

ITIL® (Version 5) Experience - Including Exam

Duration: 3 Days Course Code: ITIL5MP-E

Overview:

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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Target Audience:

This course is aimed at:

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

Objectives:

- **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.

Prerequisites:

- ITIL® 4 Foundation examination
- ITIL® (Version 5) Foundation examination
- ITIL5F - ITIL® (Version 5) Foundation - Including Exam
- ITIL5F-2 - ITIL® (Version 5) Foundation (2 days) - Including Exam

Testing and Certification

- ITIL® (Version 5) Experience
The exam is 90 minutes long, 40 multiple choice questions.
- Exam vouchers are provided with this course. These will have a validity of 12 months. You will need to schedule your exams within this time frame.

Follow-on-Courses:

The following courses are recommended for further study:

- ITIL® (Version 5) Transformation
- ITIL5MP-P - ITIL® (Version 5) Product - Including Exam
- ITIL5MP-S - ITIL® (Version 5) Service - Including Exam

Content:

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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Further Information:

For More information, or to book your course, please call us on 00 971 4 446 4987

training@globalknowledge.ae

www.globalknowledge.com/en-ae/

Global Knowledge, Dubai Knowledge Village, Block 2A, First Floor, Office F68, Dubai, UAE