

ITIL Foundation Bridge to Version 5

Already ITIL 4 certified? Stay ahead in just one day

Already ITIL 4 certified? Stay ahead in a single intensive day. Update your knowledge, close the gap to version 5, and walk out exam-ready.

ITIL® 5 introduces a significant evolution in how organisations manage digital products and services. Our Bridge programme is designed **exclusively for ITIL 4 Foundation certificate holders** — no recap, no padding. Just the changes that matter, the new concepts you need, and a clear path to your updated certification.

- **Gain full ITIL (version 5) Fluency** - A confident grasp of all the key changes, new models, and updated vocabulary in ITIL version 5
- **Exam-Ready Preparation** - Practice questions, exam-taking strategy, and a clear understanding of what PeopleCert will test
- **Updated Certification** - Upon passing the ITIL Foundation Bridge exam, included in the course fee, your certification is fully aligned to the latest version

□ No ITIL 4 certificate yet? Our [ITIL Foundation v5 full course](#) covers everything from scratch with a standard exam.



Learning Objectives

- Understand exactly what changed from ITIL 4 to ITIL 5 — and why it matters
- Navigate digital product & service management under the new ITIL 5 model
- Rethink service relationships in the context of digital products
- Apply updated Governance principles and the ITIL Value System
- Work with the new Product & Service Lifecycle Model and value chain
- Manage value streams confidently in a modern IT environment
- Master the Four Dimensions of Product & Service Management
- Understand how AI, AI Governance, PRINCE2®, and DevOps integrate into ITIL 5

PROGRAMME STRUCTURE

Your day, structured for impact

A carefully sequenced day — theory, application, and exam preparation, all in one session.

09:00 — 10:30 - Welcome & The Big Picture

Overview of ITIL 5 and what changed from v4. The new digital product and service management paradigm.

10:45 — 12:30 - Governance, Value System & Lifecycle Model

Updated guiding principles, the ITIL Value System governance, and the new Product & Service Lifecycle Model.

13:30 — 15:15 - Value Streams, Four Dimensions & Service Relationships

Hands-on application of value stream management, the Four Dimensions, and digital service relationships.

15:30 — 17:00 - AI, Integrations & Exam Preparation

AI Governance in ITIL 5, PRINCE2® and DevOps integrations, mock questions, and exam strategy.

AUDIENCE & PREREQUISITES

This course is designed for **ITIL4 Foundation certificate holders only** that wish to update their knowledge to the new ITIL (version 5). When you book for this course, we will ask you to send us a copy of your ITIL4 Foundation certificate (this is not

required for those who have done their certification with B2B Learning).

ABOUT THE EXAM

Participants will take their exam when they feel ready (we advise to take the exam within maximum a month after the training) at a date and time of their choice (online proctor based). A second chance at the exam (Take2) is included in your course fee.

You will receive 2 mock exams to familiarise yourself with the exam experience and content.

- Exam duration: 30 minutes (+15 minutes for non-native English speakers)
- Closed book format
- Number of questions: 20
- Pass mark: 65% or higher (13/20 or above)

COURSE MATERIAL

Participants will receive a complete set of documentation including:

- The ITIL Foundation Bridge Quick Reference Guide in paper & digital formats
- The digital copy of the ITIL Foundation (version 5) eBook
- The official training materials by PeopleCert in digital format
- **1-year access to PeopleCert Membership Plus** with advantages such as Take2 or second chance on all your ITIL exams during 1 year, online mock exam and access to documentation, webinars and more.