

ITIL 5 Foundation Bridge

Course code: ITIL5FBR

ITIL 5 Foundation Bridge is a one-day transition course designed for holders of the ITIL 4 Foundation certification who want to quickly and efficiently update their knowledge to the latest version of the framework. The course focuses exclusively on the new and expanded concepts introduced in ITIL 5 it does not revisit content that remains unchanged from ITIL 4. Participants will be introduced to the updated terminology, the digital product and service lifecycle model, the ITIL Value System, and the principles of AI governance. The course concludes with an exam, and upon successful completion participants are awarded the full ITIL 5 Foundation certification - the prerequisite for all higher-level qualifications within the ITIL 5 scheme.

Target Audience

- Holders of ITIL 4 Foundation who want to quickly and efficiently transition to ITIL 5 Foundation and obtain an up-to-date certification.
- Professionals with a higher ITIL 4 qualification (Managing Professional, Strategic Leader, etc.) who need to update their knowledge with the new concepts introduced in version 5.
- ITSM practitioners who are already familiar with ITIL 4 fundamentals and want to understand how the framework has evolved to support modern digital technologies, AI, and data-driven approaches.

What You Will Learn

- New Concepts and Terminology of ITIL 5: Understand the key updates to terms and models such as product and service management, service offering, value co-creation, and service relationships, and how they differ from ITIL 4.
- The Four Dimensions of Product and Service Management: Learn how Version 5 expands the view across the four dimensions – Organisations and People, Value Streams and Processes, Information and Technology, Partners and Suppliers – including the influence of internal and external factors.
- Digital Product and Service Lifecycle: Gain an overview of the new lifecycle model and understand the purpose of individual digital product and service management activities.
- ITIL Value System: Explore the updated components of the value system – Guiding Principles, Governance, Value Chain, Management Practices, and the Continual Improvement Model – and how they interconnect.
- Value Stream Mapping and Management: Acquire the key concepts of identifying, mapping, and managing value streams in the context of version 5.
- ITIL and Artificial Intelligence: Understand the fundamental principles of AI in the ITIL context, including AI governance and the responsible adoption of AI in service management.
- ITIL and Other Frameworks: Discover how ITIL 5 works alongside DevOps and PRINCE2 in modern organisations.

Course Content

- Key ITIL 5 Terms and Definitions: Product and service management, service offering, value co-creation, service relationships, and how they differ from ITIL 4.
- The Four Dimensions of Product and Service Management: Overview of the dimensions and the influence of internal and external factors on managing digital products and services.
- Digital Product and Service Lifecycle: Introduction to the new ITIL 5 lifecycle model and the purpose of its activities.
- ITIL Value System: Components of the value system - Guiding Principles, Governance, Value Chain, Management Practices, Continual Improvement Model.
- Value Stream Mapping and Management: Key concepts and purpose of value stream mapping and management.
- ITIL and AI: Introduction to artificial intelligence in the ITIL context and principles of AI governance in digital service management.
- ITIL and Other Frameworks: The relationship between ITIL 5, DevOps, and PRINCE2.

Practical Information

- Course duration: 1 day.
- Prerequisites: A valid ITIL® 4 Foundation certification or any higher ITIL 4 qualification.

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ITIL 5 Foundation Bridge

- Exam: Closed-book, online via PeopleCert, 30 minutes, 20 multiple-choice questions, passing score 65% (13 correct answers).
- Language of instruction: English. Official study materials are in English.
- Certificate: Successful candidates are awarded the ITIL 5 Foundation certification – equivalent to the full Foundation course.
- Accreditation: Course delivered by an Accredited Training Organisation (ATO) Agilist s.r.o. certified by PeopleCert.

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