

ITIL® (Version 5) Foundation Bridge – Including Exam

Duración: 1 Día **Código del Curso: ITIL5F-B** **Método de Impartición: Curso Cerrado (In-Company)**

Temario:

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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Curso Cerrado (In-Company)

Debido a que nuestra formación es modular, nuestros responsables de formación e instructores pueden trabajar con usted y su equipo para detectar las necesidades formativas y adaptar un temario de forma rápida y rentable. Durante una formación cerrada, usted recibirá una formación de expertos en un curriculum adaptado a sus necesidades.

Dirigido a:

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

Objetivos:

- **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 - Incluido el examen

Exámenes y certificación

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

Siguientes cursos recomendados:

The following courses are recommended for further study:

- ITIL® (Version 5) Advanced Levels
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Contenido:

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| <ul style="list-style-type: none">■ 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 | <ul style="list-style-type: none">■ 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 | <ul style="list-style-type: none">■ 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 |
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Información Adicional:

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

Más información:

Para más información o para reservar tu plaza llámanos al (34) 91 425 06 60

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