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

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

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