



Course Title: ITIL® (Version 5) Foundation Bridge – Including Exam	Course Duration: 1.0 Day
Exam: Included	Exam Type: Classroom Exam
Qualification: ITIL® (Version 5) Foundation	

Course Syllabus

Module 1: Key Concepts of Digital Product and Service Management

- Product and Service Management
- Service Offering
- Value Co-Creation

Module 2: Service Relationships

- Organisations
- Providers, Consumers, and Vendors
- Roles in Managing, Delivering, and Consuming Services
- Service Consumer Roles
- Consumer Roles Example
- Service Relationship Model
- Types of Service Relationships: Basic, Cooperative, and Collaborative
- Service Journey (1/2)
- Service Journey (2/2)
- Service Quality and Service Level
- Service Level Metrics (1/2)
- Service Level Metrics (2/2)
- Service Level Agreements

Module 3: ITIL Value System (ITIL VS)

- Components of the ITIL Value System
 - Guiding Principles, Governance, Value Chain, Management Practices, Continual Improvement
- ITIL Value System and its Purpose

Module 4: Governance

- Governing Bodies and Governance
- Governance of Digital Technology



Module 5: ITIL Guiding Principles

- What is an ITIL Guiding Principle?
- Recap of the ITIL Guiding Principles
- Using Automation and AI
- Principles Interaction

Module 6: Value Chain, Lifecycle Activities and ITIL Management Practices

- Introduction to ITIL Product and Service Lifecycle
- Purpose of the ITIL Product and Service Lifecycle Management Activities
- Value Chain
- Management Practices

Module 7: Value streams

- Key Concepts of Value Stream Mapping and Management
- Purpose of Value Stream Mapping and Management

Module 8: Continual improvement

- ITIL Continual Improvement Model
 - List the Steps of the ITIL Continual Improvement Model
 - Understand the Steps of the ITIL Continual Improvement Model
 - Describe Continual Improvement within the ITIL Value System and its Role in the Organisation

Module 9: Four Dimensions of Product and Service Management and AI

- Introduction to the ITIL Four Dimensions of Product and Service Management
- Internal Factors and External Factors
- Introduction to AI
- ITIL AI Governance

Module 10: ITIL and other Frameworks Integration

- ITIL and DevOps
- ITIL and PRINCE2

Course Overview

Upon completion of this ITIL® Version 5 Foundation Bridge Course, delegates will gain a clear understanding of Version 5 changes, supporting a confident transition from ITIL® 4 and continued professional development in modern service management roles.

Course Learning Outcomes



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.

The ITIL® (Version 5) Foundation Bridge Training provides a focused update for professionals transitioning from ITIL® 4 to the latest version of the framework. It highlights the evolution towards digital product and service management, lifecycle thinking, governance, and AI-enabled service ecosystems.

Learners will explore service relationships and value co-creation, the ITIL Value System and governance, the unified Product and Service Lifecycle, value streams and value stream mapping, and continual improvement. The course also introduces how AI is changing product and service management, what AI governance means in an ITIL context, and how ITIL complements DevOps and PRINCE2 for end-to-end value delivery.

Audience

This training is designed for professionals who already hold ITIL® 4 Foundation and want to transition smoothly to ITIL® Version 5. It focuses on updated concepts, terminology, and practices without revisiting foundational ITIL knowledge. The following professionals can benefit the most from the course:

- IT Service Managers
- IT Operations Managers
- Service Delivery Managers
- Product Managers
- IT Consultants
- Digital Transformation Managers
- Governance, Risk, and Compliance Professionals

Entry-Level Requirements

This training is designed for professionals who already hold ITIL® 4 Foundation and want to transition smoothly to ITIL® Version 5.

Recommended Reading

There is no recommended reading associated with our ITIL® (Version 5) Foundation Bridge training course.

What's Included

Our ITIL® (Version 5) Foundation Bridge training course includes the following materials:

- Full Digital Course Materials
- Quizzes
- Exercises

Exam Information

The ITIL® (Version 5) Foundation Bridge – Including Exam prepares you for the ITIL® Foundation (Version 5) exam: 40 multiple-choice questions, 60 minutes, closed book. Pass mark 26/40 (65%). official exam. You can take this exam at any exam center across UK including, England, Scotland, Cymru (Wales) or Northern Ireland or live online where ever you are. Exams vary in duration and if required you can request with the provider for any accommodations appropriate for you.



What's Next

After our ITIL® ITIL® (Version 5) Foundation training course, you should consider taking the other ITIL® ITIL® (Version 5) Advanced modules as they are released over 2026 and 2027

Additional Information

ITIL® Relevance

ITIL® is used by millions of professionals globally. Businesses are built on the ITIL® framework. Every year, organisations all over the world invest heavily in adopting and adapting the ITIL® Foundation into their business practices and up-skilling their staff with ITIL® qualifications.

Therefore, you can feel reassured that ITIL® (Version 5) has been created to be compatible with the new ITIL® (Version 5) certification scheme. All existing ITIL® qualifications will remain valid until the following update and all credits gained will help you continue your ITIL® journey in the new certification scheme.

The core fundamentals and key concepts of ITIL® (Version 5) will still be as relevant to you and your business as they are today following the release of ITIL® 4. This next evolution of ITIL® is a transition from an organisation's existing investment in ITIL® and its way of working to a faster, more flexible, and adaptive approach.