ITIL®

SPARTAN
Allied Services
Deliver Results - Create Value

ITIL® Foundation Bridge
VERSION 5

Global Best Practice

AI NATIVE For all organizations and people aiming to create value with digital products and services!

Syllabus

PeopleCert

Official Training Materials

Disclaimer
This publication is designed to provide helpful information to the recipient. Although care has been taken by PeopleCert in preparation of this
publication, no representation or warranty (either express or implied) is given by PeopleCert with respect to the completeness, accuracy or suitability of
the information or advice contained within it, and PeopleCert shall not be held responsible for any loss or damage whatsoever relating to such
information or advice.

1. Introduction

ITIL® Foundation Bridge (Version 5) is intended for candidates who have successfully achieved the ITIL 4 Foundation certification (or any ITIL 4 higher level certification except Cloud and Sustainability) and wish to transition 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.

ITIL® Foundation Bridge (Version 5) introduces candidates to the key concepts of digital product and service management not addressed in ITIL 4 Foundation and establishes a common language for effective practice across organizations. It provides an overview of the ITIL (Version 5) framework, including updates and additions to core models, and fundamental concepts, and 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. It 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.

The **ITIL® Foundation Bridge (Version 5) exam** assesses whether the candidate can demonstrate sufficient recall and understanding of the ITIL (Version 5) Framework, as described in the syllabus below, to be awarded the ITIL Foundation (Version 5) certification, which serves as a prerequisite for ITIL (Version 5) higher-level qualifications.

2. Exam Overview

Material allowed	None	This is a **closed book** exam. The *ITIL Foundation (Version 5)* Official Book, should be used for study, but is **NOT** permitted to be used in the exam.
Exam duration	30 minutes	Candidates taking the exam in a language that is not their native or working language may be awarded 25% extra time, that is 38 minutes in total.
Number of marks	20 marks	There are 20 questions, each worth 1 mark. There is no negative marking.
Pass mark	13 marks	Candidates will need to get 13 questions correct (65%) to pass the exam.
Bloom's Level (BL)	BL 1 and 2	Bloom's level indicates the type of thinking needed to answer the question. For Bloom's level 1 questions, candidates need to **recall** information about the ITIL framework. For Bloom's 2 questions, candidates need to show **understanding** of these concepts.
Question types	Multiple Choice Questions (MCQs)	The questions are all 'multiple choice'. **'Standard'** questions have a stem and four answer options. '**Negative**' questions are 'standard' questions in which the stem is negatively worded. For the **'Missing word(s)**' questions, there is a sentence with a word or more words missing and candidates have to select the missing word(s) from four options. For the '**List'** questions, there is a list of four statements, and candidates have to select two correct statements from the list.

3. Question Types

All multiple choice questions are Objective Test Questions (OTQs), which present four options from which one option is selected. Distractors (wrong answers) are options that candidates with incomplete knowledge or skill would be likely to choose. These are generally plausible responses relating to the syllabus area being examined. Question styles used within this type are: 'Standard', 'Missing word(s)', 'List' (2 correct items), and, exceptionally, 'Negative' standard OTQ.

Example 'Standard' OTQ:

Which is a source of best practice?

A. Q
B. P
C. R
D. S

Example 'List' OTQ:

Which statement about service asset and configuration management is **CORRECT**?

1. It does Q
2. It does P
3. It does R
 4. It does S

A. 1 and 2
B. 2 and 3
C. 3 and 4
D. 1 and 4

NOTE: Two of the list items are correct. List style questions are never negative.

Example 'Missing word(s)' OTQ

Identify the missing word(s) in the following sentence.

A [?] defines requirements for services and takes responsibility for outcomes from service consumption.

A. Role Q
B. Role P
C. Role R
D. Role S

Example 'Negative' standard OTQ:

Which is **NOT** a defined area of value?

A. Q
B. P
C. R
D. S

NOTE: Negative questions are only used, as an exception, where part of the learning outcome is to know that something is not done or should not occur.

Practice with the Sample Papers to understand the exam format, question types, and level of difficulty — and walk into your exam with confidence.

SPARTAN
Allied Services
Deliver Results - Create Value

4. Syllabus

The table below specifies the categories and topics of the ITIL Foundation Bridge (Version 5) exam, and the assessment criteria used to assess a candidate's achievement of their learning outcomes, subsequent to a course of study.

Note: Official Book references are in parentheses. These refer to the section, but not the subsections within it. The verb for each assessment criterion indicates the Bloom's level (BL): 'Recall'/'Define' indicates Level 1 basic recall and recognition, 'Describe'/'Explain', indicates Level 2 understanding/comprehension.

