

ITIL® (Version 5) Experience - Including Exam

Varighed: 3 Days Kursus Kode: ITIL5MP-E Leveringsmetode: Company event (Firmakursus)

Beskrivelse:

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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Firmakursus

Med et firmakursus bliver jeres it-kompetenceudvikling målrettet jeres behov. Det betyder, at vi hjælper med at finde og sammensætte det helt rigtige kursusindhold og den helt rigtige form. Kurset kan afvikles hos os eller kunden, standard eller virtuelt.

Målgruppe:

This course is aimed at:

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

Agenda:

- **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.

Forudsætninger:

- 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

Test og certificering

- 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.

Yderligere Kurser:

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

Indhold:

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®

Flere Informationer:

For yderligere informationer eller booking af kursus, kontakt os på tlf.nr.: 44 88 18 00

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