

# 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®

# ITIL® (VERSION 5) EXPERIENCE – INCLUDING EXAM

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VIRTUAL CLASSROOM LIVE

\$3,095 CAD

3 Day

## Virtual Classroom Live Outline

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- 1.2 Key concepts of Experience

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

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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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Date created: 5/18/2026 7:27:11 AM

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