ITIL® Foundation Bridge (Version 5) Training

Duration: **1 Day**

BILGINÇ IT Academy
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The ITIL® 5 Foundation Bridge training is a fast-track course designed for professionals who already hold an ITIL® 4 certification and need to transition efficiently to ITIL® 5. Instead of revisiting existing knowledge, this course focuses exclusively on the new and updated elements introduced in the latest framework.

As service management continues to evolve alongside AI, cloud computing, and data-driven operating models, this training enables organizations to stay aligned with modern digital ecosystems. By the end of the course, participants will be fully prepared for the ITIL® 5 Foundation Bridge exam and capable of applying updated practices in real-world scenarios.

Bilginç IT Academy is an officially **Accredited Training Organisation (ATO)** by **PeopleCert**, the global leader in professional certification and exam delivery.
As an authorized PeopleCert partner, we deliver accredited training and official certification exams for **ITIL®, PRINCE2®, DevOps, and other PeopleCert-certified programs**, ensuring our learners receive globally recognized credentials with the most up-to-date curriculum.

Visit our official PeopleCert partner page here:Bilginç IT Academy – PeopleCert Official Partner

Important Information:
This course is an official program accredited by PeopleCert and is offered**only together with the corresponding certification exam**. The course fee **includes the exam fee**.
Participants can take the certification exam online through PeopleCert's examination system and earn an internationally recognized certificate.
This practice is mandatory to ensure compliance with PeopleCert's quality standards and accreditation guidelines.

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Prerequisites

To attend this course, participants must:

- Hold a valid **ITIL® 4 certification** (Foundation or higher)
- Have a working understanding of the ITIL 4 Service Value System and core practices

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Who Should Attend

This course is ideal for:

- IT and service management professionals certified in ITIL® 4
- Organizations aiming to keep their service practices aligned with modern standards
- Teams integrating AI, cloud, and digital transformation into service delivery
- Anyone involved in IT-enabled service delivery

What You Will Learn

By the end of this course, learners will be able to:

- Identify key differences between ITIL® 4 and ITIL® 5
- Understand updated terminology, concepts, and structural changes
- Analyze enhancements to the service value system and value chain
- Interpret updates in practices, governance, and continual improvement
- Evaluate how ITIL® 5 supports cloud-based and AI-driven environments
- Apply ITIL® 5 principles in real-world business contexts
- Prepare effectively for the ITIL® 5 Foundation Bridge exam

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Training Outline

Introduction to ITIL® 5

- Evolution of ITIL and positioning of version 5
- Service management in the era of AI, automation, and cloud
- Recap of key ITIL® 4 concepts

Structural Updates

- Changes to the Service Value System
- Enhancements to the Value Chain
- Updated guiding principles
- Refined terminology and definitions

Practice and Process Updates

- Overview of updated ITIL® 5 practices
- Governance, risk, and compliance considerations
- Continual improvement and performance measurement

Modern IT Integration

- Alignment with cloud-first and hybrid environments
- Integration with DevOps, Agile, and automation
- Alignment with PRINCE2
- Data-driven decision making

Organizational Implementation

- Transitioning from ITIL® 4 to ITIL® 5
- Change management and stakeholder communication
- Embedding new practices into workflows
- Preparing teams for certification