ITIL® Experience (Version 5)

Duration: 4 days

COURSE DESCRIPTION

ITIL® Experience (Version 5) is one of the three modules in the ITIL Managing Professional (Version 5) certification stream. The course focuses on embedding human-centred and AI-aware design into digital products and services to ensure that trust, perception, and value are aligned throughout the lifecycle.

ITIL Experience extends traditional ITIL practices by placing human experience at the center of digital product and service design. It explores how services are perceived, trusted, and used by people, ensuring they are meaningful, usable, and capable of delivering real value.

The training provides practical guidance on integrating experience management into decision-making, strategy, product development, and service management. By considering human emotions, behaviors, and trust alongside performance, cost, and reliability, organizations can create human-centric services that improve outcomes for customers, users, employees, and the business.

Key benefits of ITIL Experience training
- Enables organizations to design meaningful digital experiences by embedding human-centric thinking into digital products and services
- Supports better decision-making by aligning service design and delivery with real-world outcomes, improving business positioning and executive alignment
- Helps accelerate time to market by reducing rework and improving relevance, usability, and customer satisfaction
- Strengthens trust by integrating experience as a core element of services, humanizing technology, and reducing service-related issues

COURSE OBJECTIVE

- Understand core ITIL concepts through the lens of experience management
- Explore how experience shapes products, services, relationships, and customer journeys
- Learn methods for capturing, measuring, and governing experience effectively
- Apply experience frameworks and continual improvement to enhance value delivery
- Discover how AI, DevOps, and project management integrate with ITIL to drive value creation

COURSE OUTLINE

- Key ITIL terms and definitions
- ITIL Experience
- Capturing Experience
- Service journey
- ITIL and AI
- ITIL and other frameworks

WHO SHOULD ATTEND:

- Strategy professionals
- Product professionals
- Service professionals

PREREQUISITES:

In order to access the ITIL Product exam, you must have obtained the ITIL Foundation certificate (Version 5) or any ITIL 4 certificate. Moreover, it is mandatory to have attended an accredited training course.

EXAMINATION

- 40 Multiple Choice Questions
- 28 marks required to pass (out of 40 available) – 70%
- 90 minutes duration (113 for non-native speakers)
- Open book

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