Category	Topic	Assessment Criteria		BL
1. Key ITIL terms and definitions	1.1 Product and service management	1.1.1	Define service, product, digital product, and digital service as key concepts of digital product and service management (3.1.1, 3.1.2, Glossary)	1
		1.1.2	Define the ITIL Product and Service Lifecycle as a key concept of digital product and service management (4.1)	1
		1.1.3	Define utility, warranty, user experience, and sustainability (3.2.4)	1
	1.2 Service offering	1.2.1	Define goods, service offering, service actions, transfer of goods, and access to resources (3.1.2)	1
		1.2.2	Explain service offering, service actions, transfer of goods, and access to resources (3.1.2)	2
	1.3 Value co-creation	1.3.1	Define value and value co-creation (3.1.1)	1
		1.3.2	Define cost and risk (3.1.1.2, 3.1.1.3)	1
		1.3.3	Define output and outcome (3.1.1.1)	1
		1.3.4	Understand the difference between output and outcome (3.1.1.1)	2
	1.4 Service relationships	1.4.1	Define organization, service provider, service consumer, and digital product vendor as key concepts of service relationships (3.2.1)	1
		1.4.2	Define basic, cooperative, and collaborative (partnership) service relationship as key concepts of service relationships (3.2, 3.2.2)	1
		1.4.3	Define the service journey as a key concept of service relationships (3.2.3)	1
		1.4.4	Define sponsor, customer, and user roles as key concepts of service relationships (3.2.1.1)	1
		1.4.5	Define service quality and service level as key concepts of service relationships (3.2.4)	1

Category	Topic	Assessment Criteria		BL
		1.4.6	Define Service Level Agreement (SLA) as a key concept of service relationships (3.2.5)	1
		1.4.7	Understand the role of service provider, service consumer, and digital product vendor in service relationships (3.2.1)	2
		1.4.8	Understand the difference between basic, cooperative, and collaborative (partnership) service relationships (3.2.3)	2
		1.4.9	Explain utility, warranty, user experience, and sustainability as key concepts of service relationships (3.2.4, 3.2.4, 3.2.3, 3.2.4)	2
2. The ITIL Four Dimensions of Product and Service Management	2.1 Introduction to the ITIL Four Dimensions of Product and Service Management	2.1.1	List the ITIL Four Dimensions of Product and Service Management: organizations and people, partners and suppliers, information and technology, value streams and processes (2.1)	1
		2.1.2	Understand the scope of each of the ITIL Four Dimensions of Product and Service Management (2.2–2.5)	2
		2.1.3	Explain the importance of the holistic approach of the ITIL Four Dimensions of Product and Service Management (2.1)	2
	2.2 Internal factors and External factors	2.2.1	Know the external factors that influence the ITIL Four Dimensions of Product and Service Management, like: political, economic, social, technology, legal, environmental (PESTLE) (2.1)	1
		2.2.2	Explain organizations and people, partners and suppliers, information and technology, value streams and processes as the ITIL Four Dimensions of Product and Service Management (2.2–2.5)	2
3. The ITIL Product and Service Lifecycle	3.1 Introduction to ITIL Product and Service Lifecycle	3.1.1	List the digital product and service lifecycle management activities: discover, design, acquire, build, transition, operate, deliver, support (4.1)	1
		3.1.2	Understand the ITIL Product and Service Lifecycle and how the value chain activities enable it (4.1)	2

Category	Topic	Assessment Criteria		BL
		3.1.3	Understand that the digital product and service lifecycle management activities are not sequential nor linear and how they can be used iteratively (4.1)	2
	3.2 Purpose of the digital product and service lifecycle management activities	3.2.1	Know the purpose of each of the digital product and service lifecycle management activities (4.2.1, 4.3.1, 4.4.1, 4.5.1, 4.6.1, 4.7.1, 4.8.1, 4.9.1)	1
4. The ITIL Value System	4.1 Components of the ITIL Value System	4.1.1	Know the components of the ITIL Value System and their role in an organization: Guiding principles, Governance, Value chain, Management practices, Continual improvement (5.1)	1
		4.1.2	Explain the ITIL Value System and its purpose (5.1)	2
	4.2 The ITIL Guiding Principles	4.2.1	Describe the interaction of the ITIL Guiding Principles and how they work together (5.2.8)	2
	4.3 Governance	4.3.1	Define governance (5.3.1)	1
		4.3.2	Explain the enabling nature and the activities of governance (5.3.1)	2
	4.4 Value chain	4.4.1	Define value chain (2.3.1)	1
		4.4.2	Define product specification, product prototype, test, release, and service request (4.3.1, 4.5.1, 4.6.2, 4.8.2)	
		4.4.3	Define continuous integration, continuous delivery, continuous deployment, reliability, Site Reliability Engineering (SRE), and observability (4.5.2, 4.6.2, 4.7.1)	1
		4.4.4	Define disaster and error (4.9)	1
		4.4.5	Define operating model (5.4.1)	1
		4.4.6	Distinguish between a problem, an error, and a known error (4.9)	2
		4.4.7	Understand the key success metrics of the value chain activities (Tables 4.1-4.8)	2
		4.4.8	Explain how an organization's purpose and operating model are supported by value chain activities and management practices (5.4.1)	2
	4.5 Management practices	4.5.1	Define a management practice and know the management practice groups (general and product and service management practices) (5.5)	1

