

What's New in ITIL (Version 5): Content and Structure

Key Concepts	ITIL 4	ITIL (Version 5)	Comment
Scope of the framework	ITSM: management of the full lifecycle of IT services - IT Service Management	DPSM: management of the full lifecycle of digital products and services - Digital Product and Service Management	From IT to Digital; From service management to product and service management
Products and services	Definitions of products and services: products provide capabilities, services enable value co-creation based on these capabilities		No changes
Digital products and services	No definitions	Specific definitions derived from the product and service definitions	Digital products' are enabled by technology (PC, phone, electric car...) or 100% digital (software)
Key roles in value co-creation	Service providers and service consumers	Product vendors, service providers, service consumers	The roles of product vendor and service provider can be played by one organization or by different organizations
Service consumer roles	Sponsor, Customer, User		No changes
Service quality and service level characteristics	Utility, warranty, experience	Utility, warranty, experience, sustainability	Sustainability is added as a key characteristic of service quality
Service interactions	Access to resources, transfer of goods, service actions		No changes; the key role of access to resources for digital services is emphasized
Types of service relationships	Basic, cooperative, collaborative		No changes
Service journey model	Introduced in Drive Stakeholder Value (DSV)*	Included in Foundation	Same model, with a brief explanation of the journey shared by service providers and service consumers.
The 4 dimensions of service management	The four dimensions and external PESTLE factors	The four dimensions and external PESTLE factors	Renamed to the four dimensions of product and service management; reviewed descriptions; the 6C AI model added to the Information and Technology dimension
AI model	No AI model	The 6C model	A model of functional AI capabilities that can be applied for AI risk management and AI governance
Lifecycle model	No lifecycle model	DPSM lifecycle model	The diamond model of 8 stages
The SVS	SVS components and positioning: guiding principles, governance, (service) value chain, practices, continual improvement		No structural changes; service value chain is now value chain.

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Guiding principles	The 7 principles		The principles are unchanged; descriptions are clarified; AI is added to the 'how to apply the principle' sections
Governance	Evaluate-direct-monitor	Evaluate - direct - monitor - engage stakeholders	The description is updated to reflect the latest ISO38500 guidance
Value chain	Plan, Engage, Design and Transition, Acquire / Build, Deliver and Support, Improve	Discover, Design, Acquire, Build, Transition, Operate, Deliver, Support	The activities are linked to the lifecycle stages and presented as stepping stones, with all or some of them forming the organization's value chain.
Practices	34 practices grouped in three groups: general, service, and technical	Same 34 practices grouped in two groups: general and 'product and service management practices'	The practice guides are unchanged (latest updates in 2023 and 2024; minor updates are planned for 2026). In the FDN book, a one-page description of every practice and mapping between the practices and the value chain activities.
Continual improvement model	The 7-step continual improvement model: what is the vision, where are we now, where do we want to be, how do we get there, take action, did we get there, how do we get the momentum going	Updated continual improvement model: what is the vision, where are we now, where do we want to be, how do we get there, take action, are we getting there, how do we get the improvements relevant	Apart from the updated names of the steps, all steps are described from both 'clear' and 'discovery' perspectives stressing the importance of experimentation
Value streams	Basic definitions	Basic definitions	Clarified definitions, better link to the value chain, value stream mapping recommendations in appendix.
Practice guides	34 practice guides, with 15 covered by official courses	34 practice guides, with 15 covered by official courses	No changes at the moment, more official courses may be launched after the 2026 practice guides update
Next level publications	Three tracks: for practitioners, managers, leaders		Managers' track structure is now mapped to the core content
Advanced ITIL 4 classes: DSV, HVIT, DPI, CDS*	Specialized modules without a clear connection to the core FDN content	All four modules are discontinued, with the most relevant content reused in the new books	Three publications on the management track, clearly linked to the foundational concepts.
Product		Detailed guidance for product vendors structured around the DPSM lifecycle	New publication for product vendors
Service		Detailed guidance for service providers structured around the DPSM lifecycle	New publication for service providers
Experience		Detailed guidance on digital experience management for product vendors and service providers	New publication for product vendors and service providers
Transformation		A transformation model and practical guidance on putting ITIL into practice in the real world	Mandatory step in all three qualification paths
Strategy	Digital and IT Strategy (DITS) book	Strategy book	Practical guide to defining and implementing a digital strategy in the VUCA world

*ITIL 4 Specialist: Drive Stakeholder Value (DSV), ITIL 4 Specialist: High-Velocity IT (HVIT), ITIL 4 Strategist: Direct, Plan and Improve (DPI), and ITIL 4 Specialist: Create, Deliver and Support (CDS).

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