



Course Title: ITIL® Experience (Version 5) Certification Training	Course Duration: 3.0 Days
Exam: Included	Exam Type: Proctored Exam
Qualification: ITIL® Experience (Version 5)	

Course Syllabus

Module 1: ITIL Concepts and the Foundations of Experience

- Key ITIL concepts, guiding principles, and the ITIL Value System
- Digital products, digital services, and the Product and Service Lifecycle
- Experience as a human response to interactions and outcomes
- Anticipation, perception, and evaluation in experience management

Module 2: Experience Stakeholders and Tensions

- Consumer and provider roles in experience management
- Users, customers, and sponsors and their differing expectations
- Provider roles and experience responsibilities
- Common experience tensions and their impact on trust and engagement

Module 3: Experience and the ITIL Four Dimensions

- How experience is shaped across organisations and people
- Experience considerations in information and technology
- Experience impacts of partners and suppliers
- Using the Four Dimensions as a governance lens for experience improvement

Module 4: Experience in the Product and Service Lifecycle

- Experience moments across lifecycle activities
- Functional versus relational interactions
- Identifying experience friction and broken expectations
- Mapping stakeholder trust requirements across journeys

Module 5: Capturing Experience

- Experience signals, evidence, and quality indicators
- Quantitative and qualitative experience data
- Direct, indirect, and synthetic capture techniques
- Trustworthiness and coherence of experience evidence

Module 6: Service Relationships and Journeys



- Service relationships and agreements from an experience perspective
- Service journeys across consumer and provider roles
- Journey stages and experience touchpoints
- Practical implications for experience design

Module 7: Digital Experience Improvement

- Applying the continual improvement model to experience
- Experimentation, learning loops, and local adaptation
- Trust and psychological safety in experience improvement
- Differentiating system-level and local improvements

Module 8: ITIL, AI, and Experience Governance

- AI as an actor in digital experience
- AI governance and ethical considerations
- Automation and decision support in experience management
- Governing experience improvement sustainably

Course Overview

The ITIL Experience (Version 5) course provides learners with the guidance needed to design, evaluate, and improve digital experiences across the ITIL Product and Service Lifecycle. Participants learn how experiences influence value co-creation, trust, and outcomes, and how organisations can govern and improve experience without disrupting delivery or operations.

Course Learning Outcomes

In this ITIL Experience (Version 5) course, you will learn the following:

- Core concepts of digital experience and experience value
- How experience integrates with the ITIL Product and Service Lifecycle
- How lifecycle activities influence experience outcomes
- Experience governance, signals, and continual improvement
- How ITIL integrates experience thinking with DevOps, AI, and project management
- How to prepare for and pass the ITIL® Experience certification exam

Audience

- Our ITIL® Experience (Version 5) training course is suitable for:
 - IT Operations Managers
 - Service Desk Managers
 - Development Managers
 - Developers
 - Infrastructure Operations Engineers
 - Change & Release Managers
 - Incident Managers
 - Problem Managers
 - Service Transition Managers
 - Application Operations Engineers
 - Availability Managers



- IT Coordinators
- Network Systems Administrators
- IT Support Managers
- Technical Support Engineers
- Information Security
- Data Center Support Specialists

Entry-Level Requirements

ITIL Experience (Version 5) Training Prerequisites

Participants must hold ITIL 4 Foundation or ITIL (Version 5) Foundation certification.

ITIL Experience (Version 5) Certification Information

To earn the ITIL Experience (Version 5) certification, you must:

- Sit for the ITIL Experience (Version 5) exam via PeopleCert's online proctoring service

Recommended Reading

It might be useful to revise your ITIL® Foundation level materials again to reinforce your existing level of knowledge of ITIL®

What's Included

- 3 days live instructor led training.
- Official course content and curriculum ITIL® Experience (Version 5)
- Quizzes
- Exercises
- ITIL® Experience (Version 5) Exam Voucher

Exam Information

ITIL® Experience (Version 5) Examination:

The **ITIL® Experience (Version 5)** examination will comprise of:

- Duration: 90 minutes, closed book
- Number Of Questions: 40
- Marks: Each question is worth 1 mark. There are 40 marks available. There is no negative marking.
- Pass Mark: is 70% or higher – 28/40 marks or above

Read the PeopleCert Official Guidance for [Windows Devices](#) and [MacOS Devices](#) for a step-by-step guide on how to take your online proctored examination.

Your Identification Document (ID):

On the day of your exam, your Proctor will verify your ID. You are responsible for ensuring the ID used to register and take your exam is valid and acceptable. On your exam day, if you do not present valid and acceptable ID, or the First/Middle Name(s) and Last Name of your ID do not exactly match the name you used to register for your exam, you will not be allowed to test and will not



be entitled to a refund. You will, however, be able to re-book your exam following the standard exam booking process. Your ID must:

- Be current and valid – ID containing dates that have expired are not allowed.
- Be an original, not a photocopy.
- Include a recognisable photo of you.
- Match the information you gave when you booked your online exam.
- Be a government-issued national/state/province identity card that is recognized by the country in which you are a citizen or permanent resident.
- Contain your Birthdate/Year.
- Contain your First/Middle Name(s) and Last Name in English (Latin) characters.

Please Note: Electronic IDs will not be accepted.

What's Next

ITIL® AI Governance (Version 5)

Aligned with ITIL (Version 5) guidance, this course offers practical direction on managing AI risks, establishing clear accountability, and ensuring regulatory compliance.

ITIL® Product (Version 5) Certification Training

Master ITIL Product (Version 5) practices to manage digital products end to end, including discovery, design, governance, and lifecycle improvement.

ITIL® Transformation (Version 5) Certification Training

Prepare for ITIL Transformation certification and learn how to govern and execute enterprise transformation initiatives.

ITIL® Service (Version 5) Certification Training

Develop ITIL Service (Version 5) skills to design, deliver, operate, and improve digital services with governance, value streams, and resilience.

ITIL® Strategy (Version 5) Certification Training

Learn how to define, govern, and execute digital strategy with ITIL Strategy certification training.

ITIL® Managing Professional Transition (Version 5) Certification Training

Fast-track your transition to ITIL Version 5 with certification training in product, service, experience, and transformation.

Additional Information

Learn to design and improve digital experiences with ITIL Experience. Build skills in experience governance, signals, trust, and lifecycle alignment.