ITIL® (Version 5) Foundation Bridge

Duration: 2 Days | The exam voucher is included in the training's price.

COURSE DESCRIPTION

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 2 days.

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COURSE OBJECTIVE

By the end of this course, learners will be able to:

- Describe the key differences between ITIL 4 and ITIL 5
- Explain the updated concepts, terminology, and structural changes introduced in ITIL 5
- Analyze how ITIL 5 enhances the value system and value chain
- Interpret updates to practices, governance, and continual improvement approaches
- Assess how ITIL 5 supports modern operating models including cloud-based and AI-enabled services
- Apply updated ITIL 5 concepts within real-world organizational contexts
- Prepare effectively for the ITIL 5 Foundation Bridge examination

COURSE OUTLINE

- 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 organizational transformation goals
- Applying ITIL 5 in your organization

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- 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

PREREQUISITES

You can attend this course if you have:

- Any ITIL® 4 certificate (excluding Cloud / Sustainability).

WHO SHOULD ATTEND

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

EXAMINATION

- 20 Multiple Choice Questions
- 13 marks required to pass (out of 20 available) – 65%
- 30 minutes duration
- Closed book

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