

ITIL® (Version 5) Bridge Course

Course Information

Certification: ITIL® (Version 5) Foundation

Duration: 2 Days

Domain: IT Service Management

Delivery Method: Classroom / Virtual Classroom

Accreditor: PeopleCert on behalf of AXELOS

Available Languages: English

Course Description

A fast, focused route for ITIL® 4 certification holders to upgrade to ITIL® (Version 5) Foundation, concentrating only on the updates introduced in ITIL® (Version 5) Foundation.

Key Course Objectives:

- Stay current with confidence: Demonstrate your understanding of the key enhancements introduced in ITIL® (Version 5) and your ability to apply them in modern digital environments.
- Validate your expertise: Build on your ITIL® 4 certification and strengthen your expertise in digital product and service management in line with the latest ITIL® evolution.
- Advance your professional profile: Strengthen your credibility and remain competitive as organizations evolve in increasingly complex and AI-enabled landscapes.

The new ITIL® (Version 5) Bridge Course is for:

- ITIL® 4 certification holders
- Those who wish to focus on key foundational level updates
- Fast and cost-effective way to maintain latest updates

Audience

This course targets IT Professionals who wish to maintain their certification in the latest updates and modifications to ITIL® at a foundational level, which provides an immediate path to the new and enhanced qualification scheme for higher-level certification and knowledge.

Learning Objectives

At the end of this course, participants will be able to understand:

- Key enhancements in ITIL® (Version 5) and what has changed since ITIL® 4: Focus only on the new and refined concepts, terminology, and structural updates introduced in ITIL® (Version 5) Foundation.
- Digital product and service management evolution: Explore how the new ITIL® reflects modern digital and AI-enabled environments. Understand how increasing complexity shapes digital product and service management across their lifecycle.
- Updated language and core concepts: Gain clarity on the updated terminology and principles shaping ITIL® (Version 5), ensuring confident communication across teams, partners, and stakeholders.
- Enhance value creation approach: Discover how ITIL® (Version 5) reinforces value creation across a full stakeholder ecosystem, linking strategy, delivery, and measurable outcomes.
- Applying ITIL® (Version 5) in practice: Learn how to integrate the enhancements into your existing ITIL® knowledge and apply the updated guidance to improve collaboration, performance, and results.
- Managing digital and AI complexity: Understand how ITIL® evolves to support modern digital product and service management, including the impact of AI and emerging technologies.

Prerequisites

- ITIL 4 Foundation Certification

Course Materials

- Course Book (eBook or printed)
- ITIL Publication PDF
- Sample Questions
- Proctored Exam

Course Agenda

Day 1	Day 2
Module 1: Key Concepts of Digital Product & Service Management	Module 4: Value Stream Mapping and Management
Module 2: The Role of ITIL Management Practices	Module 5: ITIL and Other Industry Frameworks Integration
Module 3: ITIL Product and Service Lifecycle Model	Exam Preparation / Exam

Exam Information

- **Delivery:** Web-based
- **Format:** Closed Book
- **Proctoring:** Web-proctored
- **Duration:** 60 minutes (Candidates taking the exam in a language that is not their native language may be awarded 25% extra time)
- **Number of Questions:** 40 multiple-choice
- **Pass Grade:** 65%

Exam Prerequisites

- ITIL® 4 Foundation Certification

Exam Location

- Exam will be conducted onsite with a paper exam or online with a virtual proctor, using an exam voucher, which is included with the purchase of the course.