training code: ZP-ITIL5-PRODen / ENG DL 3d / EN

ITIL® Product (Version 5) – accredited training with exam

In the digital world, organizations develop products and services in parallel, focusing on delivering value to customers and the business. This training demonstrates how to use ITIL® to manage the product lifecycle and make effective product decisions. It is intended for professionals involved in the development and maintenance of digital products who want to better align business and technology activities. After the training, you will be able to manage the product lifecycle, make value-based decisions, and increase the efficiency of product development and delivery.

Training recipients

- Product owners and digital product managers
- Business analysts
- Enterprise architects and solution designers
- Digital product and service designers
- Developers, engineers, and DevOps practitioners
- Site Reliability Engineers (SRE)
- Service owners and IT support managers
- Individuals developing competencies in digital product management

Benefits

- Understand the lifecycle of digital products and services and how it contributes to value creation within an organization

- Learn how digital products support business objectives and deliver value to the organization
- Discover the stages of the product and service lifecycle and their practical significance
- Learn how to apply ITIL® practices throughout the product and service lifecycle
- Understand how to align product management with value streams and organizational business goals
- Learn how artificial intelligence and automation support product and service management
- Understand how frameworks such as DevOps and PRINCE2® support the application of ITIL® practices

Training program

1. Digital Products and Services
   - Introduction to digital products and services
   - The ITIL® Product and Service Lifecycle management activities
2. Discover
   - Key concepts and practices of the activity
   - Steps and outputs of the activity
   - Success factors and metrics of the activity
3. Design
   - Key concepts and practices of the activity
   - Steps and outputs of the activity
   - Success factors and metrics of the activity
4. Acquire
   - Key concepts and practices of the activity
   - Steps and outputs of the activity
   - Success factors and metrics of the activity
5. Build
   - Key concepts and practices of the activity
   - Steps and outputs of the activity
   - Success factors and metrics of the activity
6. Transition
   - Key concepts and practices of the activity
   - Steps and outputs of the activity
   - Success factors and metrics of the activity
7. Operate
   - Key concepts and practices of the activity
   - Steps and outputs of the activity
   - Success factors and metrics of the activity
8. Deliver
   - Key concepts and practices of the activity

- Steps and outputs of the activity
- Success factors and metrics of the activity

9. Support
   - Key concepts and practices of the activity
   - Steps and outputs of the activity
   - Success factors and metrics of the activity
10. Lifecycle Management
    - Managing the End-to- End Lifecycle
    - ITIL®, AI, and other frameworks

Expected preparation of the participant

Participants must hold either the ITIL® Foundation (version 5) certification or any ITIL® 4 certification, with the exception of ITIL® 4 Specialist: Acquiring & Managing Cloud Services (AMCS) and ITIL® 4 Specialist: Sustainability in Digital & IT (SDIT).

Training Includes

- Accredited ITIL® Product (Version 5) training materials
- ITIL® Product (Version 5) certification exam voucher
- Authorized ITIL® Product (Version 5) manual (online version)

Additional option:

- Take2 re-sit exam: PLN 200 (Note: available only before training via Altkom Akademia)

The prices presented on the website apply to sales on the Polish market. For customers outside Poland, or in cases where the PeopleCert exam requires settlement under a different region, the final price may be adjusted in accordance with PeopleCert's applicable regional pricing policy. Please contact us to confirm the price and receive an offer tailored to your country/region: trainings@altkom.pl

Language

- Training: English
- Materials: English
- Exam: English

Examination method

The participants receive vouchers, which are valid for 6 months, for online exam.
Having completed the training, the participant receives an e-mail with guidelines how to register on the exam. The date is determined directly with PeopleCert, with the use of participant's account.
Online exam is conducted in the presence of proctor – a person from PeopleCert, who connects remotely with training participant's desktop and observes the course of exam via Internet camera.
The person who takes the exam is obliged to show the place where he is going to write the exam to proctor via Internet camera. Proctor checks if there are not any other persons and study aids in the room.

Duration

3 days / 21 hours

Examination description

- Duration: 90 minutes
- Single-choice test: 40 questions
- Passing score: 70% (28/40)
- Open-book exam
- Use of official manual allowed
- Scenario-based questions
- Exam language: English