ITIL Experience (Version 5) Training & Certification

3-day ITIL® Experience Training Course Exam voucher and 1-year Membership included

Discover how to design and improve digital experiences that matter to customers, users, and employees, and translate them into measurable value.

Experience is now a key factor in differentiating businesses. Organisations need to do more than just be operationally efficient; they also need to **create interactions that feel seamless, relevant and valuable**. ITIL Experience (version 5) helps to bridge the gap between delivery and perception, turning experience into a strategic advantage.

What are the benefits of taking this course?

• Gain a strong understanding of how experience is a core part of value creation

• Learn practical methods for designing and improving the experiences of customers, users and employees

• Gain insight into how experiences influence satisfaction, adoption and business performance

• Learn how to connect service delivery and product management with measurable human outcomes

WHAT'S INCLUDED IN YOUR COURSE PACKAGE?

Everything you need to prepare confidently for certification:

- **Live training** with an **expert accredited ITIL® version 5 trainer**
- Official PeopleCert t**raining materials** in digital format
- Official **ITIL Experience Guide** in both **digital and printed editions**
- **Certification exam voucher** valid for **1 year**
- **1 year of PeopleCert Plus Membership**

COURSE & LEARNING OBJECTIVES

By the end of this course, participants will be able to:

- explain experience as a human response shaped by anticipation, perception, and evaluation over time
- understand digital experience as a driver of trust, engagement, adoption, and value
- analyze different stakeholder perspectives and tensions across real journeys
- identify how experience emerges across lifecycle stages, service journeys, and interactions
- capture and interpret experience evidence using both narrative and numerical signals
- evaluate experience through trustworthiness, coherence, and related criteria
- apply continual experience improvement using a notice–interpret–hypothesize–experiment approach
- understand how AI affects trust, perception, and experience, and how governance and ethics support responsible use

3-DAY TRAINING PROGRAMME

Day 1 — Foundations of digital experience

- Introduction to ITIL Experience
- Experience as anticipation, perception, and evaluation
- Digital experience, trust, and value
- Stakeholder perspectives: users, customers, sponsors, providers
- Experience across journeys and lifecycle stages

Day 2 — Designing and evaluating experience

- Experience drivers across the four dimensions
- Functional and relational interactions
- Experience capture and evidence
- Trustworthiness, coherence, and digital ethics
- Human-centred and AI-aware design principles

Day 3 — Improving experience continuously

- Continual experience improvement
- Notice, interpret, hypothesize, experiment
- Narrative and numerical signals for evidence-informed decisions
- Transparency, emotional clarity, and psychological safety
- Exam preparation and sample questions.

Who Should Attend?

Customer experience leaders, service managers, product professionals, digital teams, transformation leaders, and anyone responsible for improving user or customer outcomes.

PREREQUISITES

To attend this course, participants must hold:

- any ITIL 4 certification (Foundation or higher), or
- ITIL Foundation (Version 5), or
- ITIL Foundation Bridge (Version 5)

Candidates who took their exams with B2B Learning do not need to provide their certificates. Participants who took their exams with another provider or PeopleCert directly, will need to provide B2B Learning with a copy of their certificate upon registration in order to be admitted into this course.

Accredited training for the ITIL Managing Professional modules is mandatory, either by attending a class or taking by eLearning.

ABOUT THE EXAMINATION

- 40 multiple-choice questions
- 90 minutes + extra time for non native English speakers
- open book exam
- pass mark: 70%
- available in English
- renewal every 3 years

TRAINING FOR A TEAM?

Planning this course for several participants? **Contact us for a tailored proposal and a personalised quote.**