

## ITIL® (Version 5) Foundation Bridge – Including Exam

**Duración: 1 Días**    **Código del Curso: ITIL5F-B**    **Método de Impartición: Curso Remoto (Virtual)**

### 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 Remoto (Abierto)

Nuestra solución de formación remota o virtual, combina tecnologías de alta calidad y la experiencia de nuestros formadores, contenidos, ejercicios e interacción entre compañeros que estén atendiendo la formación, para garantizar una sesión formativa superior, independiente de la ubicación de los alumnos.

### 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

### Prerequisitos:

**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"><li>■ Introduction to ITIL® 5</li><li>■ Overview of ITIL evolution from earlier versions to ITIL® 5</li><li>■ Why service management must adapt in the era of AI, cloud, and automation</li><li>■ Recap of ITIL® 4 core components relevant to the bridge</li><li>■ Key structural and conceptual updates</li><li>■ Changes to the value system</li><li>■ Enhancements to the value chain</li><li>■ Updated guiding principles and their practical application</li><li>■ Terminology changes and clarified definitions</li></ul> | <ul style="list-style-type: none"><li>■ Practice updates and refinements</li><li>■ Overview of updated practices in ITIL® 5</li><li>■ Governance and risk considerations in the updated framework</li><li>■ Continual improvement refinements and performance measurement</li><li>■ Digital and modern service management alignment</li><li>■ How ITIL® 5 supports cloud-first and hybrid environments</li><li>■ Integration with DevOps, automation, and agile ways of working</li><li>■ Integration with PRINCE2®</li><li>■ Leveraging data-driven decision making within service management</li></ul> | <ul style="list-style-type: none"><li>■ Aligning ITIL® 5 with organisational transformation goals</li><li>■ Applying ITIL® 5 in your organisation</li><li>■ Impact assessment: transitioning from ITIL® 4 to ITIL® 5</li><li>■ Managing stakeholder communication and change</li><li>■ Embedding updated practices into operational workflows</li><li>■ Preparing teams for certification and adoption</li><li>■ Bridge exam structure and format</li><li>■ Question styles and exam techniques</li><li>■ Knowledge consolidation and instructor-led review</li></ul> |
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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.

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### Más información:

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

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