ITIL Version 5 Managing Professional: ITIL Experience (I5MPIE)

ID I5MPIE **Prix** CHF 3 400,– (Hors Taxe) **Durée** 2 jours

A qui s'adresse cette formation

- Strategy professionals
- Product professionals
- Service professionals

Pré-requis

- Any ITIL 4 certification or
- ITIL Version 5 Foundation (ITIL5F)
- Accredited training or Official eLearning

Objectifs

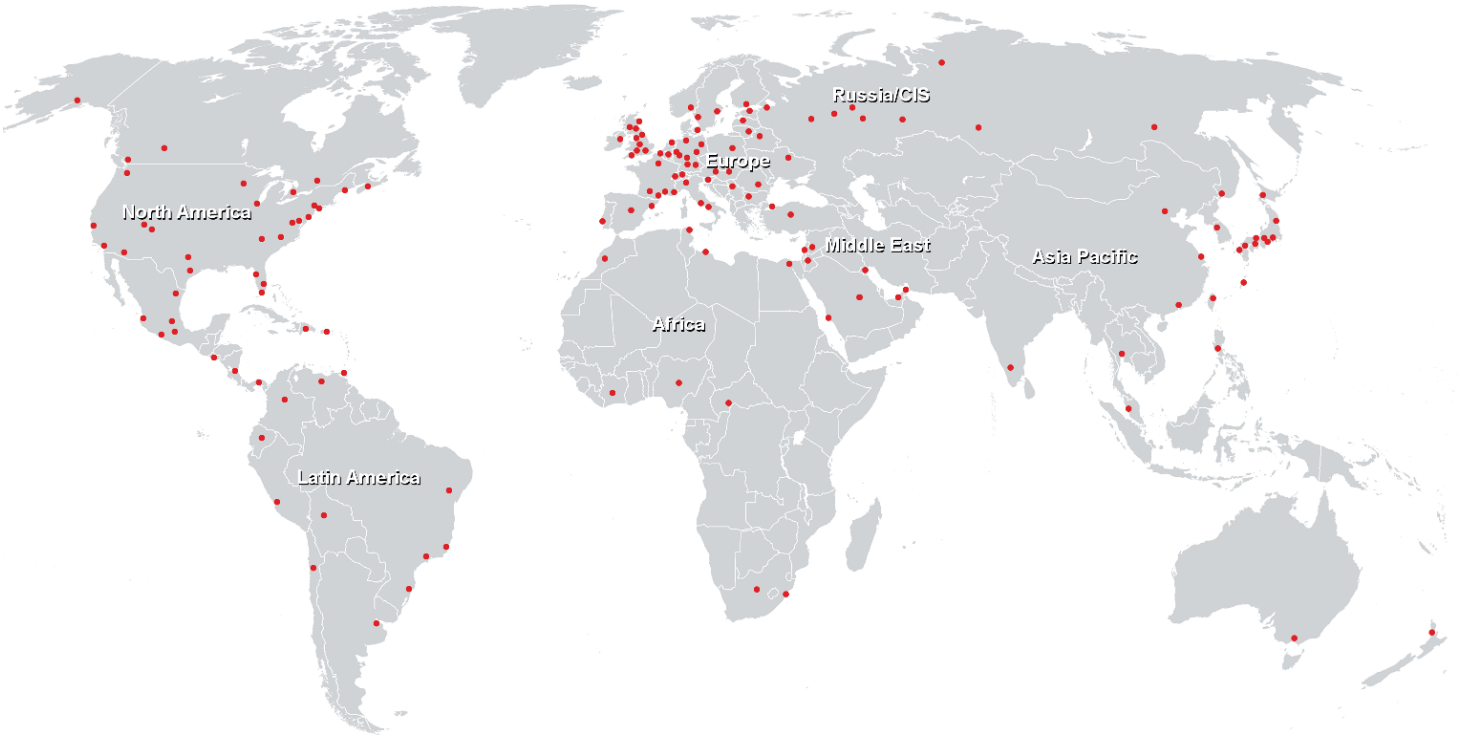
- Enables the design, delivery, and continual improvement of meaningful digital experiences by embedding experience thinking into products and services
- Connects decision-making to real-world outcomes, improving returns, sharpening positioning, and strengthening executive alignment
- Improves time to 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

Contenu

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

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Centres de formation dans le monde entier





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