ITSM ACADEMY

...educate & inspire®



out of the bag!

Introducing ITIL® (Version 5)

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ITSM Academy A Brief History

FOLLOW

From ITIL v2 Foundation to DevOps, SRE, Employee Experience, and AI-Enabled Service Management, ITSM Academy has led the evolution of service management education for over two decades.

2004 | **ITIL v2** era. Foundation & Service Manager only – the “clusters” had not been introduced yet.

2007 | 1st U.S. accredited ITIL provider under new **ITIL v3** scheme.

2008 | Introduced **Certified Process Design Engineer** (CPDE) course.

2011 | V3 became **ITIL 2011**. As with previous versions, we developed all courseware in the scheme.

2014 | Built 1st DevOps Foundation course. ITSM Academy leadership co-founded the **DevOps Institute**.

2019 | Early adopter of **ITIL 4** classes. Introduced **Value Stream Mapping** and **Employee Experience** courses.

2022 | **Site Reliability Engineering** (SRE) courses and more, to help clients focus on modern reliability.

2025 | AI & AIOps. Incorporated **AI** into our learner experience, while rolling out **AIOps** related course.

2026 | **ITIL (Version 5)** era!!

Certified woman-owned small business

Since 2004, our goal has stayed the same …educate & inspire

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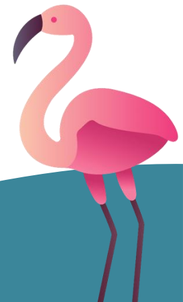
ITIL (Version 5)

Extends the global best-practice framework for digital product and service management.

Key Benefits of ITIL (Version 5)

- **ITIL (Version 5) is the global best practice framework** for everyone involved in digital products and services
  - Connecting strategy, delivery, and outcomes in the AI era.
- **Unifies product and service management**
  - One lifecycle that reduces friction, silos, and handoffs.
- **Brings business and technology together**
  - A shared model that links strategy, delivery, and measurable outcomes.
- **AI-ready by design**
  - Practical guidance to adopt and scale AI responsibly, with governance built in.
- **Experience-driven and outcome-focused**
  - Turns digital work into experiences people feel and results organizations can measure.
- **Relevant across roles and organizations**
  - Designed for IT, product, experience, and business leaders alike - not just ITSM.

Guides organizations in managing digital products, services, customer experience, and end-to-end digital operations in a structured and future-ready way.



An Evolution, Not a Revolution

An evolution from traditional IT management to digital product and service management (DPSM).

What stays the same?	What's new?
ITIL Guiding Principles	One unified Digital Product and Service Lifecycle
Four Dimensions of Service Management	Practical, experience-driven adoption
ITIL Service Value System	Stronger focus on customer and employee experience
ITIL Practices (34) with only minor terminology updates	AI-native guidance integrated across modules
Foundation as the single entry point	Clearly defined roles, responsibilities, and outcomes
The global trust, scale, and recognition of ITIL	Clearer, role-aligned guidance - targeted, practical guidance tailored to specific roles and responsibilities

ITIL (Version 5) protects existing investments AND expands ITIL's relevance across the digital enterprise.

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Quick Snapshot

Area	ITIL 4	ITIL (Version 5)
Core principles	☑ Same	☑ Same
Service Value System	☑ Same	☑ Same
Practices	☑ Same (34)	☑ Same (34)
Focus	Services	Products + Services
Lifecycle clarity	Moderate	High
Digital & AI	Emerging	Explicit

For a detailed, side-by-side comparison of ITIL Key Concepts, download What's New in ITIL (Version 5): Content and Structure.



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Product + Service = One Lifecycle

Many organizations manage products and services separately, creating gaps in delivery, reliability, and customer experience.

