



# ITIL<sup>®</sup> Managing Professional Transition

Product, Service, Experience  
VERSION 5

Global Best Practice



For all organizations and professionals aiming to successfully transition to the new ITIL!


## Syllabus



Official Training Materials

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# 1. Introduction

ITIL® Managing Professional Transition – Product, Service, Experience (Version 5) is a transition module designed for candidates who hold either the ITIL 4 Managing Professional or ITIL v3 Expert designation. It provides a fast-track route for experienced ITIL professionals to transition to ITIL (Version 5) without completing all modules individually. ITIL Managing Professional Transition – Product, Service, Experience (Version 5) consolidates key concepts from the following ITIL (Version 5) modules:

- **ITIL Product (Version 5):** provides guidance for organizations involved in the creation and continual improvement of digital products across the digital product and service lifecycle.
- **ITIL Service (Version 5):** explores how organizations design, build, deliver, support, and continually improve services to create value for stakeholders.
- **ITIL Experience (Version 5):** integrates human experience into the design and delivery of digital products and services. It recognizes that functional success alone is not enough; how services are perceived, trusted, and engaged with directly influences the value they create.

The ITIL Managing Professional Transition – Product, Service, Experience (Version 5) examination is intended to assess whether candidates can demonstrate sufficient understanding and application of the ITIL key concepts, as described in the syllabus below, to be awarded the ITIL Managing Professional Transition (Version 5) qualification. To be eligible to sit this exam candidates have to be an ITIL 4 Managing Professional or an ITIL v3 Expert. To be awarded the ITIL Managing Professional (Version 5) designation, candidates need to successfully pass the ITIL® Transformation (Version 5) exam too.

## 2. Exam Overview

|                           |                                  |   |
|---------------------------|----------------------------------|---|
| <b>Material allowed</b>   | Multiple Official Books          | This is an ' <b>open book</b> ' exam. The <i>ITIL Product (Version 5)</i> , <i>ITIL Service (Version 5)</i> , and <i>ITIL Experience (Version 5)</i> Official Books should be used (and candidates can make notes inside the books), but no other material is allowed.  |
| <b>Exam duration</b>      | 120 minutes                      | Candidates taking the exam in a language that is not their native or working language are awarded 25% extra time, that is 150 minutes in total.   |
| <b>Number of marks</b>    | 60 marks                         | There are 60 questions, each worth 1 mark. There is no negative marking.  |
| <b>Pass mark</b>          | 42 marks                         | You will need to get 42 questions correct (70%) to pass the exam.   |
| <b>Bloom's Level (BL)</b> | BL 1, 2, 3 and 4                 | Bloom's level indicates the type of thinking needed to answer the question. For Bloom's level 1 questions, candidates need to <b>recall</b> information about the ITIL framework. For Bloom's level 2 questions, candidates need to <b>understand</b> concepts of the ITIL framework. For Bloom's level 3 questions, candidates need to <b>apply</b> these concepts in a real-life situation. For Bloom's level 4 questions, candidates need to <b>analyse</b> the information provided and reason whether a course of action is effective/appropriate. |
| <b>Exam format</b>        | The 'ITIL Car Rental Scenario'   | Candidates should use the 'ITIL Car Rental Scenario' which gives background information that the questions apply to.  |
| <b>Question types</b>     | Multiple Choice Questions (MCQs) | The questions are all 'multiple choice'.<br><b>'Standard'</b> questions have a stem and four answer options.<br><b>'Negative'</b> questions are 'standard' questions in which the stem is negatively worded.<br>For the <b>'Missing word(s)'</b> questions, there is a sentence with a word or more words missing and candidates have to select the missing word(s) from four options.<br>For the <b>'List'</b> questions, there is a list of four statements, and candidates have to select two correct statements from the list.                      |

### 3. Question Types

All multiple choice questions are Objective Test Questions (OTQs), which present four options from which one option is selected. Distractors (wrong answers) are options that candidates with incomplete knowledge or skill would be likely to choose. These are generally plausible responses relating to the syllabus area being examined. Question styles used within this type are: 'Standard', 'Missing word(s)', 'List' (2 correct items), and, exceptionally, 'Negative' standard OTQs.

#### Example 'Standard' OTQ:

Which is a source of best practice?

- A. Q
- B. P
- C. R
- D. S

#### Example 'List' OTQ:

Which statement about service asset and configuration management is **CORRECT**?

