

ITIL® Foundation Bridge (Version 5)

Course Code

ITIL0000

Duration

1 Day

Format

Classroom | Virtual

Overview

This one-day instructor-led ITIL 5 Foundation Bridge course is designed for professionals who already hold an ITIL 4 qualification and need to understand the updates introduced in ITIL 5. It focuses exclusively on the new and changed elements of the framework, enabling learners to transition efficiently without repeating previously mastered content.

We believe service management must evolve alongside technology, AI, cloud, and data-driven operating models. This course equips organisations to adapt at pace, ensuring that their service management capabilities remain aligned to modern digital ecosystems. By the end of the day, learners will be fully prepared to sit the ITIL 5 Foundation Bridge exam and confidently apply updated principles within their organisation.

Objectives

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
- Analyse 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 organisational contexts
- Prepare effectively for the ITIL 5 Foundation Bridge examination

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

Who Should Attend

This course is suitable for IT professionals, customers, users, and anyone involved in the provision or receipt of IT enabled services who requires an introductory understanding of ITIL 5.

This course is designed for:

- IT and service management professionals certified in ITIL 4 Foundation, who need to transition to ITIL 5 Foundation.
- Organisations seeking to maintain current best practice alignment across service teams and incorporate AI into service and product delivery.

Prerequisites

Participants must hold a valid ITIL 4 certification -

(Foundation or higher, excluding specialist extensions such as sustainability, acquiring and managing cloud services, IT asset management.

Learners should have a working understanding of the ITIL 4 service value system, guiding principles, and core practices.

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- 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

Exams and assessments

This course prepares learners for the ITIL 5 Foundation Bridge exam. The exam focuses only on the new and updated content introduced in ITIL 5.

The exam is a closed-book, 30-minute, multiple-choice assessment delivered online through PeopleCert.

Learners will receive guidance on exam structure, scoring methodology, and preparation techniques during the course.