

# Course : ITIL® Experience (Version 5), PeopleCert Certification

*Practical course - 3d - 21h00 - Ref. I5E*

*Price : 2270 CHF E.T.*

NEW

ITIL® Experience provides a framework for integrating the human experience into the design, delivery, and improvement of digital products and services. The training demonstrates how perceptions, trust, behaviors, and emotions influence the value created, beyond mere functional performance.

## Teaching objectives

**At the end of the training, the participant will be able to:**

- ✓ Explain the key concepts of ITIL® from an experience management perspective
- ✓ Describe how the experience influences products, services, relationships, agreements, and service journeys
- ✓ Understanding the stakeholders involved in the experience, the tensions between roles, and the associated trust requirements
- ✓ Analyze how the experience manifests itself across the four ITIL® dimensions and throughout the product/service lifecycle

## Intended audience

Service and Experience Leaders: Service Owners, Customer Experience Managers, Continuous Improvement Managers; Product Managers, Digital Product Managers, UX/CX Designers; Transformation and Architecture Experts, Governance and Operating Model Managers; Innovation Project Managers.

## Prerequisites

Hold ITIL® Foundation (Version 5) or ITIL® 4 Foundation certification. line break Experience in digital product management, service management, UX, or digital transformation is an asset for getting the most out of the training.

## Certification

The exam is taken remotely under individual webcam supervision by the certifying body. It consists of a 40-question multiple-choice test with open-book access, to be completed in 1 hour and 30 minutes. A minimum score of 70% is required to pass the exam. The voucher is included in the course price.

## PARTICIPANTS

Service and Experience Leaders: Service Owners, Customer Experience Managers, Continuous Improvement Managers; Product Managers, Digital Product Managers, UX/CX Designers; Transformation and Architecture Experts, Governance and Operating Model Managers; Innovation Project Managers.

## PREREQUISITES

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## TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

## ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

## Course schedule

### 1 Introduction

- Positioning of ITIL® Experience within the ITIL® certification framework.
- Module Objectives and How They Relate to Other ITIL® Publications and Certifications.

#### Group discussion

Guided discussion in pairs or small groups, linking the concepts to ITIL®.

### 2 ITIL® Fundamentals and a Comprehensive View of the Experience

- A structured review of key ITIL® concepts: guiding principles, product and service concepts, the product/service lifecycle, the four dimensions, and the ITIL® value system.
- Understanding experience as a human phenomenon: feelings, cognition, bodily state, anticipation, perception, and evaluation.
- Characteristics of the digital experience and the relationship between experience, value, trust, and engagement.

#### Storyboarding workshops

Share a memorable user experience (positive or negative) you've had recently with a digital service or product.

### 3 Stakeholders in the Experience and Managing Tensions

- Identification of the key stakeholders on both the consumer and supplier sides.
- Analysis of tensions: consumer-supplier, internal tensions on the consumer side, internal tensions on the supplier side.

### 4 Experience and the Four Dimensions of ITIL®

- Analysis of the role of value chain activities (discover, design, acquire, build, transition, operate, deliver/support) in creating experiential moments.
- Distinction between functional interactions and relational interactions.
- Identifying common sources of friction: misaligned expectations, vague agreements, and insufficient feedback loops.
- Mapping roles and trust requirements throughout the customer journey.

### 5 Capturing the Experience: Evidence, Signals, and Quality

- Challenges and Limitations of Capturing and Measuring Experience.
- Exploring the four domains of experience: personal, functional, relational, and contextual.
- Types of evidence: digital and narrative signals; primary, secondary, and tertiary data.
- Data Quality Assessment: Consistency, Reliability, Common Anti-Patterns, Roles, and Data Collection Tools.

#### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

#### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

#### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

## 6 Service Journey: Relationships, Agreements, and Stakeholder Journeys

- Understanding service relationships and types of agreements.
- An analysis of the experience in terms of its contractual and relational dimensions.
- The seven stages of the service journey: explore, engage, offer, agree, onboard, co-create, reflect.
- Analysis of consumer and supplier journeys; identification of concerns, signals, and anti-patterns based on roles and key moments.

## 7 Continuous Improvement of the Experience

- Integrating the experience into the ITIL® continuous improvement model.
- The central role of trust and psychological safety in the reliability of feedback and the quality of improvements.
- Impacts on the following areas: organization & people, information & technology, partners & suppliers, value streams.

## 8 AI, Experience, and Governance

- How AI Helps Capture, Interpret, and Manage the Experience.
- A Model for Integrating AI from an Experience Perspective.
- Responsible Governance: Digital Ethics, Explainability, Trust, and the Preservation of Human Autonomy.
- Positioning AI as a co-actor in service journeys.

## 9 ITIL® and Other Reference Frameworks

- ITIL® and DevOps Complementarity for Product/Service Lifecycle Management.
- The Role of Project Management in Driving Transformation.
- Integrating ITIL® and PRINCE2 to effectively manage changes, products, and services over the long term.

## 10 Course Review and Exam Preparation

- Summary and review of key concepts.
- Quizzes and review activities.
- Guided preparation for the ITIL® Experience (v5) exam.
- Practice exam.

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## Dates and locations

### REMOTE CLASS

2026 : 9 Dec.

2027 : 10 Mar., 10 May, 14 June, 25 Aug., 3 Nov.,  
8 Dec.