- 1. It does Q
- 2. It does P
- 3. It does R
- 4. It does S

- A. 1 and 2
- B. 2 and 3
- C. 3 and 4
- D. 1 and 4

**NOTE:** Two of the list items are correct. List style questions are never negative.

#### Example 'Missing word(s)' OTQ

Identify the missing word(s) in the following sentence.

A [ ? ] defines requirements for services and takes responsibility for outcomes from service consumption.

- A. Role Q
- B. Role P
- C. Role R
- D. Role S

#### Example 'Negative' standard OTQ:

Which is **NOT** a defined area of value?

- A. Q
- B. P
- C. R
- D. S

**NOTE:** Negative questions are only used, as an exception, where part of the learning outcome is to know that something is not done or should not occur.

Practice with the Sample Papers to understand the exam format, question types, and level of difficulty — and walk into your exam with confidence.

## 4. Syllabus

The table below specifies the learning outcomes of the ITIL Managing Professional Transition – Product, Service, Experience (Version 5), and the assessment criteria used to assess candidates' achievement of these learning outcomes, subsequent to a course of study.

**Note:** The verb for each assessment criterion indicates the Bloom's level (BL): 'Recall'/'Define' indicates Level 1 basic recall and recognition; 'Describe'/'Explain' indicates Level 2 understanding/comprehension; 'Apply' indicates Level 3 application; and 'Analyse'/'Distinguish'/'Differentiate' indicates Level 4 analysis.

| Category                          | Topic  | Assessment Criteria |  | BL |
|-----------------------------------|--|---------------------|--|----|
| 1. Key ITIL terms and definitions | 1.1 Key concepts of ITIL   | 1.1.1               | Explain the ITIL Guiding Principles  | 2  |
|                                   |  | 1.1.2               | Understand the ITIL Product and Service Lifecycle  | 2  |
|                                   |  | 1.1.3               | Describe the ITIL Four Dimensions of Product and Service Management  | 2  |
|                                   |  | 1.1.4               | Explain the components and purpose of the ITIL Value System (ITIL VS)  | 2  |
|                                   | 1.2 Introduction to digital products and services                | 1.2.1               | Understand the key concepts of digital products and services   | 2  |
|                                   |  | 1.2.2               | Describe the characteristics of digital products   | 2  |
|                                   |  | 1.2.3               | Describe the characteristics of digital services   | 2  |
|                                   |  | 1.2.4               | Explain how digital products and services create value   | 2  |
|                                   |  | 1.2.5               | Understand the scope and purpose of the ITIL Product and Service Lifecycle Model   | 2  |
|                                   |  | 1.2.6               | Describe the lifecycle management activities of a digital product  | 2  |
|                                   |  | 1.2.7               | Describe the lifecycle management activities of a digital service  | 2  |
|                                   |  | 1.2.8               | Understand how an organization's value chain activities support the ITIL Product and Service Lifecycle                           | 2  |
|                                   | 1.3 The ITIL Product and Service Lifecycle management activities | 1.3.1               | Describe the purpose of each of the ITIL Product and Service Lifecycle management activities                                     | 2  |
|                                   |  | 1.3.2               | Describe the benefits of each of the ITIL Product and Service Lifecycle management activities, from a product vendor perspective | 2  |

| Category   | Topic                           | Assessment Criteria  | BL |
|--|---------------------------------|--|----|
|  |                                 | 1.3.3 Describe the challenges of each of the ITIL Product and Service Lifecycle management activities, from a product vendor perspective   | 2  |
|  |                                 | 1.3.4 Describe the benefits of each of the ITIL Product and Service Lifecycle management activities, from a service provider perspective   | 2  |
|  |                                 | 1.3.5 Describe the challenges of each of the ITIL Product and Service Lifecycle management activities, from a service provider perspective | 2  |
|  | 1.4 Key concepts of experience  | 1.4.1 Understand experience as human responses (feelings, thoughts, bodily states)   | 2  |
|  |                                 | 1.4.2 Explain digital experience and the ITIL Experience Model   | 2  |
|  |                                 | 1.4.3 Understand anticipation, perception and evaluation in the context of experience management   | 2  |
| 2. The value chain activities                                  | 2.1 Key concepts and practices  | 2.1.1 Understand the key concepts of each of the value chain activities  | 2  |
|  |                                 | 2.1.2 Describe the practices enabling each activity and their role in that activity  | 2  |
|  |                                 | 2.1.3 Explain how vision, positioning, and portfolio inform discovery  | 2  |
|  |                                 | 2.1.4 Describe the difference between acquisition of technology, people, and third-party services  | 2  |
|  |                                 | 2.1.5 Describe the integration of design into 'build' activity   | 2  |
|  |                                 | 2.1.6 Describe service delivery in the product lifecycle   | 2  |
|  |                                 | 2.1.7 Describe how service delivery activities enable value co-creation  | 2  |
|  | 2.2 Execution steps and outputs | 2.2.1 Describe the typical outputs of each activity  | 2  |
|  |                                 | 2.2.2 Apply the steps of each activity   | 3  |
|  | 2.3 Success factors and metrics | 2.3.1 Explain the Critical Success Factors (CSFs) and metrics of each activity   | 2  |
| 2.3.2 Apply recommendations for effective/successful discovery |                                 | 3  |    |

