ITIL® (Version 5) Foundation Bridge with Exam

Category: Infrastructure & IT Operations | **Vendor:** PeopleCert

Duration: 8.00 hours (1 days) **6.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format:	Instructor Led - Online
Certification:	ITIL Version 5 Foundation Bridge The ITIL® (Version 5), ITIL (Version 5) and does not repeat unchanged ITIL 4, ITIL (Version 5) and does not repeat unchanged ITIL 4
Related Exam:	and pass the ITIL (Version 5) Foundation; ITIL (Version 5) Foundation certification

Course Overview

The ITIL® (Version 5) Foundation BRIDGE Training course is designed for professionals who already hold ITIL 4 certification and need to transition efficiently to ITIL (Version 5). The course focuses exclusively on the new, changed, and expanded concepts introduced in ITIL (Version 5) and does not repeat unchanged ITIL 4 materials. You will gain the knowledge required to pass the ITIL (Version 5) Foundation certification exam while understanding how ITIL has evolved to support modern digital products and service management, including data-driven decision-making, value streams, and AI-enabled ways of working. The course emphasizes practical understanding and organizational relevance, enabling immediate application of ITIL (Version 5) concepts. Add the Membership above and receive these additional benefits: 1-year PeopleCert membership + Subscription 1 Free Exam Retake Introduction to ITIL eBook

About This Course

The ITIL® (Version 5) Foundation BRIDGE Training course is designed for professionals who already hold ITIL 4 certification and need to transition efficiently to ITIL (Version 5). The course focuses exclusively on the new, changed, and expanded concepts introduced in ITIL (Version 5) and does not repeat unchanged ITIL 4 materials. You will gain the knowledge required to pass the ITIL (Version 5) Foundation certification exam while understanding how ITIL has evolved to support modern digital products and service management, including data-driven decision-making, value streams, and AI-enabled ways of working. The course emphasizes practical understanding and organizational relevance, enabling immediate application of ITIL (Version 5) concepts. Add the Membership above and receive these additional benefits: 1-year PeopleCert membership + Subscription 1 Free Exam Retake Introduction to ITIL eBook

Who Should Attend

ITIL® 4 certification holders, at any level who want a quick and easy way to understand the key enhancements in ITIL® (Version 5) Foundation.

Prerequisites & Entry Requirements

General Prerequisites:

Any ITIL® 4 certificate (excluding Cloud / Sustainability)

Learning Outcomes

Upon successful completion of this course, participants will be able to:

Understand what has changed from ITIL 4 to ITIL (Version 5) Apply the ITIL (Version 5) digital product and service management model Understand the updated ITIL Product and Service Lifecycle Use ITIL (Version 5) concepts to improve service delivery and collaboration Understand value streams, governance, and continual improvement in ITIL (Version 5) Prepare for and pass the ITIL (Version 5) Foundation certification exam

Detailed Course Outline

Module 1: Key Concepts of Digital Product and Service Management

- Differences between ITIL 4 and ITIL (Version 5)
- Digital products and digital services
- Product and Service Lifecycle model
- Value, outcomes, costs, risks
- Utility, warranty, sustainability, user experience

Module 2: Service Relationships

- Organizations, service providers, service consumers, and digital product vendors
- Service relationship types
- Service offerings and service journeys
- Roles: sponsor, customer, user
- Service quality, service levels, and SLAs

Module 3: The ITIL Value System

- Components of the ITIL Value System
- Purpose and value co-creation
- Relationship between value system elements

Module 4: Governance

- Purpose and role of governance
- Governance of digital technology
- Governance activities: evaluate, direct, monitor

Module 5: ITIL Guiding Principles

- Overview of the seven guiding principles
- Applying principles in different contexts
- Interaction of principles and feedback

Module 6: Value Chain and ITIL Management Practices

- Product and Service Lifecycle activities
- Discover, design, acquire, build, transition, operate, deliver, support
- Role of management practices
- ITIL Official Practice Guides

Module 7: Value Streams: Mapping and Management

- Core and enabling value streams
- Value stream mapping
- Value stream management
- Workflow optimization and complexity thinking

Module 8: Continual Improvement

- Continual Improvement Model
- Role of continual improvement in ITIL
- Applying improvement across the value system

Module 9: The ITIL Four Dimensions of Product and Service Management

- Organizations and people
- Information and technology
- Partners and suppliers
- Value streams and processes
- External and internal influencing factors

