ITIL® 5 - Foundation (Bridge)

Duration: 1 Day

Who is this training for?

- Professionals holding ITIL® 4 Foundation or an eligible higher-level ITIL® 4 certification;
- digital product and service managers and specialists;
- professionals seeking a fast update to their ITIL® knowledge;
- teams and organizations transitioning to ITIL® Version 5.

Training objectives

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

- Identify the key differences between ITIL® 4 and ITIL® Version 5;
- understand new, changed, and expanded digital product and service management concepts;
- explain enhancements to value creation and co-creation;
- understand updates to the ITIL Value System, lifecycle, and practices;
- understand the impact of AI, automation, and data-driven environments;
- apply updated ITIL® guidance in their professional context;
- prepare for the ITIL® Foundation Bridge (Version 5) exam.

Summary

This focused bridge course enables professionals already certified in ITIL® 4 to quickly understand the new concepts, updated terminology, and structural enhancements introduced in ITIL® Version 5 without repeating the full Foundation syllabus. It emphasizes modern digital product and service management, value creation, governance, and data-driven and AI-enabled environments.

The course prepares participants for the official PeopleCert ITIL® Foundation Bridge (Version 5) exam and, upon successful completion, upgrades their certification to ITIL® Foundation (Version 5).

Course outline

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1. Transition from ITIL® 4 to ITIL® Version 5

- Evolution of the ITIL® framework
- Key structural and conceptual changes
- New and clarified terminology

2. Modern Digital Product and Service Management

- Evolution of product and service management
- Complexity in digital environments
- Integration of data, automation, and artificial intelligence

3. Value Creation and Co-creation

- Enhanced value-focused approach
- Experience, outcomes, and sustainability
- Stakeholder alignment

4. Value System and Governance

- Updates to the ITIL Value System
- Connection between governance and operational capabilities
- Focus on measurable outcomes

5. Product and Service Lifecycle Integrated end-to-end approach

- Updates to lifecycle activities
- Value streams and improvement 6. ITIL®
- Practices and Ways of Working
- Practice updates and refinements
- Collaboration and performance
- Applying updated guidance

7. ITIL® in Digital and AI-enabled Environments

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Data-driven environments

- AI, automation, and emerging technologies
- Adapting practices

8. Certification Preparation

- Review of key updates
- Knowledge-check questions
- Preparation for the official Bridge exam

Approach and methodology

- Interactive presentations focused on differences between ITIL® 4 and ITIL® Version 5;
- practical examples and scenarios;
- collaborative exercises and knowledge-validation activities;
- instructor-led discussions; guided review and exam-preparation questions.

Prerequisites

Participants must hold ITIL® 4 Foundation or an eligible higher-level ITIL® 4 certification. ITIL® 4 Cloud and Sustainability modules alone do not qualify for the Bridge pathway.

Recommendations

Practical experience in service management, digital products, or applying ITIL® 4 is an asset.

Certifications

The course prepares participants for the official PeopleCert ITIL® Foundation Bridge (Version 5) exam. The official exam voucher is included with the course.

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