| Category | Topic              | Assessment Criteria                   | BL   |  |   |
|----------|--------------------|---------------------------------------|--|--|---|
|          |                    | 2.3.3                                 | Apply recommendations for effective design   | 3  |   |
|          |                    | 2.3.4                                 | Apply recommendations for effective acquisition  | 3  |   |
|          |                    | 2.3.5                                 | Apply recommendations for effective build  | 3  |   |
|          |                    | 2.3.6                                 | Apply recommendations for effective transition   | 3  |   |
|          |                    | 2.3.7                                 | Apply recommendations for effective operation  | 3  |   |
|          |                    | 2.3.8                                 | Apply recommendations for effective delivery   | 3  |   |
|          |                    | 2.3.9                                 | Apply recommendations for effective support  | 3  |   |
|          |                    | 2.4 Managing the end-to-end lifecycle | 2.4.1  | Describe how operating models distribute responsibilities                      | 2   |
|          |                    |                                       | 2.4.2  | Understand the key concepts of the product vendor's value streams              | 2   |
|          | 2.4.3              |                                       | Understand the key concepts of the service provider's value streams                    | 2  |   |
|          | 2.4.4              |                                       | Explain how value streams integrate lifecycle stages                                   | 2  |   |
|          | 2.4.5              |                                       | Apply principles of organizational and technology enablement across the lifecycle      | 3  |   |
|          | 2.4.6              |                                       | Describe digital product management success factors                                    | 2  |   |
|          | 2.4.7              |                                       | Describe digital service management success factors                                    | 2  |   |
|          | 2.4.8              |                                       | Apply an appropriate organizational structure to support successful product management | 3  |   |
|          | 2.4.9              |                                       | Apply an appropriate organizational structure to support successful service management | 3  |   |
|          | 3. ITIL Experience |                                       | 3.1 Experience and the ITIL Four Dimensions  | 3.1.1  | Explain how experience integrates/influences/is reflected in all ITIL Four Dimensions |
|          |                    | 3.1.2                                 |  | Understand how to improve experience through each of the ITIL Four Dimensions  | 2   |
|          |                    | 3.1.3                                 |  | Apply the ITIL Four Dimensions as a governance lens for experience improvement | 3   |

| Category  | Topic  | Assessment Criteria  | BL |
|---|--|--|----|
|   | 3.2 Experience in the ITIL Product and Service Lifecycle | 3.2.1 Explain how the value chain activities (discover, design, acquire, build, transition, operate, deliver, support) create experience moments                                       | 2  |
|   |  | 3.2.2 Explain functional and relational interactions   | 2  |
|   |  | 3.2.3 Apply stakeholder role mapping (user, customer, consumer sponsor, agent, principal, provider sponsor, enabler) to identify differing trust requirements across the journey steps | 3  |
|   |  | 3.2.4 Differentiate functional vs relational interactions  | 4  |
|   | 3.3 Key concepts of experience capture                   | 3.3.1 Explain key experience stakeholders' roles: consumer and provider, and the provider-consumer tensions  | 2  |
|   |  | 3.3.2 Explain the consumer stakeholders' roles: users, customers, and customer sponsors, as well as the consumer-side tensions   | 2  |
|   |  | 3.3.3 Explain the provider stakeholders' roles: agent, principal, provider sponsor, enabler, as well as the provider-side tensions   | 2  |
|   |  | 3.3.4 Explain the concept of experience capture  | 2  |
|   |  | 3.3.5 Explain why experience capture is partial and how metrics are hypotheses   | 2  |
|   |  | 3.3.6 Explain the four experience domains: personal, functional, relational, contextual (aligned with the ITIL Experience Model)   | 2  |
|   | 3.4 Experience evidence                                  | 3.4.1 Describe the types and sources of experience evidence  | 2  |
|   |  | 3.4.2 Describe the three tiers of data (primary, secondary, tertiary) and numerical and narrative signals  | 2  |
|   |  | 3.4.3 Understand direct, indirect, and synthetic capture techniques  | 2  |
| 3.4.4 Understand how to assess the quality of experience data |  | 2  |    |

