

ITIL 5 Foundation Transition (Bridge) Training

Duration: 1 Day

Description

This training is an intensive transition (gap) program designed for professionals who hold the ITIL 4 Foundation certification and aims to address the new concepts introduced with ITIL 5, as well as the expanded service management approach.

With ITIL 5, the perspective on digital product and service management has been further strengthened, the value creation approach has been positioned within a more strategic framework, and service management has become more holistic through its integration with organizational governance, value streams, and modern ways of working.

In this program, participants will gain a detailed and comparative understanding of:

- The new core concepts introduced with ITIL 5
- The digital product and service management approach
- The repositioning of service relationships
- Updates within the Service Value Chain structure
- The expanded scope of ITIL management practices
- The deeper approach to value stream mapping and management

Throughout the training, the differences between ITIL 4 and ITIL 5 are clearly highlighted, and participants are prepared for the transition to the ITIL 5 Foundation level.

Outline

1. New Key Concepts

Conceptual changes introduced with ITIL 5

Strategic positioning of value creation

Digitalization and the service economy perspective

Key differences between ITIL 4 and ITIL 5

System approach and holistic management mindset

2. Digital Product and Service Management

Distinction between digital product and service concepts

Product lifecycle perspective

Value-oriented service design

Transition from product-centric to value-centric management

Organizational structure and capability transformation

3. Service Relationship

Redefinition of service provider and service consumer roles

Value co-creation approach

Service offerings and value proposition

Ecosystem and stakeholder management perspective

4. Service Value Chain and ITIL Management Practices

Updated approach within the Service Value Chain structure

Expansion of the value creation model

Scope of ITIL management practices

Role of general, service, and technical practices

Alignment with agile ways of working

5. Value Streams Mapping and Management

Value stream concept

Value stream mapping techniques

Transition from process-based to flow-based approach

Bottleneck analysis and value optimization

Integration with continual improvement

Prerequisites

Having completed ITIL 4 training or being familiar with the topics covered in ITIL 4 training.