kod szkolenia: ZP-ITIL5-EXPen / ENG DL 3d

# ITIL® Experience (version 5) – accredited training with exam

In the digital world, competitive advantage is built by organizations that can quickly deliver value and ensure a positive user experience. This training demonstrates how to use ITIL® to design and improve services in a way that truly meets customer and business needs. It is intended for IT specialists and product owners who want to enhance collaboration between teams and improve the quality of delivered solutions. After the training, you will be able to better understand user needs, design services from their perspective, and use ITIL® to increase business value.

## Training recipients

- Service owners and IT support managers
- Incident, problem, and change management specialists
- Product owners and digital product managers
- Business analysts
- Enterprise architects and solution designers
- Developers, engineers, and DevOps practitioners
- Site Reliability Engineers (SRE)
- Individuals developing competencies in service experience management

## Benefits

- Understand what experience management is and how it impacts the value of products and services
- Learn how experience influences business decisions and user satisfaction

- Discover how ITIL® connects experience management with the product and service lifecycle
- Learn to identify stakeholders and analyze their experiences across service journeys
- Understand how to design and improve experiences using the ITIL® model
- Learn how to collect and interpret experience data and use it in practice
- Master the continuous service improvement approach based on user experience
- Understand how AI and standards such as DevOps and PRINCE2 support service development and improvement

## Training program

1. Key ITIL® terms and definitions
   - Key concepts of ITIL®
   - Key concepts of experience
2. ITIL® Experience
   - Service stakeholders
   - Experience and the Four Dimensions of ITIL®
   - Experience in the ITIL® Product and Service Lifecycle
3. Capturing experience
   - Key concepts of experience capture
   - Experience evidence
4. Service journey
   - Service relationships, agreements, and journeys
   - Organizations
   - Consumer stakeholders
   - Provider stakeholders
   - Digital experience improvement
5. ITIL® and AI
   - Experience management in the AI context
   - AI Governance
6. ITIL and other frameworks
   - ITIL® and DevOps
   - ITIL® and PRINCE2®

## Expected preparation of the participant

Participants must hold either the ITIL® Foundation (version 5) certification or any ITIL® 4 certification, with the exception of ITIL® 4 Specialist: Acquiring & Managing Cloud Services (AMCS) and ITIL® 4

Specialist: Sustainability in Digital & IT (SDIT).

## Training Includes

- Accredited ITIL® Experience (Version 5) training materials
- ITIL® Experience (Version 5) certification exam voucher
- Authorized ITIL® Experience (Version 5) manual (online version)

Additional option:

- Take2 re-sit exam: PLN 200 (Note: available only before training via Altkom Akademia)

The prices presented on the website apply to sales on the Polish market. For customers outside Poland, or in cases where the PeopleCert exam requires settlement under a different region, the final price may be adjusted in accordance with PeopleCert's applicable regional pricing policy. Please contact us to confirm the price and receive an offer tailored to your country/region: trainings@altkom.pl

## Language

- Training: English
- Materials: English
- Exam: English

## Examination method

The participants receive vouchers, which are valid for 6 months, for online exam.
Having completed the training, the participant receives an e-mail with guidelines how to register on the exam. The date is determined directly with PeopleCert, with the use of participant's account.
Online exam is conducted in the presence of proctor – a person from PeopleCert, who connects remotely with training participant's desktop and observes the course of exam via Internet camera.
The person who takes the exam is obliged to show the place where he is going to write the exam to proctor via Internet camera. Proctor checks if there are not any other persons and study aids in the room.

## Czas trwania

3 dni / 21 godzin

## Examination description

- Duration: 90 minutes
- Single-choice test: 40 questions
- Passing score: 70% (28/40)
- Open-book exam
- Use of official manual allowed
- Scenario-based questions
- Exam language: English