| Category | Topic   | Assessment Criteria | BL  |   |
|----------|---|---------------------|---|---|
|          |   | 3.4.5               | Apply trustworthiness and coherence criteria to evaluate experience evidence  | 3 |
|          |   | 3.4.6               | Describe the common anti-patterns in experience capturing   | 2 |
|          |   | 3.4.7               | Describe the roles for capturing experience   | 2 |
|          |   | 3.4.8               | Describe the tools for capturing experience   | 2 |
|          | 3.5 Service relationships, agreements, and journeys | 3.5.1               | Understand service relationships and types of service relationships from the experience perspective   | 2 |
|          |   | 3.5.2               | Understand service agreements and types of agreements from the experience perspective   | 2 |
|          |   | 3.5.3               | Identify the four experience domains: personal, functional, relational, contextual (aligned with the ITIL Experience Model)   | 1 |
|          | 3.6 Organizations                                   | 3.6.1               | Understand the service journey from the experience perspective  | 2 |
|          |   | 3.6.2               | Understand how relationship types influence the service journey   | 2 |
|          |   | 3.6.3               | Explain the seven steps of the service journey (explore, engage, offer, agree, onboard, co-create, reflect) from the service consumer's and the service provider's perspectives | 2 |
|          | 3.7 Stakeholders                                    | 3.7.1               | Understand the purpose and the structure of the stakeholder journeys  | 2 |
|          |   | 3.7.2               | Explain the consumer stakeholder journey, the concerns, and the common anti-patterns in each journey  | 2 |
|          |   | 3.7.3               | Describe the practical implications for consumers for each journey type   | 2 |
|          |   | 3.7.4               | Explain the provider stakeholder journey, the concerns, and the common anti-patterns in each journey  | 2 |
|          |   | 3.7.5               | Describe the practical implications for providers for each journey type   | 2 |

| Category                     | Topic                                 | Assessment Criteria  | BL |
|------------------------------|---------------------------------------|--|----|
|                              |                                       | 3.7.6 Apply the ITIL Service Journey Model to map experience signals across provider and consumer perspectives | 3  |
|                              | 3.8 Digital experience improvement    | 3.8.1 Apply the notice – interpret – hypothesize – experiment loop within the ITIL Continual Improvement Model | 3  |
|                              |                                       | 3.8.2 Differentiate improvements by the system versus improvements to the system                               | 4  |
|                              |                                       | 3.8.3 Explain the role of trust and psychological safety in experience improvement                             | 2  |
| 4. ITIL and AI               | 4.1 AI governance                     | 4.1.1 Understand the ITIL AI Capability Model  | 2  |
|                              |                                       | 4.1.2 Explain how AI governance supports experience  | 2  |
|                              | 4.2 Use of AI within the ITIL context | 4.2.1 Understand how AI and automation affect methods and tools used for product management                    | 2  |
|                              |                                       | 4.2.2 Understand how the use of AI can support product management  | 2  |
|                              |                                       | 4.2.3 Understand how the use of AI can support service management  | 2  |
|                              |                                       | 4.2.4 Understand how AI and automation affect methods and tools used for service management                    | 2  |
|                              |                                       | 4.2.5 Understand how the use of AI can benefit experience management   | 2  |
|                              |                                       | 4.2.6 Describe the relationship between AI governance and digital ethics in experience management              | 2  |
| 5. ITIL and other frameworks | 5.1 ITIL and DevOps                   | 5.1.1 Understand how ITIL and DevOps can be used together  | 2  |
|                              |                                       | 5.1.2 Understand how ITIL and DevOps are complementary in the management of the product and service lifecycle  | 2  |
|                              | 5.2 ITIL and PRINCE2                  | 5.2.1 Understand why project management is important in ITIL   | 2  |

| Category | Topic | Assessment Criteria  | BL |
|----------|-------|--|----|
|          |       | 5.2.2 Understand how ITIL and PRINCE2 are complementary in the management of the product and service lifecycle | 2  |

