ITIL® (Version 5) Foundation Bridge - Including Exam

Duration: 1 Day **Course Code: ITIL5F-B** **Delivery Method: Company Event**

Overview:

This course is designed to bring you up to speed on the enhancements added in the ITIL® (Version 5) Foundation, assuming you have experience/certification in the previous ITIL® 4. This is also a chance to upgrade your current certification to the new Version 5 in only 1 day.

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Company Events

These events can be delivered exclusively for your company at our locations or yours, specifically for your delegates and your needs. The Company Events can be tailored or standard course deliveries.

Target Audience:

ITIL® 4 certification holders, at any level, who want a quick and easy way to understand the key enhancements in ITIL® (Verson 5) Foundation.

Objectives:

- **After you complete this course you will be able to:**
- Define digital product and service management concepts
- Explain value and value co-creation principles
- Distinguish outputs from outcomes
- Describe service offerings and interactions
- Identify key roles in service relationships
- Understand the ITIL® Four Dimensions
- Describe the ITIL® Product and Service Lifecycle
- Recognise governance, AI and continual improvement principles

Prerequisites:

You can attend this course if you have:

- Any ITIL® 4 certificate (excluding Cloud / Sustainability).
- ILFN4 - ITIL® 4 Foundation - Including Exam

Testing and Certification

Recommended preparation for exam(s):

- ITIL® 5 Foundation Certificate in IT Service Management (Bridge Exam)

The examination is 30 minutes, closed book, multiple choice paper taken after completion of the course - exam vouchers are provided with this course. This is a shorter exam as it only focuses on the changes between Version 4-5. The voucher will have a validity of 12 months. You will need to schedule your exams within this time frame. Cost of the exam is included in the course fee

Follow-on-Courses:

The following courses are recommended for further study:

- ITIL® (Version 5) Advanced Levels

Content:

- Introduction to ITIL® 5
- Overview of ITIL evolution from earlier versions to ITIL® 5
- Why service management must adapt in the era of AI, cloud, and automation
- Recap of ITIL® 4 core components relevant to the bridge
- Key structural and conceptual updates
- Changes to the value system
- Enhancements to the value chain
- Updated guiding principles and their practical application
- Terminology changes and clarified definitions
- Practice updates and refinements
- Overview of updated practices in ITIL® 5
- Governance and risk considerations in the updated framework
- Continual improvement refinements and performance measurement
- Digital and modern service management alignment
- How ITIL® 5 supports cloud-first and hybrid environments
- Integration with DevOps, automation, and agile ways of working
- Integration with PRINCE2®
- Leveraging data-driven decision making within service management
- Aligning ITIL® 5 with organisational transformation goals
- Applying ITIL® 5 in your organisation
- Impact assessment: transitioning from ITIL® 4 to ITIL® 5
- Managing stakeholder communication and change
- Embedding updated practices into operational workflows
- Preparing teams for certification and adoption
- Bridge exam structure and format
- Question styles and exam techniques
- Knowledge consolidation and instructor-led review

Additional Information:

Participants will receive a fully digital study kit, a voucher to take the supervised exam, and a digital reference guide.

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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