

ITIL® (VERSION 5) EXPERIENCE – INCLUDING EXAM

Course Code: 831021

This module provides candidates with guidance to create products and services that feel as good as they function, aligned with ITIL® guidance. It offers practical direction to help align people, processes, and technology to deliver user-centric, outcome-driven experiences.

The courseware and exam are currently only available in English.

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What You'll Learn

After you complete this course, you will be able to:

- Enable the design, delivery, and continual improvement of meaningful digital experiences by embedding experience thinking into products and services.
- Connect decision-making to real-world outcomes, improving returns, sharpening positioning, and strengthening executive alignment.
- Improve time to market by reducing rework and improving the relevance, usability, and satisfaction of what is delivered.
- Build trust by treating experience as an integral part of the service, making digital technology more human and reducing the frequency of issues.

Who Needs to Attend

This course is aimed at:

- Individuals continuing their journey in service management
- Strategy professionals
- Product professionals
- Service professionals

Prerequisites

The candidate must have passed one of the below certifications:

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CLASSROOM LIVE

\$3,095 CAD

3 Day

Classroom Live Outline

Module 1: Key ITIL® terms and definitions

- 1.1 Key concepts of ITIL®
- 1.2 Key concepts of Experience

Module 2: ITIL® Experience

- 2.1 Service Stakeholders
- 2.2 Experience and the ITIL® Four Dimensions
- 2.3 Experience in the ITIL® Product and Service Lifecycle

Module 3: Capturing experience

- 3.1 Key concepts of experience capture
- 3.2 Experience evidence.

Module 4: Service Journey

- 4.1 Service relationships, agreements, and journeys
- 4.2 Organizations
- 4.3 Consumer stakeholders
- 4.4 Provider stakeholders
- 4.5 Digital experience improvement

Module 5: ITIL® and AI

- 5.1 Experience management in the AI context
- 5.2 AI Governance

Module 6: ITIL® and other frameworks

- 6.1 ITIL® and DevOps
- 6.2 ITIL® and PRINCE2®

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VIRTUAL CLASSROOM LIVE

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3 Day

Virtual Classroom Live Outline

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Jun 22 - 24, 2026 | 8:30 AM - 4:30 PM EDT

Aug 10 - 12, 2026 | 8:30 AM - 4:30 PM EDT

Nov 2 - 4, 2026 | 8:30 AM - 4:30 PM EST

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