

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

**Duración: 3 Días**    **Código del Curso: ITIL5MP-E**    **Método de Impartición: Curso Cerrado (In-Company)**

### Temario:

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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### Curso Cerrado (In-Company)

Debido a que nuestra formación es modular, nuestros responsables de formación e instructores pueden trabajar con usted y su equipo para detectar las necesidades formativas y adaptar un temario de forma rápida y rentable. Durante una formación cerrada, usted recibirá una formación de expertos en un curriculum adaptado a sus necesidades.

### Dirigido a:

#### This course is aimed at:

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

### Objetivos:

- **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.

### Prerequisitos:

- 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

### Exámenes y certificación

- 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.

## Siguientes cursos recomendados:

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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## Contenido:

### 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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## Más información:

Para más información o para reservar tu plaza llámanos al (34) 91 425 06 60

[info.cursos@globalknowledge.es](mailto:info.cursos@globalknowledge.es)

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

Global Knowledge Network Spain, C/ Retama 7, 6ª planta, 28045 Madrid