

ITIL® (Version 5) Foundation Bridge – Including Exam

Duration: 1 Day **Course Code: ITIL5F-B**

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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Target Audience:

ITIL® 4 certification holders, at any level, who want a quick and easy way to understand the key enhancements in ITIL® (Version 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 Tel.: +974 40316639

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