IT Service Management - ITIL® Version 5 Foundation Bridge LEARN in 1 day

This intensive one-day transition course introduces the **ITIL® 5 Foundation Bridge** qualification. It provides practical guidance for those already certified in ITIL® 4 to master the evolution of innovating, managing, and co-creating value through digital products and services. Participants will learn how to navigate the Product & Service Lifecycle, align modern digital-first products with business goals, and integrate AI-native practices into their people, process, and technology ecosystems using the latest ITIL® version 5 best practices.

ITIL® VERSION

This course provides the bridge from ITIL® 4 to ITIL® (Version 5) and is based on the updated ITIL_FND_Syllabus_EN_v5

LANGUAGE

The course, course materials and exam are in English.

COURSE OBJECTIVES

In one day, participants will acquire the knowledge and skills required to:

- Identify Framework Deltas: Understand exactly what has changed from ITIL® 4 to Version 5.
- Master the Unified Lifecycle: Transition from linear processes to a unified end-to-end product and service lifecycle.
- Enhance Governance: Utilize updated strategic governance insights to improve organizational outcomes.
- Refine Value Streams: Apply advanced value stream mapping techniques for digital-first environments.
- Prepare for Certification: Confidently write the official PeopleCert ITIL® (Version 5) Foundation Bridge exam.

TARGET AUDIENCE

This course is designed for:

- Certified ITIL® 4 Professionals: Individuals who currently hold an ITIL® 4 Foundation certificate and wish to upgrade to the latest standard.
- Digital Leaders & Consultants: Those managing AI-enabled products who need to align their expertise with the V5 architecture.

COURSE STRUCTURE

- Interactive readings and instructor-led explanations
- Practice activities resembling exam-style questions
- Collaborative exercises and case studies
- Guided review and examination preparation

STUDY DAYS

1 day of intensive learning, including the bridge exam preparation (exam scheduled later by candidate).

COURSE CONTENT: AM SESSION

- The ITIL® 4 to V5 Transition: Understanding the evolution of digital products and services.
- Enhanced Value Co-Creation: Shifting to an experience-driven and sustainability-focused value model.
- The Unified Product & Service Lifecycle: A deep dive into the non-linear, integrated lifecycle (Discover, Design, Acquire, Build, Transition, Operate, Deliver, and Support).
- Delta Practices: Updating core ITIL practices to align with modern product management

COURSE CONTENT: PM SESSION

- AI-Native Service Management: Integrating AI, automation, and machine learning into the lifecycle.
- Modern Governance & Operating Models: Aligning ITIL® 5 with digital-first operating models.
- Framework Synergy: Optimizing end-to-end value streams alongside DevOps, Agile, and PRINCE2.
- Bridge Exam Preparation: Focused review and practice activities for the Foundation Bridge certification.

PREREQUISITE

Candidates must hold an existing ITIL® 4 Foundation certification to be eligible for the Bridge exam.

EXAM

The official PeopleCert ITIL® Foundation (Version 5) Bridge exam is included.

The participant will receive a voucher valid for 12 months to write their exam and will need to schedule his/her exam.

The Certification exam will be written electronically following the training. This requires access to a connected computer with active audio and video.

The exam is open-book and consists of 40 multiple-choice questions.

Duration: 90 minutes (extra time available for non-native language candidates).

The exam is taken online and requires a computer with active audio and video.

It is mandatory to get the training from an accredited organization with an accredited training material.

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