

ITIL® (Version 5) Product - Including Exam

Cursusduur: 3 Dagen Cursuscode: ITIL5MP-P

Beschrijving:

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

Doelgroep:

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

Doelstelling:

- **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.

Vereiste kennis en vaardigheden:

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

Examens en certificering

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.

Vervolg cursussen:

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

Cursusinhoud:

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.

Nadere informatie:

Neem voor nadere informatie of boekingen contact op met onze Customer Service Desk 030 - 60 89 444

info@globalknowledge.nl

www.globalknowledge.com/nl-nl/

Iepenhoeve 5, 3438 MR Nieuwegein