

## ITIL<sup>®</sup> (Version 5) Experience - Including Exam

Duration: 3 Days    Course Code: ITIL5MP-E    Delivery Method: Company Event

### Overview:

This module provides candidates with guidance to create products and services that feel as good as they function, aligned with ITIL<sup>®</sup> 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.

ITIL<sup>®</sup> is a registered trademark of the PeopleCert group. Used under licence from PeopleCert. All rights reserved.

Updated 4/2026

### Company Events

These events can be delivered exclusively for your company at our locations or yours, specifically for your delegates and your needs. The Company Events can be tailored or standard course deliveries.

### 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<sup>®</sup> 4 Foundation examination
- ITIL<sup>®</sup> (Version 5) Foundation examination
- ITIL5F - ITIL<sup>®</sup> (Version 5) Foundation - Including Exam
- ITIL5F-2 - ITIL<sup>®</sup> (Version 5) Foundation (2 days) - Including Exam

### Testing and Certification

- ITIL<sup>®</sup> (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®

---

## Further Information:

For More information, or to book your course, please call us on 00 20 (0) 2 2269 1982 or 16142

[training@globalknowledge.com.eg](mailto:training@globalknowledge.com.eg)

[www.globalknowledge.com/en-eg/](http://www.globalknowledge.com/en-eg/)

Global Knowledge, 16 Moustafa Refaat St. Block 1137, Sheraton Buildings, Heliopolis, Cairo