Module 10: ITIL and AI

- AI, GenAI, and agentic AI concepts
- AI support across lifecycle activities
- ITIL AI Capability Model
- AI governance considerations

Module 11: ITIL and Other Frameworks

- ITIL and DevOps
- ITIL and PRINCE2

, Learning Objectives

Module 1: Key Concepts of Digital Product and Service Management

- Differences between ITIL 4 and ITIL (Version 5)
- Digital products and digital services
- Product and Service Lifecycle model
- Value, risks
- Utility, user experience

Module 2: Service Relationships

- Organisations, and digital product vendors
- Service relationship types
- Service offerings and service journeys
- Roles: sponsor, user
- Service quality, and SLAs

Module 3: The ITIL Value System

- Components of the ITIL Value System
- Purpose and value co-creation

- Relationship between value system elements

Module 4: Governance

- Purpose and role of governance
- Governance of digital technology
- Governance activities: evaluate, monitor

Module 5: ITIL Guiding Principles

- Overview of the seven guiding principles
- Applying principles in different contexts
- Interaction of principles and feedback

Module 6: Value Chain and ITIL Management Practices

- Product and Service Lifecycle activities
- Discover, support
- Role of management practices
- ITIL Official Practice Guides

Module 7: Value Streams: Mapping and Management

- Core and enabling value streams
- Value stream mapping
- Value stream management
- Workflow optimisation and complexity thinking

Module 8: Continual Improvement

- Continual Improvement Model
- Role of continual improvement in ITIL

- Applying improvement across the value system

Module 9: The ITIL Four Dimensions of Product and Service Management

- Organisations and people
- Information and technology
- Partners and suppliers
- Value streams and processes
- External and internal influencing factors

Module 10: ITIL and AI

- AI, and agentic AI concepts
- AI support across lifecycle activities
- ITIL AI Capability Model
- AI governance considerations

Module 11: ITIL and Other Frameworks

- ITIL and DevOps
- ITIL and PRINCE2

□□ Certification Path

ITIL Version 5 Foundation Bridge The ITIL® (Version 5), ITIL (Version 5) and does not repeat unchanged ITIL 4, ITIL (Version 5) and does not repeat unchanged ITIL 4

Exam: and pass the ITIL (Version 5) Foundation; ITIL (Version 5) Foundation certification

Skills You Will Learn:

In this ITIL (Version 5) Foundation course, you will learn the following:

- Understand what has changed from ITIL 4 to ITIL (Version 5)
- Apply the ITIL (Version 5) digital product and service management model
- Understand the updated ITIL Product and Service Lifecycle
- Use ITIL (Version 5) concepts to improve service delivery and collaboration
- Understand value streams, governance, and continual improvement in ITIL (Version 5)
- Prepare for and pass the ITIL (Version 5) Foundation certification exam

Frequently Asked Questions

Q: What delivery options are available for ITIL® (Version 5) Foundation Bridge with Exam?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: What certification does this course prepare me for?

The ITIL® (Version 5) Foundation Bridge with Exam course helps prepare you for the ITIL Version 5 Foundation Bridge The ITIL® (Version 5), ITIL (Version 5) and does not repeat unchanged ITIL 4, ITIL (Version 5) and does not repeat unchanged ITIL 4 certification path.

Q: Which exam does this course prepare me for?

This course prepares you for the and pass the ITIL (Version 5) Foundation; ITIL (Version 5) Foundation certification official exam. You can take this exam at any exam center across United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online wherever you are located.

Q: How many CPD hours does this course provide?

The 1-day ITIL® (Version 5) Foundation Bridge with Exam course provides up to 6.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the ITIL® (Version 5) Foundation Bridge with Exam training?

The training takes place over 1 day(s), with each day lasting approximately 8.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for ITIL® (Version 5) Foundation Bridge with Exam?

Yes, we provide corporate training, dedicated training, and closed classes for ITIL® (Version 5) Foundation Bridge with Exam. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: What related terms do people search for?

Popular related searches include: ITIL Version 5 Foundation Bridge, ITIL Training, ITIL5FB

Q: Why choose Nexus Human for ITIL® (Version 5) Foundation Bridge with Exam?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your ITIL® (Version 5) Foundation Bridge with Exam training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

Professional Training & Development

Email: info@nexushuman.com

Website: www.nexushuman.com

Phone: +353 1 889 8700 (Ireland) | +44 20 8142 8961 (UK)

© 2026 Nexus Human. All rights reserved. This brochure was generated on 14/11/2026.