

## ITIL® (Version 5) Experience - Including Exam

Varighed: 3 Days    Kursus Kode: ITIL5MP-E    Leveringsmetode: Virtuel deltagelse

### 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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### Virtuel deltagelse

Et V&C Select kursus indholder nøjagtig det samme som et almindeligt kursus. Før kursusstart modtager man kursusmaterialet. Dernæst logger man på kurset via internettet og ser via sin pc den selvsamme præsentation som de øvrige deltagere, man kommunikerer via chat med underviseren og de øvrige deltagere på kurset. Denne uddannelsesmodel er både tids-og omkostningsbesparende og kan være et oplagt alternativ til almindelig klasseundervisning, hvis man f.eks. har et begrænset rejsebudget.

### 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

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## 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®

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## Flere Informationer:

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

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