

ITIL® (Version 5) Product - Including Exam

Duration: 3 Days **Course Code: ITIL5MP-P** **Delivery Method: Company Event**

Overview:

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.

The courseware and exam are currently only available in English.

ITIL® is a registered trademark of the PeopleCert group. Used under licence from PeopleCert. All rights reserved.

Updated 4/2026

Company Events

These events can be delivered exclusively for your company at our locations or yours, specifically for your delegates and your needs. The Company Events can be tailored or standard course deliveries.

Target Audience:

This course is aimed at:

- Individuals continuing their journey in service management
- Product and digital delivery roles
- Service management and delivery roles
- Architecture and design roles
- Software and application development teams

Objectives:

- **After you complete this course you will be able to:**
- Enable delivery of sustainable, high-impact digital products by integrating product development and delivery activities.
- Reduce silos, supports alignment with evolving business needs, and enables a culture of velocity, innovation, agility, and value creation.
- Apply ITIL principles across business analysis, product design, software development and management, testing, release and deployment, and continual improvement practices.
- Position integrated product and service management as a strategic, tactical, and operational enabler that aligns investment with outcomes.

Prerequisites:

The candidate must have passed one of the below certifications:

- ITIL® 4 Foundation examination
- ITIL® (Version 5) Foundation examination
- ITIL5F - ITIL® (Version 5) Foundation - Including Exam
- ITIL5F-2 - ITIL® (Version 5) Foundation (2 days) - Including Exam

Testing and Certification

Recommended preparation for exam(s):

- ITIL® (Version 5) Product
The exam is 90 minutes long, 40 multiple choice questions.

Exam vouchers are provided with this course. These will have a validity of 12 months. You will need to schedule your exams within this time frame.

Follow-on-Courses:

The following courses are recommended for further study:

- ITIL® (Version 5) Transformation
- ITIL5MP-E - ITIL® (Version 5) Experience - Including Exam
- ITIL5MP-S - ITIL® (Version 5) Service - Including Exam

Content:

Module 1: Digital Products and Services

- 1.1 Introduction to digital products and services.
- 1.2 The ITIL® Product and Service Lifecycle management activities.

Module 2: Discover

- 2.1 Key concepts and practices of the 'discover' activity.
- 2.2 Steps and outputs of the 'discover' activity.
- 2.3 Success factors and metrics of the 'discover' activity.

Module 3: Design

- 3.1 Key concepts and practices of the 'design' activity.
- 3.2 Steps and outputs of the 'design' activity.
- 3.3 Success factors and metrics of the 'design' activity.

Module 4: Acquire

- 4.1 Key concepts and practices of the 'acquire' activity.
- 4.2 Steps and outputs of the 'acquire' activity.
- 4.3 Success factors and metrics of the 'acquire' activity.

Module 5: Build

- 5.1 Key concepts and practices of the 'build' activity.
- 5.2 Steps and outputs of the 'build' activity.
- 5.3 Success factors and metrics of the 'build' activity.

Module 6: Transition

- 6.1 Key concepts and practices of the 'transition' activity.
- 6.2 Steps and outputs of the 'transition' activity.
- 6.3 Success factors and metrics of the 'transition' activity.

Module 7: Operate

- 7.1 Key concepts and practices of the 'operate' activity.
- 7.2 Steps and outputs of the 'operate' activity.
- 7.3 Success factors and metrics of the 'operate' activity.

Module 8: Deliver

- 8.1 Key concepts and practices of the 'deliver' activity.
- 8.2 Steps and outputs of the 'deliver' activity.
- 8.3 Success factors and metrics of the 'deliver' activity.

Module 9: Support

- 9.1 Key concepts and practices of the 'support' activity.
- 9.2 Steps and outputs of the 'support' activity.
- 9.3 Success factors and metrics of the 'support' activity.

Module 10: Lifecycle Management

- 10.1 Managing the End-to- End Lifecycle.
- 10.2 ITIL®, AI and other frameworks.

Further Information:

For More information, or to book your course, please call us on 00 971 4 446 4987

training@globalknowledge.ae

www.globalknowledge.com/en-ae/

Global Knowledge, Dubai Knowledge Village, Block 2A, First Floor, Office F68, Dubai, UAE