

ITIL FOUNDATION BRIDGE (Version 5)

WHAT IS ITIL FOUNDATION BRIDGE ?

- ITIL Foundation Bridge (Version 5) introduces the key concepts of digital product and service management & establishes a common language for effective practice across organizations. It provides an overview of the ITIL (Version 5) framework, including updates and additions to core models and fundamental concepts, and explains how these elements are used to create, deliver, and continually improve products and services.
- ITIL Foundation Bridge (Version 5) enables candidates to build on their ITIL 4 knowledge and understand how value can be co-created through the effective management of products and services. It also explains how the ITIL framework has evolved to support modern technologies, data-driven decision-making, automation, artificial intelligence, and contemporary ways of working, while remaining adaptable to different organizational contexts and levels of maturity.
- ITIL Foundation Bridge (Version 5) is intended for candidates who have successfully achieved the ITIL 4 Foundation certification (or any ITIL 4 higher level certification except Cloud and Sustainability) and wish to transition to ITIL Foundation (Version 5).
- This bridge syllabus focuses exclusively on the new, changed, and expanded concepts introduced in Version 5 and does not reassess topics that remain unchanged from ITIL 4 Foundation.

BENEFITS OF ITIL FOUNDATION BRIDGE ?

Upon completion of the ITIL Foundation Bridge (Version 5) course, participants will be able to:

- Fast-track upgrade to ITIL Foundation Version 5
- Understand the key.



WHO SHOULD ATTEND?

This course is intended for professionals who already hold an ITIL 4 Foundation certification (or eligible ITIL 4 higher-level certification) and want to transition to ITIL Foundation (Version 5).

The course is ideal for:

- ITIL 4 Foundation Certified Professionals
- IT Service Management (ITSM) Professionals
- IT Managers & Service Delivery Managers
- Service Desk & Support Professionals
- IT Operations Teams
- DevOps & Digital Transformation Professionals
- IT Consultants & Solution Architects
- Professionals responsible for digital products and services
- Individuals planning to pursue advanced ITIL Version 5 certifications

LEARNING OBJECTIVES

After completing this course, learners will be able to:

- Understand the new, changed, and expanded concepts introduced in ITIL Foundation (Version 5)
- Explain key digital product and service management concepts within ITIL V5
- Understand service offerings, service relationships, and value co-creation principles
- Recognize the ITIL Four Dimensions of Product and Service Management
- Understand the ITIL Product & Service Lifecycle and its iterative approach
- Explain the components and purpose of the ITIL Value System (ITIL VS)
- Understand the ITIL Guiding Principles and their practical application
- Understand value stream identification, mapping, and management concepts
- Explain how AI supports ITIL lifecycle activities, automation, and decision-making
- Understand the relationship between ITIL, DevOps, and PRINCE2
- Prepare effectively for the ITIL Foundation Bridge (Version 5) certification examination



COURSE CONTENT

1. Key ITIL terms and definitions
- Product and service management
- Service offerings
- Value cocreation
- Service relationships

2. The ITIL Four Dimensions of Product and Service Management
- Introduction to the ITIL Four Dimensions of Product and Service Management
- Internal factors and External factors

3. The ITIL Product and Service Lifecycle
- Introduction to ITIL Product and Service Lifecycle
- Purpose and Scope of ITIL Product and Service Lifecycle activities

4. The ITIL Value System
- Components of the ITIL Value System
- The ITIL Guiding Principles
- Governance
- Value chain
- Management Practices
- The ITIL Continual Improvement Model

5. Value stream identification, mapping, and management
- Key concepts of value stream mapping and management
- Purpose of value stream mapping and management

6. ITIL and AI
- Introduction to AI
- ITIL AI Governance

7. ITIL and other frameworks .
- ITIL and DevOps
- ITIL and PRINCE2



CERTIFICATION

ITIL Foundation Bridge (Version 5) Certification Information:

- Exam Duration : 30 Minutes (25% additional time provided if English is not your native language)
- Exam Format : Multiple-choice exam (closed book)
- Number of Questions : 20
- Exam Pass Mark : 65% (typically 13/20 correct answers)
- Electronic Devices Permitted : No
- Open Book : No

PREREQUISITE

- Mandatory: Valid ITIL 4 Foundation or any ITIL 4 higher-level certification

WISELEARNER