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# IT Service Management - ITIL® 5 Experience

## LEARN in 3 days

This intensive three-day course introduces the ITIL® Experience (Version 5) qualification. It focuses on creating and managing digital products and services that deliver positive, trustworthy, and outcome-driven experiences. The course aligns people, processes, technology, and partners to improve service journeys and customer perceptions while integrating AI-enabled and modern ways of working.

### ITIL® VERSION

This course introduces the ITIL Experience Version5 Syllabus EN v5.0

### LANGUAGE

The course, course materials and exam are in English.

### COURSE OBJECTIVES

In two days, participants will acquire the knowledge and skills required to:

- Understand key ITIL® 5 Experience concepts and terminology.
- Explain how experience influences value creation across the product and service lifecycle.
- Apply ITIL guiding principles and the four dimensions to improve experience.
- Analyze service journeys and identify experience frictions and improvement opportunities.
- Understand the role of AI and governance in experience management.
- Prepare for the PeopleCert ITIL® Experience (Version 5) certification exam.

### TARGET AUDIENCE

This course is designed for:

- Personnel involved in delivering, designing, operating, or supporting digital products and services. IT and digital service professionals involved in product and service management.
- Experience managers, service designers, and customer journey owners.
- ITIL practitioners seeking advanced ITIL® 5 certifications.

### PREREQUISITE

ITIL® Foundation (Version 5) certification is required.

### EXAM

The official PeopleCert ITIL® Experience (Version 5) exam is included.

The participant will receive a voucher valid for 12 months to write their exam and will need to schedule his/her exam.

The Certification exam will be written electronically following the training. The exam is taken online and requires a computer with active audio and video.

The exam is open-book and consists of 40 multiple-choice questions. Duration: 90 minutes (extra time available for non-native language candidates).

It is mandatory to get the training from an accredited organization with an accredited training material.

### COURSE STRUCTURE

This course consists of interactive lectures, group discussions, case studies, and exam-style practice questions.

### STUDY DAYS

3 days of instructor-led training, with the certification exam scheduled separately.

### COURSE CONTENT: DAY-1

- Introduction to ITIL® Experience and value creation
- Key ITIL concepts, guiding principles, and value system
- Experience fundamentals and digital experience systems
- Stakeholders and provider–consumer relationships

### COURSE CONTENT: DAY-2

- Experience across the ITIL product and service lifecycle
- The ITIL four dimensions as a lens for experience improvement
- Capturing and measuring experience data
- Experience evidence, metrics, and anti-patterns

### COURSE CONTENT: DAY-3

- Service journeys and stakeholder journeys
- Experience frictions and improvement techniques
- AI, governance, and digital ethics in experience management
- ITIL alignment with DevOps and PRINCE2
- Exam preparation and review