ITIL® Experience (Version 5)

Category: Infrastructure & IT Operations | **Vendor:** PeopleCert

Duration: 24.00 hours (3 days) **19.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format:	Instructor Led - Online
Certification:	ITIL Experience (Version 5)
Related Exam:	ITIL-5-Experience

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 organizations can govern and improve experience without disrupting delivery or operations. Add the PeopleCert Membership+ to your course and receive these additional benefits: 1-year PeopleCert membership + Subscription 1 Free Exam Retake

About This Course

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Who Should Attend

This course is intended for professionals responsible for shaping, managing, and improving the end-to-end experience of customers, users, and stakeholders when interacting with digital products and IT-enabled services. It is particularly valuable for individuals focused on customer satisfaction, user experience, and value realization across service interactions.

Prerequisites & Entry Requirements

General Prerequisites:

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

Learning Outcomes

Upon successful completion of this course, participants will be able to:

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

Detailed Course Outline

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 organizations 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

□□ Certification Path

ITIL Experience (Version 5)

Exam: ITIL-5-Experience

Frequently Asked Questions

Q: What delivery options are available for ITIL® Experience (Version 5)?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: What certification does this course prepare me for?

The ITIL® Experience (Version 5) course helps prepare you for the ITIL Experience (Version 5) certification path.

Q: Which exam does this course prepare me for?

This course prepares you for the ITIL-5-Experience official exam. You can take this exam at any exam center across United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online wherever you are located.

Q: How many CPD hours does this course provide?

The 3-day ITIL® Experience (Version 5) course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the ITIL® Experience (Version 5) training?

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for ITIL® Experience (Version 5)?

Yes, we provide corporate training, dedicated training, and closed classes for ITIL® Experience (Version 5). Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for ITIL® Experience (Version 5)?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your ITIL® Experience (Version 5) training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

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