 – Design, build, sourcing, and transition

- Human-centred product design
- Product value streams and flow optimization
- Resource, sourcing, and supplier orchestration
- Build integration, quality engineering, governance, and technical debt
- Structured transition, deployment, and operational readiness

Day 3 – Operate, measure, improve

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- Reliable and observable operations
- SRE, continuity, monitoring, performance, and automation
- AI-enabled product delivery and support
- Metrics, lifecycle performance, and evidence-based decision-making
- Exam preparation and sample questions.

WHO SHOULD ATTEND?

Product managers, service managers, digital leaders, IT managers, transformation professionals, and anyone involved in creating, delivering, or improving digital products.

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

During the training you will receive an exam voucher for **an online proctored exam**. You will take your exam after the training at a date/hour of your choice. Thanks to your **PeopleCert Membership Plus for 1 year**, a Take2 or **1 free exam retake** is included. Your trainer will explain the exam procedure in detail during the course.

NEED AN IN-COMPANY SESSION?

We also organise this training for teams. [Get in touch for a customised offer.](#)