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ITIL Foundation V5 Bridge Certification Training

1 day (7 hours)

Overview

ITIL Foundation V5 Bridge enables professionals who are already ITIL 4 certified to quickly update their knowledge by focusing on the changes introduced in the new version of the framework.

Our ITIL Foundation Bridge (Version 5) certification training will help you identify the key changes between ITIL 4 and ITIL Foundation Version 5, without having to revisit all the knowledge you've already acquired during your previous certification.

You'll explore how ITIL has evolved in the current context of digital products and services and how it is adapting to an increasingly digital environment driven by artificial intelligence.

The training will also help you establish a common language for managing digital products and services, better understand how value is created, and apply ITIL recommendations to improve performance, collaboration, and results.

Upon completion of the training, participants will be able to understand the key changes introduced in ITIL Foundation (Version 5)

Objectives

- Implement a common language and a holistic approach to effectively manage digital products and services.
- Apply ITIL principles and recommendations to create value, improve performance, and develop their professional skills.
- Effectively prepare for the ITIL Foundation V5 Bridge (Version 5) certification to ensure success

Target Audience

- All ITIL 4 certification holders who wish to quickly and effectively understand the changes introduced in ITIL Foundation (Version 5)
- Professionals at all levels and in all types of organizations involved in the management of digital products and services, including early-career professionals and non-IT professionals

Prerequisites

- Any ITIL 4 certification, with the exception of the following certifications: ITIL 4 Specialist: Acquiring and Managing Cloud Services, ITIL 4 Specialist: Sustainability in Digital and IT

ITIL Foundation V5 Bridge Certification Training

[Day 1 - Morning]

Changes from ITIL 4 to ITIL Foundation (Version 5)

- Understand the positioning of ITIL Foundation (Version 5) and the objectives of its evolution
- Identify the main changes and improvements introduced since ITIL 4
- Understand how the framework has evolved in response to digital products and services
- Position ITIL in a more digital environment driven by artificial intelligence
- Refresh your ITIL knowledge without revisiting concepts you've already mastered in ITIL 4
- Hands-on workshop: Identify the key changes between ITIL 4 and ITIL Foundation (Version 5) using real-world scenarios

[Day 1 - Afternoon]

Managing Digital Products and Services with ITIL

- Understanding the key concepts of digital product and service management
- Using a common language among organizations, customers, partners, and suppliers
- Understanding how value is created through products and services
- Adopt a holistic and adaptable approach to digital product and service management
- Apply ITIL recommendations to improve performance, collaboration, and results
- Hands-on workshop: Analyze a digital product or service and identify how to apply the changes in ITIL Version 5

Preparation for the ITIL Foundation Bridge Exam (Version 5)

- Review the key changes between ITIL 4 and ITIL Foundation (Version 5)
- Review concepts related to the management of digital products and services
- Review changes to the framework related to the digital context and AI
- Identify the key points to master in order to answer the certification exam questions

- Understand the exam format: 20 questions, 30 minutes, closed-book, and a minimum passing score of 65%
- Hands-on workshop: take a practice exam + review answers

Target Audience

This training is intended for both individuals and companies—large or small—that wish to train their teams in new, advanced IT technologies or to acquire specific industry knowledge or modern methodologies.

Entry-Level Assessment

The pre-training assessment complies with Qualiopi quality standards. Upon final registration, the learner receives a self-assessment questionnaire that allows us to evaluate their estimated proficiency in various types of technologies, as well as their expectations and personal goals for the upcoming training, within the limits imposed by the selected format. This questionnaire also allows us to anticipate certain connection or internal security issues within the company (intra-company or virtual classroom) that could pose challenges for monitoring and ensuring the smooth operation of the training session.

Teaching Methods

Hands-On Training: 60% Practical, 40% Theoretical. Training materials distributed in digital format to all participants.

Organization

The course alternates between theoretical input from the instructor—supported by examples and reflection sessions—and group work.

Assessment

At the end of the session, a multiple-choice quiz is administered to verify that participants have successfully acquired the skills.

Certification

A certificate will be issued to each trainee who has completed the entire training program.