SPARTAN
Allied Services
Deliver Results - Create Value

Category	Topic	Assessment Criteria		BL
		4.5.2	Understand the role of the management practices in the ITIL Value System (5.7)	2
		4.5.3	Explain the structure and benefits of the ITIL Official Practice Guides (5.5.1)	2
		4.5.4	Define metric and critical success factor (CSF) (Glossary, 5.6.1.3)	1
	4.6 The ITIL Continual Improvement Model	4.6.1	List the steps of the ITIL Continual Improvement Model (5.6.1)	1
		4.6.2	Understand the steps of the ITIL Continual Improvement Model (5.6.1.1-5.6.1.7)	2
		4.6.3	Describe continual improvement within the ITIL Value System and its role in the organization (5.7)	2
5. Value stream identification, mapping, and management	5.1 Key concepts of value stream mapping and management	5.1.1	Define value stream, core value stream, enabling value stream, value stream mapping, value stream management, and complexity thinking (2.3.1, 6.2, 6.3, 6.4, 2.3.2)	1
		5.1.2	Understand the difference between a core and an enabling value stream (6.2)	2
		5.1.3	Understand how workflows need to be optimized for complexity (2.3.2)	2
	5.2 Purpose of value stream mapping and management	5.2.1	Know the purpose of value stream mapping and management (6.1)	1
		5.2.2	Understand the relationship between value stream mapping and value stream management (6.3, 6.4)	2
		5.2.3	Understand the elements of a value stream map (6.3)	2
6. ITIL and AI	6.1 Introduction to AI	6.1.1	Define Artificial Intelligence (AI), AI maturity, GenAI, and agentic AI (2.4.1.1, Glossary)	1
		6.1.2	Understand how AI can assist in the product and service development lifecycle, in automation throughout the product and service lifecycle management activities (2.4.1.1)	2
		6.1.3	Understand how AI can be leveraged throughout the ITIL value chain activities (2.4.1.1)	2
	6.2 ITIL AI Governance	6.2.1	Define AI governance (2.2.5, Glossary)	1
		6.2.2	Understand the ITIL AI Capability Model (2.4.1.1)	2

Category	Topic	Assessment Criteria		BL
7. ITIL and other frameworks	7.1 ITIL and DevOps	7.1.1	Understand how ITIL and DevOps can be used together (7.3, 7.3.1)	2
		7.1.2	Understand how ITIL and DevOps are complementary in the management of the product and service lifecycle (7.3, 7.3.1)	2
	7.2 ITIL and PRINCE2	7.2.1	Understand why project management is important in ITIL (7.3, 7.3.2)	2
		7.2.2	Understand how ITIL and PRINCE2 are complementary in the management of the product and service lifecycle (7.3, 7.3.2)	2

5. Exam specification

The examination has the following structure:

Category	Weighting %
1. Key ITIL terms and definitions (Version 5)	30.0%
2. The ITIL Four Dimensions of Product and Service Management	10.0%
3. The ITIL Product and Service Lifecycle	25.0%
4. The ITIL Value System	20.0%
5. Value stream identification, mapping, and management	10.0%
6. ITIL and AI	0.0% – 5.0%
7. ITIL and other frameworks	0.0% – 5.0%
Total	**100%**

**In terms of Bloom levels, the examination consists of
40% BL1 and 60% BL2 questions.**

Notes

SPARTAN
Allied Services
Deliver Results - Create Value

ITIL®
THE LANGUAGE OF GROWTH

Thank you
for completing this course!

Please take a few minutes to give us your feedback on your experiences and learning from the course by completing the online course evaluation survey here.

ESG
Commitment

PeopleCert has been accredited by Lloyd's Register, UK (now LRQA), in accordance with ISO 14001 for Environmental Management since 2006. Recognized through numerous awards, we remain committed to ESG leadership and the preservation of our planet.

SPARTAN
Allied Services
Deliver Results - Create Value

www.saservices.com.ph