



Leading Your Business Transformation

The background of the slide features a blue-tinted image of business professionals in a modern office setting. Overlaid on the right side of this image are three white line-art gears of different sizes, arranged in a cluster.

IT IL® V5 Foundation - BRIDGE

Course syllabus V1.0

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1. Introduction to the course syllabus

This document provides the detailed outline of the ITIL V5 Foundation BRIDGE course. You will be provided you with:

- Course syllabus
- Presentation material
- Two sample exams

2. Course preparation

In order to access this Bridge module students must hold the ITIL 4 Foundation or any other ITIL 4 qualification (except ITIL 4 Specialist: Acquiring & Managing Cloud Services and ITIL 4 Specialist: Sustainability in Digital & IT).

3. Administrative and logistical activities

If you are scheduled to take the certification exam, you should have received a confirmation e-mail asking you to confirm registration data. If you have any questions or problems regarding the exam registration, please talk to your trainer.

4. Target group

The target group of the ITIL Foundation certificate in IT Service Management is drawn from:

- Individuals who require a basic understanding of the ITIL framework and how it may be used to enhance the quality of IT service management within an organization.
- IT professionals who are working within an organization that has adopted and adapted ITIL who need to be informed and also contribute to an ongoing service improvement program.

This may include but is not limited to, IT professionals, business managers and business process owners. There is no pre-requisite for this course.

5. Course objectives

The ITIL Foundation (Version 5) Bridge familiarizes ITIL 4 professionals with the key updates in ITIL 5, including the revised Guiding Principles, Service Value System, and the new positioning of management practices. It also covers Value Stream Mapping, operating models, service relationships, and essential concepts from Lean IT, Agile, DevOps, and Organizational Change Management to support effective value delivery.

6. Delivery method



6.1 Educational alternatives

This course was designed so that it makes use of the following educational alternatives:

- **Deduction:** Using anecdotes and examples, the training presents use cases before the concepts have even been covered. The students deduct the learning from their own analysis. The topic and its concepts are presented afterwards to demonstrate how theory applies to what was deducted.
- **Questioning:** Asking questions forces participants to stop and think about different variables. It also enables the participants to put the newly acquired knowledge to the test. Quizzes have been incorporated as part of the training to make sure that the concepts are well understood by the participants.
- **Demonstrating:** Some use cases have been incorporated to the training AFTER the concepts. These serve to explain a cause and effect relationship using the newly acquired knowledge.

7. Exam

The ITIL Foundation BRIDGE Certification Exam is offered online or if required on the final day of class. It is a 20-question multiple-choice exam and 13/20 is required at the minimum to succeed to the exam, or 65%. The duration of the exam is 30 minutes, 25% extra time can be added if your first language is not English.

8. Session plans

The following provides individual session content for the different subjects covered in the training:

- Updates to the seven ITIL 5 Guiding Principles and their application.
- Overview of ITIL's revised Service Value System (SVS) and Service Value Chain (SVC).
- The updated positioning of the 34 ITIL management practices within the framework.
- Understanding Value Stream Mapping and the role of operating models in service delivery.
- Insights into service relationships and how they drive value co-creation.
- Key concepts from Lean IT, Agile, DevOps, and Organizational Change Management, and their importance in delivering measurable business value.

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