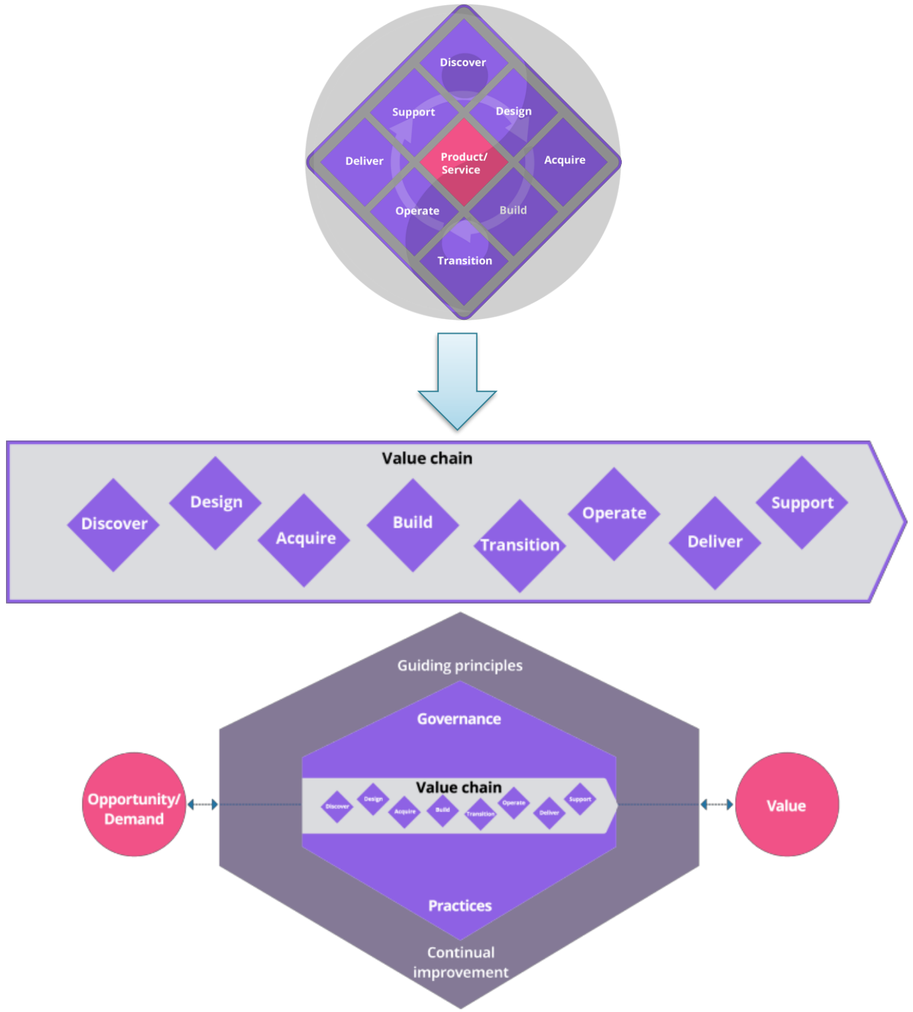
In reality, products and services are interdependent:

- Products are what organizations build
- Services are how value is delivered and supported

ITIL (Version 5) unifies **digital products and services** into one lifecycle so teams can:

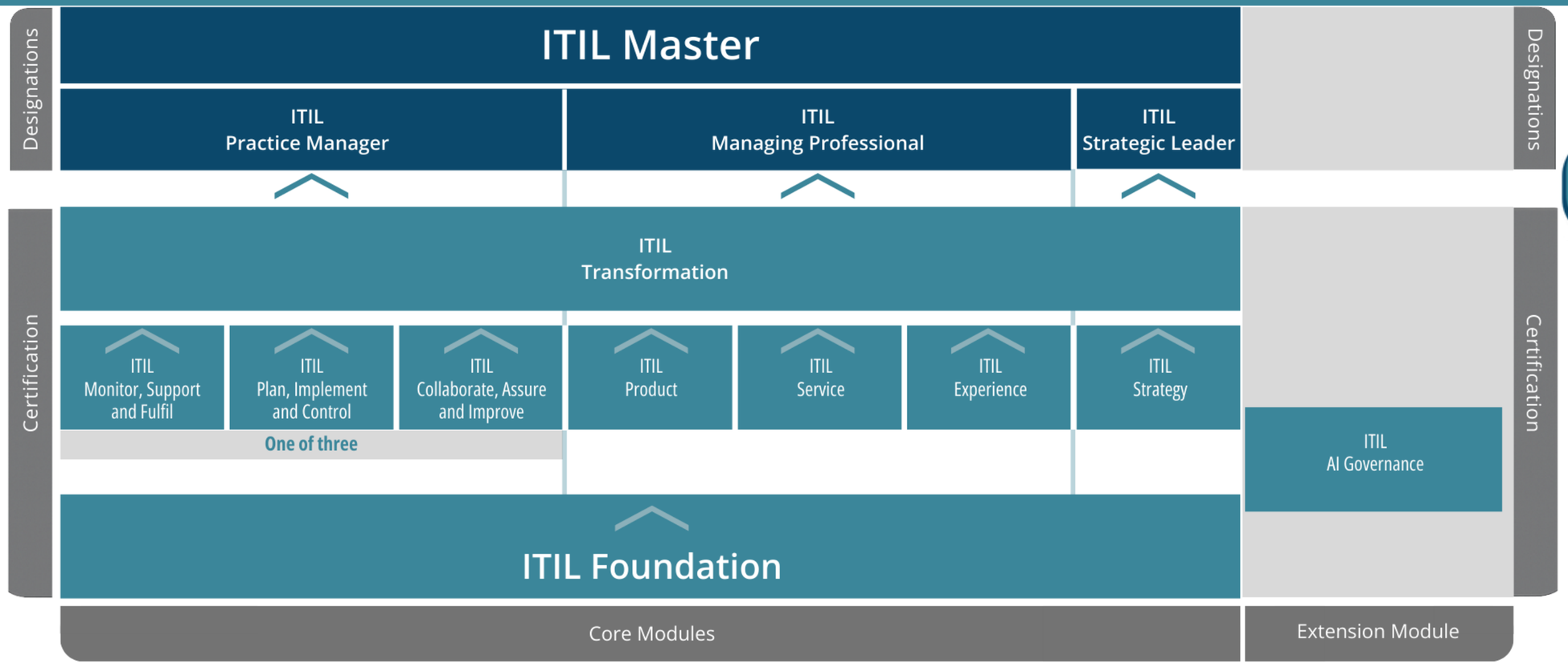
- Design together
- Build and launch together
- Operate and improve together

The result: faster delivery, fewer gaps, better experiences, stronger business outcomes.



