

ITIL Foundation Bridge (Version 5)

Duration: 1 Day (8 Hours)

Audience: Professionals already certified in ITIL 4 Foundation who want to upgrade to ITIL Version 5.

Objective: Understand the updates and enhancements introduced in ITIL Version 5 compared to ITIL 4.

Module 1 – Introduction to ITIL Version 5 (1 Hour)

- Overview of ITIL Version 5
- Evolution from ITIL 4 to ITIL Version 5
- Key enhancements in the framework
- Role of ITIL in modern digital product and service management

Module 2 – Updated ITIL Key Concepts (1 Hour)

- Product and Service Management
- Service Offerings
- Value Co-Creation
- Service Relationships
- Experience, Strategy, and Transformation concepts

Module 3 – ITIL Four Dimensions of Product and Service Management (1.5 Hours)

- Overview of the Four Dimensions
- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes

Module 4 – ITIL Value System Updates (1.5 Hours)

- Overview of the ITIL Value System (SVS)
- Guiding Principles updates
- Governance within the ITIL framework
- Service Value Chain updates
- Continual Improvement model

Module 5 – Value Streams and Operating Models (1 Hour)

- Introduction to Value Streams
- Value Stream Mapping

- Optimizing value streams
- Application in product and service management

Module 6 – ITIL and Emerging Technologies (0.5 Hour)

- ITIL and Artificial Intelligence
- Automation and digital transformation

Module 7 – ITIL and Other Frameworks (0.5 Hour)

- ITIL and DevOps
- ITIL and Agile practices
- ITIL and Organizational Change Management
- ITIL and PRINCE2

Module 8 – Exam Preparation and Review (1 Hour)

- Summary of key updates
- Exam structure and format
- Sample questions and discussion