

ITIL® (Version 5) Experience - Including Exam

Cursusduur: 3 Dagen Cursuscode: ITIL5MP-E Trainingsmethode: Virtual Learning

Beschrijving:

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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Virtueel en Klassikaal™

Virtueel en Klassikaal™ is een eenvoudig leerconcept en biedt een flexibele oplossing voor het volgen van een klassikale training. Met Virtueel en Klassikaal™ kunt u zelf beslissen of u een klassikale training virtueel (vanuit huis of kantoor) of fysiek op locatie wilt volgen. De keuze is aan u! Cursisten die virtueel deelnemen aan de training ontvangen voor aanvang van de training alle benodigde informatie om de training te kunnen volgen.

Doelgroep:

This course is aimed at:

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

Doelstelling:

- **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.

Vereiste kennis en vaardigheden:

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- 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

Examens en certificering

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- 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.

Vervolgcurssussen:

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

Cursusinhoud:

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®

Nadere informatie:

Neem voor nadere informatie of boekingen contact op met onze Customer Service Desk 030 - 60 89 444

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