ITIL Product (Version 5) Certification Training

Category: Infrastructure & IT Operations | **Vendor:** PeopleCert / ITIL

Duration: 24.00 hours (3 days) **19.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Certification: ITIL Product (Version 5) course provides learners with, ITIL Experience (Version 5) Training course includes, ITIL Experience (Version 5) course, you will learn the

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.

This ITIL Experience (Version 5) Training course includes:

- Accredited course content and curriculum
- ITIL Experience (Version 5) Exam
- 1 Year of PeopleCert Plus Membership (includes mock exam & Take2 exam retake option)

About This Course

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Prerequisites & Entry Requirements

General Prerequisites:

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

Learning Outcomes

Upon successful completion of this course, participants will be able to:

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

Detailed Course Outline

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

Skills You Will Learn:

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
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Frequently Asked Questions

Q: What delivery options are available for ITIL Product (Version 5) Certification Training?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: What certification does this course prepare me for?

The ITIL Product (Version 5) Certification Training course helps prepare you for the ITIL Product (Version 5) course provides learners with, ITIL Experience (Version 5) Training course includes, ITIL Experience (Version 5) course, you will learn the certification path.

Q: How many CPD hours does this course provide?

The 3-day ITIL Product (Version 5) Certification Training course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the ITIL Product (Version 5) Certification Training training?

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for ITIL Product (Version 5) Certification Training?

Yes, we provide corporate training, dedicated training, and closed classes for ITIL Product (Version 5) Certification Training. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: What related terms do people search for?

Popular related searches include: ITIL Product (Version 5) Certification Training, ITIL Training, ITIL5P

Q: Why choose Nexus Human for ITIL Product (Version 5) Certification Training?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your ITIL Product (Version 5) Certification Training training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

Professional Training & Development

Email: info@nexushuman.com

Website: www.nexushuman.com

Phone: +353 1 889 8700 (Ireland) | +44 20 8142 8961 (UK)

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