kod szkolenia: ZP-ITIL5-FBen / ENG DL 1d

ITIL® Foundation Bridge (version 5) - accredited training with exam

ITIL® Foundation Bridge (Version 5) introduces candidates to the key concepts of digital product and service management that are not addressed in ITIL® 4 Foundation and establishes a common language for effective practice across organizations. The course provides an overview of the ITIL® (Version 5) framework, including updates and additions to core models and fundamental concepts. It also explains how these elements are used to create, deliver, and continually improve products and services. ITIL® Foundation Bridge (Version 5) enables candidates to build on their ITIL® 4 knowledge and understand how value can be co-created through the effective management of products and services. The training also explains how the ITIL framework has evolved to support modern technologies, data-driven decision-making, automation, artificial intelligence, and contemporary ways of working, while remaining adaptable to different organizational contexts and levels of maturity.

Training recipients

- Individuals holding an ITIL® 4 Foundation certificate
- Individuals holding any ITIL® 4 higher-level certification (except Cloud and Sustainability)
- Participants who want to update their knowledge and transition from ITIL® 4 Foundation to ITIL® Foundation (Version 5)

This bridge syllabus focuses exclusively on the new, changed, and expanded concepts introduced in Version 5 and does not reassess topics that remain unchanged from ITIL 4 Foundation.

Benefits

- Understand how teams and individuals contribute to creating value for internal and external customers as well as other stakeholders
- Understand how business and customer context influences technical competencies and activities
- Learn to use a common language of product and service management to improve communication within the organization and with customers partners, and suppliers,
- Develop the ability to adapt to new business, technology, and organizational trends
- Gain a broader understanding of product and service management and its relationship with other management and technical frameworks, methods, and techniques
- Earn a globally recognized professional certification

Training program

1. Key ITIL® terms and definitions
   - Product and service management
   - Service offering
   - Value cocreation
   - Service relationships
2. The ITIL® Four Dimensions of Product and Service Management
   - Introduction to the ITIL® Four Dimensions of Product and Service Management
   - Internal factors and External factors
3. The ITIL Product and Service Lifecycle
   - Introduction to ITIL® Product and Service Lifecycle
   - Purpose of the digital product and service lifecycle management activities
4. The ITIL® Value System
   - Components of the ITIL® Value System
   - The ITIL Guiding Principles
   - Governance
   - Value chain
   - Management practices
   - The ITIL® Continual Improvement Model
5. Value stream identification, mapping, and management
   - Key concepts of value stream mapping and management
6. ITIL® and AI
   - Introduction to AI
   - ITIL AI Governance
7. ITIL® and other frameworks

- ITIL® and DevOps
- ITIL® and PRINCE2®

Expected preparation of the participant

ITIL® 4 Foundation certification or any ITIL® 4 higher level certification except Cloud and Sustainability.

Training Includes

The training price includes:

- Accredited training materials
- Voucher for the ITIL® Foundation Bridge (Version 5) online exam
- Authorized ITIL® Foundation Bridge (Version 5) manual in the online version (as required by the vendor)

Additional options:

- Take2 re-sit exam: 200 PLN
  Attention: purchasing this option is only possible through Altkom Academy before the training.

The prices presented on the website apply to sales on the Polish market. For customers outside Poland, or in cases where the PeopleCert exam requires settlement under a different region, the final price may be adjusted in accordance with PeopleCert's applicable regional pricing policy. Please contact us to confirm the price and receive an offer tailored to your country/region: trainings@altkom.pl

Language

- Training: English
- Materials: English
- Exam: English

Examination method

The participants receive vouchers, which are valid for 6 months, for online exam.
Having completed the training, the participant receives an e-mail with guidelines how to register on the exam. The date is determined directly with PeopleCert, with the use of participant's account.
Online exam is conducted in the presence of proctor – a person from PeopleCert, who connects remotely

with training participant’s desktop and observes the course of exam via Internet camera.
The person who takes the exam is obliged to show the place where he is going to write the exam to proctor via Internet camera. Proctor checks if there are not any other persons and study aids in the room.

Czas trwania

1 dni / 8 godzin

Examination description

- Exam duration: 30 minutes
- Format: Multiple-choice test consisting of 20 questions
- Passing score: Minimum of 65% (13 out of 20 correct answers)
- Closed book: No textbooks or training materials allowed during the exam