

# ITIL® Foundation Bridge (Version 5)



**CATEGORY**  
IT Service Management



**LEVEL**  
Foundation



**DURATION**  
1 day

## COURSE DELIVERY

Classroom or virtual Classroom

## TARGET AUDIENCE

This course is for ITIL 4 Foundation certificate holders who want to know what's new in Version 5 and get their certification upgraded. If you work in IT services, digital operations, or product delivery, this is the fastest, most focused way to get there.

It's built for professionals across these areas:

- IT & Operations
- Management & Leadership
- Product & Design
- Service & Delivery

## PREREQUISITES

ITIL® 4 Foundation certificate is required.

## EXAM INFO

- 30 minutes duration
- Closed book
- 20 multiple-choice questions
- 13/20 (65%) required to pass
- Scope: ITIL Version 5 updates only

## CERTIFICATE

ITIL Foundation Version 5

## EXAM BODY

PeopleCert

## COURSE DESCRIPTION

If you hold an ITIL 4 Foundation certification, this course is your most direct route to staying current. The **ITIL® Foundation Bridge (Version 5)** is designed specifically for certified professionals who want to upgrade their credentials without repeating what they already know. Every hour of this course counts — covering only the new concepts, updated models, and refined terminology introduced in ITIL Foundation (Version 5).

As organizations face increasing complexity in digital operations, the demand for professionals who understand modern IT service management has never been higher. This course positions you to meet that demand with updated, applicable knowledge that reflects how services are being designed, delivered, and improved today.



## LEARNING OBJECTIVES

Following the completion of the course, you will be able to:

- Identify the **key enhancements in ITIL Version 5** and explain what changed from ITIL 4
- Describe how ITIL Version 5 reflects **modern digital and AI-enabled environments**
- Apply **updated ITIL terminology** consistently across teams, partners, and stakeholders
- Explain how **value is co-created** across the full stakeholder ecosystem
- Understand the **ITIL Value System** and its core components
- Describe **governance** and the role of the ITIL Guiding Principles in Version 5
- Explain the **ITIL Product and Service Lifecycle Model** and its value chain activities
- Understand **value streams** and how they are mapped and managed
- Apply the **Four Dimensions of Product and Service Management** in practice
- Explain how **AI governance** is addressed within ITIL Version 5
- Understand how ITIL Version 5 integrates with **PRINCE2® and DevOps**

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## EMPOWERING PROFESSIONALS

As MindMagine, we have trained more than 65,000 professionals over Asia and Oceania since 2001.

Our focus in our training is to empower our participants by balancing practical experience and the theoretical background. The participants walk away with knowledge to apply the learnings and the theoretical background to successfully pass the exam requirements.

Our education portfolio ranges from courses in business services and processes to IT services and processes. This portfolio has enabled us to support our clients end to end in their organizations and enable synergy throughout corporate value chains.

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## COURSE STUDENT MATERIAL

You'll have access to the Official ITIL Version 5 eBook, learning resource kit, and mock exam, giving you strong support on the way to certification.

## CONCEPTS COVERED

### 1. Key Concepts of Digital Product and Service Management

- Product and service management, service offering, value co-creation

### 2. Service Relationships

- Organization, service provider, service consumer, and digital product vendor roles
- Basic, cooperative, and collaborative (partnership) service relationships
- Service journey, sponsor, customer, and user roles
- Service quality, service levels, and Service Level Agreements (SLAs)
- Utility, warranty, user experience, and sustainability

### 3. The ITIL Value System (ITIL VS)

- Components: guiding principles, governance, value chain, management practices, continual improvement
- Purpose of the ITIL Value System

### 4. Governance

- Definition of governance and its enabling nature
- Key governance activities

### 5. ITIL Guiding Principles

- How the guiding principles interact and work together

### 6. Value Chain, Lifecycle Activities & Management Practices

- ITIL Product and Service Lifecycle introduction
- Purpose of lifecycle management activities
- Value chain and management practices overview

### 7. Value Streams

- Key concepts of value stream mapping and management
- Purpose and application of value stream management

### 8. Continual Improvement

- The ITIL Continual Improvement Model and its steps
- Role of continual improvement within the ITIL Value System

### 9. The Four Dimensions of Product and Service Management & AI

- Introduction to the ITIL Four Dimensions of Product and Service Management
- Internal and external factors
- Introduction to AI
- ITIL AI Governance

### 10. ITIL Integration with Other Frameworks

- ITIL and DevOps
- ITIL and PRINCE2®