## Official Book References (Assessment criteria)

Use the table below to reference each assessment criterion to the relevant section(s) in the Official Books (*ITIL Product (Version 5)*, *ITIL Service (Version 5)*, *ITIL Experience (Version 5)*).

| Assessment criteria | ITIL Product (Version 5)  | ITIL Service (Version 5)   | ITIL Experience (Version 5) |
|---------------------|---|--|-----------------------------|
| 1.1.1               | -   | -  | 6.8.1.3                     |
| 1.1.2               | -   | -  | 2.4.1                       |
| 1.1.3               | -   | -  | 2.4.1.3                     |
| 1.1.4               | -   | -  | 2.4.1.3                     |
| 1.2.1               | 2.1, 2.2  | 2.1, 2.2   | 2.4 including subsections   |
| 1.2.2               | 2.1, 2.1.1  | -  | 2.4 including subsections   |
| 1.2.3               | -   | 2.1, 2.1.1   | 2.4 including subsections   |
| 1.2.4               | 2.2, 2.2.1  | 2.2, 2.2.1   | 2.4 including subsections   |
| 1.2.5               | 2.1.2   | 2.1.2  | 2.4 including subsections   |
| 1.2.6               | 2.1.2   | -  | 2.4 including subsections   |
| 1.2.7               | -   | 2.1.2  | 2.4 including subsections   |
| 1.2.8               | 2.1.2   | 2.1.2  | 2.4 including subsections   |
| 1.3.1               | 3.1.1, 4.1.1, 5.1.1, 6.1.1, 7.1.1, 8.1.1, 9.1.1, 10.1.1                                     | 3.1.1, 4.1.1, 5.1.1, 6.1.1, 7.1.1, 8.1.1, 9.1.1, 10.1.1                                    | -                           |
| 1.3.2               | 3.1.2, 4.1.2, 5.1.2, 6.1.2, 7.1.2, 8.1.2, 9.1.2, 10.1.2, including subsections for each one | -  | -                           |
| 1.3.3               | 3.1.2, 4.1.2, 5.1.2, 6.1.2, 7.1.2, 8.1.2, 9.1.2, 10.1.2 including subsections for each one  | -  | -                           |
| 1.3.4               | -   | 3.1.2, 4.1.2, 5.1.2, 6.1.2, 7.1.2, 8.1.2, 9.1.2, 10.1.2 including subsections for each one | -                           |
| 1.3.5               | -   | 3.1.2, 4.1.2, 5.1.2, 6.1.2, 7.1.2, 8.1.2, 9.1.2, 10.1.2                                    | -                           |

