

Module At-a-Glance

ITIL Experience (Version 5)



Module Name

ITIL Experience (Version 5)



Module in One Sentence

Focuses on human-centric design and the management of customer, user, and employee experiences across the customer journey to create value for all stakeholders.



Core Themes

- › A shift from transactional service and product delivery to experience-driven value co-creation
- › Embedding user-centric thinking across initiatives and activities
 - Scalable, human-focused product and service design and continual improvement
- › Alignment of operational processes with emotional, cognitive, and social experiences
- › Employee experience as a key predictor of user experience



Target Job Roles

- › Strategy professionals
- › Product professionals
- › Service professionals



Benefits

- › Enables the design, delivery, and continual improvement of meaningful digital experiences by embedding experience thinking into products and services
- › Connects decision-making to real-world outcomes, improving returns, sharpening positioning, and strengthening executive alignment
- › Improves time to market by reducing rework and improving the relevance, usability, and satisfaction of what is delivered
- › Builds trust by treating experience as an integral part of the service, making digital technology more human and reducing the frequency of issues



Key Marketing Messages

- › Brings experience management into the core of digital product and service decision-making
- › Helps organizations design services that are not only functional, but meaningful and usable
- › Supports better business outcomes by aligning experience design with value creation



Content Summary

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.



Assessment Summary

- › Multiple-choice
- › Open book
- › 90 minutes, 40 questions



Learning coverage

- › Key ITIL terms and definitions
- › ITIL Experience
- › Capturing Experience
- › Service journey
- › ITIL and AI
- › ITIL and other frameworks



Prerequisites

- › Any ITIL 4 certification or
- › ITIL Foundation (Version 5)
- › Accredited training or Official eLearning



Recommended training duration

2-3 days



Have questions?

Contact your PeopleCert Business Development Manager for launch support and partner resources.