training code: E-ITIL5-FBen / e-learning / EN

ITIL® Foundation Bridge (Version 5) - accredited eLearning with exam

ITIL® Foundation Bridge (Version 5) eLearning is an online course developed by PeopleCert for individuals who hold an ITIL® 4 certification and want to update their knowledge to the latest version of the ITIL® standard.

The course material focuses exclusively on the changes introduced in ITIL® (Version 5), without repeating topics covered in the previous version, allowing participants to quickly transition to the current model for managing digital products and services. Participants will learn about the evolution of the standard in the context of modern ways of working, AI-enabled environments and new elements of the ITIL® approach to value delivery. Upon completion of the course, participants are ready to take the PeopleCert certification exam and continue their development along the ITIL® (Version 5) pathway. The course consists of several modules with interactive content and allows participants to learn at any time and at their own pace during 12 months of access.

Training recipients

- ITIL® 4 Foundation certificate holders
- IT specialists responsible for managing digital services
- Digital service and product managers
- Individuals involved in organisational digital transformation
- IT professionals seeking to keep their ITIL®-aligned skills up to date.

Benefits

- Update your ITIL® knowledge – learn the key changes introduced in ITIL® (Version 5) and prepare to work in accordance with the current standard.
- Understand the evolution of service management – learn the new approach to digital products and services in a dynamic technology environment.
- Develop a stronger business value perspective – analyse how ITIL® supports more effective value delivery through products and services.
- Explore the impact of artificial intelligence – understand how ITIL® addresses modern working environments that utilize AI.
- Structure the key changes in the standard – distinguish between ITIL® 4 and ITIL® (Version 5) elements to apply current practices more effectively.
- Prepare for the next stages of the ITIL® certification pathway – establish a foundation for further development within ITIL® (Version 5) modules.

Training program

1. Key Concepts of Digital Product and Service Management
2. Service Relationships
3. ITIL Value System (ITIL VS)
4. Governance
5. ITIL Guiding Principles
6. ITIL Value Chain and Management Practices
7. Value Streams: Mapping and Management
8. Continual Improvement
9. Four Dimensions of Product and Service Management
10. Integrating ITIL with Other Frameworks

Expected preparation of the participant

An ITIL® 4 Foundation certificate or any higher-level ITIL® 4 certificate is required, with the exception of the Cloud and Sustainability certificate.

Training Includes

A purchased course package includes:

- 12-month access to the accredited eLearning course on the PeopleCert platform, including 9 hours of interactive content.
- Official Training Materials.
- Accredited textbook in eBook format.
- Online exam voucher valid for 12 months.

The regular course package can be upgraded to the e-Learning+ package, which additionally includes:

- Take2 option (exam re-sit).
- Official Mock Exam (practice exam attempt).

Cost of upgraded e-Learning+ package: PLN 1,600 net + VAT

For e-Learning+ package inquiries and purchase, please contact: szkolenia@altkom.pl.

Language

- **E-Learning Course:** English
- **Official Training Materials:** English
- **E-Book:** English
- **Exam:** English

Examination method

In addition to course access, participants receive an online exam voucher valid for 12 months. The voucher must be redeemed on the PeopleCert platform. The online exam is remotely proctored by a PeopleCert representative who connects to the candidate’s desktop and monitors the examination via camera. At the proctor’s request, the candidate must use the camera to show the room in which the exam will take place. The proctor verifies that no third parties or unauthorized study aids are present in the room.

Duration

1 days / 8 hours

Examination description

- Exam Duration: 30 minutes
- Multiple-choice test consisting of 20 questions
- Passing score: 65% (13 correct answers out of 20)
- E-books and course training materials may not be used during the exam