| Assessment criteria | ITIL Product (Version 5)   | ITIL Service (Version 5)   | ITIL Experience (Version 5) |
|---------------------|--|--|-----------------------------|
|                     |  | including subsections for each one   |                             |
| 1.4.1               | -  | -  | 2.2.2                       |
| 1.4.2               | -  | -  | 2.2.2                       |
| 1.4.3               | -  | -  | 2.2.2, 2.2.3                |
| 2.1.1               | 3.1.3, 4.1.3, 5.1.3, 6.1.3, 7.1.3, 8.1.3, 9.1.3, 10.1.3  | 3.1.3, 4.1.3, 5.1.3, 6.1.3, 7.1.3, 8.1.3, 9.1.3, 10.1.3  | -                           |
| 2.1.2               | 3.3 Table 3.3, 4.3 Table 4.3, 5.3 Table 5.2, 6.3 Table 6.2, 7.3 Table 7.2, 8.3 Table 8.2, 9.3 Table 9.2, 10.3 Table 10.2   | 3.3 Table 3.3, 4.3 Table 4.3, 5.3 Table 5.2, 6.3 Table 6.2, 7.3 Table 7.2, 8.3 Table 8.2, 9.3 Table 9.2, 10.3 Table 10.3   | -                           |
| 2.1.3               | 3.1.2.2  | 3.1.2.2  | -                           |
| 2.1.4               | 5.1 including subsections  | 5.1 including subsections  | -                           |
| 2.1.5               | 6.1 including subsections  | 6.1 including subsections  | -                           |
| 2.1.6               | 9.1 including subsections  | -  | -                           |
| 2.1.7               | -  | 9.1 including subsections  | -                           |
| 2.2.1               | 3.2.2, 4.2.2, 5.2.2, 6.2.2, 7.2.2, 8.2.2, 9.2.2, 10.2.2  | 3.2.2, 4.2.2, 5.2.2, 6.2.2, 7.2.2, 8.2.2, 9.2.2, 10.2.2  | -                           |
| 2.2.2               | 3.2, 3.2.1 including subsections, 4.2, 4.2.1 including subsections, 5.2, 5.2.1 including subsections, 6.2, 6.2.1 including subsections, 7.2, 7.2.1 including subsections, 8.2, 8.2.1 including subsections, 9.2, 9.2.1 including subsections, 10.2, 10.2.1 including subsections | 3.2, 3.2.1 including subsections, 4.2, 4.2.1 including subsections, 5.2, 5.2.1 including subsections, 6.2, 6.2.1 including subsections, 7.2, 7.2.1 including subsections, 8.2, 8.2.1 including subsections, 9.2, 9.2.1 including subsections, 10.2, 10.2.1 including subsections | -                           |
| 2.3.1               | 3.4.1, 3.4.2, 4.4.1, 4.4.2, 5.4.1, 5.4.2, 6.4.1, 6.4.2, 7.4.1, 7.4.2, 8.4.1, 8.4.2, 9.4.1, 9.4.2, 10.4.1, 10.4.2   | 3.4.1, 3.4.2, 4.4.1, 4.4.2, 5.4.1, 5.4.2, 6.4.1, 6.4.2, 7.4.1, 7.4.2, 8.4.1, 8.4.2, 9.4.1, 9.4.2, 10.4.1, 10.4.2   | -                           |
| 2.3.2               | 3.4.3  | 3.4.3  | -                           |
| 2.3.3               | 4.4.3  | 4.4.3  | -                           |
| 2.3.4               | 5.4.3  | 5.4.3  | -                           |
| 2.3.5               | 6.4.3  | 6.4.3  | -                           |
| 2.3.6               | 7.4.3  | 7.4.3  | -                           |
| 2.3.7               | 8.4.3  | 8.4.3  | -                           |
| 2.3.8               | 9.4.3  | 9.4.3  | -                           |
| 2.3.9               | 10.4.3   | 10.4.3   | -                           |

| Assessment criteria | ITIL Product (Version 5)                                | ITIL Service (Version 5)                                | ITIL Experience (Version 5)   |
|---------------------|---|---|---|
| 2.4.1               | 11.3, 11.3.1, 11.3.2                                    | 11.3, 11.3.1, 11.3.2                                    | -   |
| 2.4.2               | 11.4 including subsections                              | -   | -   |
| 2.4.3               | -   | 11.4 including subsections                              | -   |
| 2.4.4               | 11.4 including subsections                              | 11.4 including subsections                              | -   |
| 2.4.5               | 11.5 including subsections                              | 11.5 including subsections                              | -   |
| 2.4.6               | 3.4.1, 4.4.1, 5.4.1, 6.4.1, 7.4.1, 8.4.1, 9.4.1, 10.4.1 | -   | -   |
| 2.4.7               | -   | 3.4.1, 4.4.1, 5.4.1, 6.4.1, 7.4.1, 8.4.1, 9.4.1, 10.4.1 | -   |
| 2.4.8               | 11.3 including subsections                              | -   | -   |
| 2.4.9               | -   | 11.3 including subsections                              | -   |
| 3.1.1               | -   | -   | 6.11 including subsections  |
| 3.1.2               | -   | -   | 6.11.1, 6.11.2, 6.11.3, 6.11.4  |
| 3.1.3               | -   | -   | 6.11 including subsections, 6.12  |
| 3.2.1               | -   | -   | 2.4.1.1, 2.4.1.4  |
| 3.2.2               | -   | -   | 2.4.1.2   |
| 3.2.3               | -   | -   | 5.3 including subsections, 5.4 including subsections, 5.5                   |
| 3.2.4               | -   | -   | 2.4.1.2   |
| 3.3.1               | -   | -   | 2.3, 2.3.1, 2.3.2, 2.3.3 including subsections, 2.3.4 including subsections |
| 3.3.2               | -   | -   | 2.3.3, 2.3.3.1  |
| 3.3.3               | -   | -   | 2.3.4, 2.3.4.1  |
| 3.3.4               | -   | -   | 3.2   |
| 3.3.5               | -   | -   | 3.2.1   |
| 3.3.6               | -   | -   | 3.2.2.1   |
| 3.4.1               | -   | -   | 3.3 including subsections   |
| 3.4.2               | -   | -   | 3.3.1, 3.3.2  |
| 3.4.3               | -   | -   | 3.3.3   |
| 3.4.4               | -   | -   | 3.4 including subsections   |
| 3.4.5               | -   | -   | 3.4.2, 3.4.3  |
| 3.4.6               | -   | -   | 3.5.3   |
| 3.4.7               | -   | -   | 3.5.5   |

