

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

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



Recommended training duration

2 - 3 days



Have questions?

Contact your PeopleCert Business Development Manager for launch support and partner resources.