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ITIL (Version 5) Qualification Scheme





Download WhatIs?
ITIL (version 5) Qualification Scheme

ITIL (Version 5) Classes Available in our Live, Instructor-led Virtual Classrooms, and available for corporate delivery:
(as of 5/12/26)

- ☑ **Foundation**
- ☑ **Foundation Bridge**
- ☑ **Managing Professional Transition**
- ☑ **ITIL Transformation**

Notes:
ITIL Foundation is the only certification prerequisite across all Core Modules, including ITIL Transformation.
ITIL Foundation and ITIL AI Governance have no prerequisites.
ITIL Transformation may be taken immediately after ITIL Foundation. While sequencing is flexible, the scheme illustrates the recommended learning pathway.

Designations:
ITIL Master: ITIL Practice Manager + ITIL Managing Professional + ITIL Strategic Leader
ITIL Practice Manager: ITIL Foundation + ITIL Monitor, Support and Fulfil or ITIL Plan, Implement and Control or ITIL Collaborate, Assure and Improve + ITIL Transformation
ITIL Managing Professional: ITIL Foundation + ITIL Product + ITIL Service + ITIL Experience + ITIL Transformation
ITIL Strategic Leader: ITIL Foundation + ITIL Strategy + ITIL Transformation

Product Mapping

“We need a common language and starting point.”	**ITIL Foundation** *Build shared understanding across teams.*
“We’re struggling to align product and service delivery.”	**ITIL Product and ITIL Service** *Unify delivery across the lifecycle.*
“Experience and outcomes matter more than processes.”	**ITIL Experience** *Design and measure value.*
“We need leadership alignment and direction.”	**ITIL Strategy** *Connect vision, priorities, and execution.*
“We need to make this real across the organization.”	**ITIL Transformation (How to Implement)** *Embed ITIL and drive change at scale.*
“We’re adopting AI and need governance.”	**ITIL AI Governance** *Adopt AI responsibly and with confidence.*

ITIL gives *leaders, teams, and partners a common language to align strategy, operations, and customer experience, without losing what already works.*

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Transition from ITIL 4 to Version 5

ITIL 4 courses & exams are sunsetting December 2027

ITIL 4 Qualification	ITIL (Version 5) Entry Point
ITIL 4 Foundation	Valid as prerequisite for ITIL (Version 5) advanced modules, **Foundation Bridge** course available for knowledge refresh First delivery: **April 28-29, 2026**
ITIL 4 Practice Manager	ITIL (Version 5) **Transformation** course to earn ITIL (Version 5) **Practice Manager** designation
ITIL 4 Managing Professional	ITIL (Version 5) **Managing Professional Transition** (MPT) course to earn an ITIL (Version 5) **Managing Professional** designation First delivery: **June 1-5, 2026**
ITIL 4 Strategic Leader	ITIL (Version 5) **Transformation** course to earn an ITIL (Version 5) **Strategic Leader** designation
ITIL 4 Master	ITIL (Version 5) **Managing Professional Transition** (MPT) course to earn ITIL (Version 5) **Master** designation



An ITIL Foundation Bridge course is available for professionals working in organizations where job requirements explicitly call for ITIL (Version 5) Foundation certification, as well as for anyone else seeking a streamlined path to the latest ITIL Foundation credential. See **details**.

ITSM Academy is also developing micro-learnings, to assist our clients and alumni.

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Transition from ITIL 3 to Version 5

ITIL v3 Qualification	ITIL (Version 5) Entry Point	Transition Option
ITIL v3 Foundation	Start with ITIL (Version 5) Foundation	No bridging available
ITIL v3 Intermediate or Capability (1–4 modules)	Start with ITIL (Version 5) Foundation	No bridging available
ITIL Expert (v3) ITIL v3 Managing Across the Lifecycle (MALC)	Eligible for ITIL (Version 5) Managing Professional Transition (MPT) course	ITIL MPT module and assessment, to earn ITIL (Version 5) Managing Professional designation
ITIL Master (v3)	Eligible for ITIL (Version 5) Managing Professional Transition (MPT) course	ITIL MPT module and assessment, to earn ITIL (Version 5) Master designation

The ITIL Managing Professional (Version 5) Transition module is in the final stages of validation. Further details will be shared once confirmed.

ITSM Academy offers a full portfolio of
IT Service Management education and advice

Public | Dedicated | Courseware Licensing

We work with our clients and alumni to build
custom training plans

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