

ITIL® (Version 5) Product - Including Exam

Durée: 3 Jours **Réf de cours: ITIL5MP-P** **Méthodes d'apprentissage: Intra-entreprise & sur-mesure**

Résumé:

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

Formation intra-entreprise

Cette formation est délivrable en session intra-entreprise, dans vos locaux ou dans les nôtres. Son contenu peut être adapté sur-mesure pour répondre aux besoins de vos collaborateurs. Contactez votre conseiller formation Global Knowledge ou adressez votre demande à info@globalknowledge.fr.

Public visé:

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

Objectifs pédagogiques:

- **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.

Pré-requis:

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

Test et 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.

Après cette formation, nous vous conseillons le(s) module(s) suivant(s):

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

Contenu:

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.

Autres moyens pédagogiques et de suivi:

- Compétence du formateur : Les experts qui animent la formation sont des spécialistes des matières abordées et ont au minimum cinq ans d'expérience d'animation. Nos équipes ont validé à la fois leurs connaissances techniques (certifications le cas échéant) ainsi que leur compétence pédagogique.
- Suivi d'exécution : Une feuille d'emargement par demi-journée de présence est signée par tous les participants et le formateur.
- En fin de formation, le participant est invité à s'auto-évaluer sur l'atteinte des objectifs énoncés, et à répondre à un questionnaire de satisfaction qui sera ensuite étudié par nos équipes pédagogiques en vue de maintenir et d'améliorer la qualité de nos prestations.

Délais d'inscription :

- Vous pouvez vous inscrire sur l'une de nos sessions planifiées en inter-entreprises jusqu'à 5 jours ouvrés avant le début de la formation sous réserve de disponibilité de places et de labs le cas échéant.
- Votre place sera confirmée à la réception d'un devis ou "booking form" signé. Vous recevrez ensuite la convocation et les modalités d'accès en présentiel ou distanciel.
- Attention, si cette formation est éligible au Compte Personnel de Formation, vous devrez respecter un délai minimum et non négociable fixé à 11 jours ouvrés avant le début de la session pour vous inscrire via moncompteformation.gouv.fr.

Accueil des bénéficiaires :

- En cas de handicap : plus d'info sur globalknowledge.fr/handicap