ITIL® (Version 5) Foundation Bridge – Including 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® Foundation (Version 5) with Exam
Related Exam:	ITIL® Foundation (Version 5) exam: 40 multiple-choice questions, 60 minutes, closed book. Pass mark 26/40 (65%).

Course Overview

This course is designed to bring you up to speed on the enhancements added in the ITIL® (Version 5) Foundation, assuming you have experience/certification in the previous ITIL® 4.

The ITIL® (Version 5) Foundation Bridge Training provides a focused update for professionals transitioning from ITIL® 4 to the latest version of the framework. It highlights the evolution towards digital product and service management, lifecycle thinking, governance, and AI-enabled service ecosystems.

Learners will explore service relationships and value co-creation, the ITIL Value System and governance, the unified Product and Service Lifecycle, value streams and value stream mapping, and continual improvement. The course also introduces how AI is changing product and service management, what AI governance means in an ITIL context, and how ITIL complements DevOps and PRINCE2 for end-to-end value delivery.

About This Course

This course is designed to bring you up to speed on the enhancements added in the ITIL® (Version 5) Foundation, assuming you have experience/certification in the previous ITIL® 4.

The ITIL® (Version 5) Foundation Bridge Training provides a focused update for professionals transitioning from ITIL® 4 to the latest version of the framework. It highlights the evolution towards digital product and service management, lifecycle thinking, governance, and AI-enabled service ecosystems.

Learners will explore service relationships and value co-creation, the ITIL Value System and governance, the unified Product and Service Lifecycle, value streams and value stream mapping, and continual improvement. The course also introduces how AI is changing product and service management, what AI governance means in an ITIL context, and how ITIL complements DevOps and PRINCE2 for end-to-end value delivery.

Who Should Attend

This training is designed for professionals who already hold ITIL® 4 Foundation and want to transition smoothly to ITIL® Version 5. It focuses on updated concepts, terminology, and practices without revisiting foundational ITIL knowledge. The following professionals can benefit the most from the course:

-IT Service Managers

-IT Operations Managers

-Service Delivery Managers

-Product Managers

-IT Consultants

-Digital Transformation Managers

-Governance, Risk, and Compliance Professionals

Learning Outcomes

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

Upon completion of this ITIL® Version 5 Foundation Bridge Course, delegates will gain a clear understanding of Version 5 changes, supporting a confident transition from ITIL® 4 and continued professional development in modern service management roles.

Detailed Course Outline

Module 1: Key Concepts of Digital Product and Service Management

- Product and Service Management
- Service Offering
- Value Co-Creation

Module 2: Service Relationships

- Organisations
- Providers, Consumers, and Vendors
- Roles in Managing, Delivering, and Consuming Services
- Service Consumer Roles
- Consumer Roles Example
- Service Relationship Model
- Types of Service Relationships: Basic, Cooperative, and Collaborative
- Service Journey (1/2)
- Service Journey (2/2)
- Service Quality and Service Level
- Service Level Metrics (1/2)
- Service Level Metrics (2/2)
- Service Level Agreements

Module 3: ITIL Value System (ITIL VS)

- Components of the ITIL Value System
  - Guiding Principles, Governance, Value Chain, Management Practices, Continual Improvement
- ITIL Value System and its Purpose

Module 4: Governance

- Governing Bodies and Governance
- Governance of Digital Technology

Module 5: ITIL Guiding Principles

- What is an ITIL Guiding Principle?
- Recap of the ITIL Guiding Principles
- Using Automation and AI
- Principles Interaction

Module 6: Value Chain, Lifecycle Activities and ITIL Management Practices

- Introduction to ITIL Product and Service Lifecycle
- Purpose of the ITIL Product and Service Lifecycle Management Activities
- Value Chain
- Management Practices

Module 7: Value streams

- Key Concepts of Value Stream Mapping and Management
- Purpose of Value Stream Mapping and Management

Module 8: Continual improvement

- ITIL Continual Improvement Model
  - List the Steps of the ITIL Continual Improvement Model
  - Understand the Steps of the ITIL Continual Improvement Model
  - Describe Continual Improvement within the ITIL Value System and its Role in the Organisation

Module 9: Four Dimensions of Product and Service Management and AI

- Introduction to the ITIL Four Dimensions of Product and Service Management
- Internal Factors and External Factors
- Introduction to AI
- ITIL AI Governance

Module 10: ITIL and other Frameworks Integration

- ITIL and DevOps
- ITIL and PRINCE2

📜 Certification Path

ITIL® Foundation (Version 5) with Exam

Exam: ITIL® Foundation (Version 5) exam: 40 multiple-choice questions, 60 minutes, closed book. Pass mark 26/40 (65%).

Upcoming Schedule

Available training dates for ITIL® (Version 5) Foundation Bridge – Including Exam:

Start Date	End Date	Location	Delivery	Price
19 Oct 2026	19 Oct 2026	Online	Virtual	€795.00
09 Nov 2026	09 Nov 2026	Online	Virtual	€795.00
14 Dec 2026	14 Dec 2026	Online	Virtual	€795.00
17 Dec 2026	17 Dec 2026	Virtual Classroom - zoom.com	Virtual	€695.00
04 Mar 2027	04 Mar 2027	Virtual Classroom - zoom.com	Virtual	€695.00
07 Jun 2027	07 Jun 2027	Virtual Classroom - zoom.com	Virtual	€695.00
06 Sep 2027	06 Sep 2027	Virtual Classroom - zoom.com	Virtual	€695.00

Additional Course Details

Nexus Human’s ITIL® Foundation Bridge (Version 5) training programme is an instructor-led workshop that presents the ITIL framework for digital product and service management and prepares learners to pass the official ITIL® Foundation Bridge (Version 5) exam. Training can be delivered online or on-site for corporate groups.

Frequently Asked Questions

Q: What delivery options are available for ITIL® (Version 5) Foundation Bridge – Including 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 – Including Exam course helps prepare you for the ITIL® Foundation (Version 5) with Exam certification path.

Q: Which exam does this course prepare me for?

This course prepares you for the ITIL® Foundation (Version 5) exam: 40 multiple-choice questions, 60 minutes, closed book. Pass mark 26/40 (65%). 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 – Including 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 – Including 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 – Including Exam?

Yes, we provide corporate training, dedicated training, and closed classes for ITIL® (Version 5) Foundation Bridge – Including 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 Foundation, ITIL Version 5, New ITIL, digital product and service management, ITSM, value streams, ITIL Value System, ITIL lifecycle, DevOps, PRINCE2, AI governance

---

Q: Why choose Nexus Human for ITIL® (Version 5) Foundation Bridge – Including 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 – Including 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 19/10/2026.