| Assessment criteria | ITIL Product (Version 5)                                     | ITIL Service (Version 5)                                 | ITIL Experience (Version 5)  |
|---------------------|--|--|--|
| 3.4.8               | -  | -  | 3.5.6  |
| 3.5.1               | -  | -  | 4.2.2 including subsection   |
| 3.5.2               | -  | -  | 4.2.3, 4.2.3.1, 4.2.3.2  |
| 3.5.3               | -  | -  | 3.2.2.1  |
| 3.6.1               | -  | -  | 4.2.4.1  |
| 3.6.2               | -  | -  | 4.2.4.2  |
| 3.6.3               | -  | -  | 4.3, 4.4, 4.5, 4.6, 4.7, 4.8, 4.9 including subsections for each one                   |
| 3.7.1               | -  | -  | 5.2  |
| 3.7.2               | -  | -  | 5.3 including subsections  |
| 3.7.3               | -  | -  | 5.3.1.3, 5.3.2.3, 5.3.3.3  |
| 3.7.4               | -  | -  | 5.4 including subsections  |
| 3.7.5               | -  | -  | 5.4.1.3, 5.4.2.3, 5.4.3.3, 5.4.4.3   |
| 3.7.6               | -  | -  | 5.3 including subsections, 5.4 including subsections                                   |
| 3.8.1               | -  | -  | 6.2, 6.2.1, 6.3, 6.4, 6.5, 6.6, 6.7, 6.8, 6.9, 6.10 including subsections for each one |
| 3.8.2               | -  | -  | 6.2.2  |
| 3.8.3               | -  | -  | 3.4.1, 4.1, 6.5.1, 6.11.1  |
| 4.1.1               | 1.4  | 1.4  | 1.4  |
| 4.1.2               |  |  | 6.7  |
| 4.2.1               | 1.4, 2.2.3, 8.4.3, 9.1.3, 10.1.3, 10.4.1, 10.4.3, 11.1, 11.2 | -  | -  |
| 4.2.2               | 1.4, 2.2.3, 8.4.3, 10.1.3, 10.4.1, 10.4.3                    | -  | -  |
| 4.2.3               | -  | 1.4, 2.2.3, 10.1.3, 10.4.1, 10.4.3, 11.2.2               | -  |
| 4.2.4               | -  | 1.4, 2.2.3, 8.1.3, 9.1.3, 10.1.3, 10.4.1, 10.4.3, 11.2.2 | -  |
| 4.2.5               | -  | -  | 3.3.2, 3.3.3, 6.4.1.5  |
| 4.2.6               | -  | -  | 3.3.3, 6.4.1.5, 6.11   |
| 5.1.1               | -  | -  | 8.5, 8.5.1   |
| 5.1.2               | 5.4.3, 6.2.1.2, 12.5, 12.5.1                                 | 12.5, 12.5.1   | 8.5, 8.5.1   |
| 5.2.1               | -  | -  | 8.5, 8.5.2   |
| 5.2.2               | 12.5, 12.5.2   | 12.5, 12.5.2   | 8.5, 8.5.2   |

## 5. Exam specification

The examination has the following structure:

| Learning Outcome                  | Weighting % |
|-----------------------------------|-------------|
| 1. Key ITIL terms and definitions | 8.0%        |
| 2. The value chain activities     | 57.0%       |
| 3. ITIL Experience                | 30.0%       |
| 4. ITIL and AI                    | 3.0%        |
| 5. ITIL and other frameworks      | 2.0%        |
| <b>Total</b>                      | <b>100%</b> |

In terms of Bloom levels, the examination consists of  
65% BL2, 25% BL3 and 10% BL4 questions.









## Thank you for completing this course!

Please take a few minutes to give us your feedback on your experiences and learning from the course by completing the online course evaluation survey [here](#).



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