

SM-ITILF5B ITIL® FOUNDATION V5 BRIDGE (EXAM INCLUDED)



DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
1 Day	Foundation	ITIL®	Instructor Led	NA

INTRODUCTION

A fast, focused route for ITIL 4 certification holders to upgrade to ITIL Foundation (Version 5), concentrating only on the updates introduced in ITIL Foundation (Version 5).

ITIL Foundation (Version 5) enables candidates to understand how value is co-created through the effective management of products and services, and how organizations apply ITIL guidance to improve performance, collaboration, and outcomes. It also explains how the ITIL framework has evolved to support modern technologies, data-driven decision-making, automation, artificial intelligence, and contemporary ways of working, while remaining adaptable to different organizational contexts and levels of maturity.

AUDIENCE PROFILE

This course is aimed at:

- ITIL 4 Foundation holders.
- ITSM Managers and aspiring ITSM Managers.
- Individuals working in other parts of "IT" (digital, product, development) with strong interface with service delivery.
- Existing ITIL® qualification holders wishing to update their knowledge.

PREREQUISITES

ITIL 4 Foundation holder.

COURSE OBJECTIVES

What skills will you acquire?

- **Key enhancements in ITIL (Version 5):** Understand what has changed since ITIL 4. Focus only on the new and refined concepts, terminology, and structural updates introduced in ITIL Foundation (Version 5).
- **Digital product and service management evolution:** Explore how the new ITIL reflects modern digital and AI-enabled environments. Understand how increasing complexity shapes digital product and service management across their lifecycle.
- **Updated language and core concepts:** Gain clarity on the updated terminology and principles shaping ITIL (Version 5), ensuring confident communication across teams, partners, and stakeholders.
- **Enhanced value creation approach:** Discover how ITIL (Version 5) reinforces value creation across the full stakeholder ecosystem, linking strategy, delivery, and measurable outcomes.
- **Applying ITIL (Version 5) in practice:** Learn how to integrate the enhancements into your existing ITIL knowledge and apply the updated guidance to improve collaboration, performance, and results.

COURSE CONTENT

Module 1: Key concepts of digital product and service management

- Product and service management
- Service offering
- Value co-creation

Module 2: Service relationships

- Service relationships

Module 3: The ITIL Value System

- Components of the ITIL Value System

Module 4: Governance

- Governance: define governance and explain the

enabling nature and the activities of governance.

Module 5: ITIL Guiding Principles

- The ITIL Guiding Principles
- Describe the interaction of the ITIL Guiding Principles and how they work together

Module 6: Value chain, lifecycle activities and ITIL management practices

- Introduction to ITIL Product and Service Lifecycle
- Purpose of the ITIL Product and Service Lifecycle management activities

- Value chain
- Management practices

Module 7: Value streams: mapping and management

- Key concepts of value stream mapping and management
- Purpose of value stream mapping and management

Module 8: Continual improvement

- The ITIL Continual Improvement Model
- Steps of the ITIL Continual Improvement Model

- Understand the steps of the ITIL Continual Improvement Model
- Continual improvement within the ITIL Value System and its role in the organization

Module 9: The Four Dimensions of Product and Service Management and AI

- Introduction to the ITIL Four Dimensions of Product and Service Management
- Internal factors and External factors
- Introduction to AI
- ITIL AI Governance

Module 10: ITIL and other frameworks integration

- ITIL and DevOps
- Understand how ITIL and DevOps can be used together
- Understand how ITIL and DevOps are complementary in the management of the product and service lifecycle

ASSOCIATED CERTIFICATIONS & EXAM

This course is designed to prepare students to take the ITIL® 5 Foundation Examination in IT Service Management. Successfully passing this exam will result in the attainment of the ITIL® 5 Foundation Certificate in IT Service Management.

Exam Format:

- 20 questions, multiple choice examination
- Closed Book
- Duration: 30 minutes
- Minimum required score to pass: 65%
- Certification renewal: every 3 years

BOOK YOUR COURSE & EXAM

Please Note:

The ITIL® 5 Foundation Bridge course bundle includes the ITIL® 5 Foundation Bridge examination and will be quoted and purchased together.