ITIL (Version 5) Bridging the Gap Workshop

Bridging the Gap: The Journey to ITIL (Version 5) is intended for people who are familiar with or certified in previous versions of ITIL. The session introduces how ITIL is evolving to support digital product and service management (DPSM), connects the changes to business priorities, explains the core models, and outlines certification and transition options. ITIL (Version 5) builds on familiar concepts while expanding guidance for product management, customer and employee experience, AI, and organizational transformation.

The workshop covers:

- **Why ITIL is evolving**. Organizations face pressure to demonstrate value from AI, strengthen resilience, develop workforce capabilities, and align technology investments with business outcomes. Operating models increasingly combine products, platforms, services, and value streams.
- **What stays familiar and what changes**. Value co-creation, guiding principles, the four dimensions, management practices, and continual improvement remain central. Version 5 expands the scope and brings products and services together through a unified lifecycle.
- **How products and services work together**. Eight lifecycle stages - Discover, Design, Acquire, Build, Transition, Operate, Deliver, and Support - connect what organizations build with how customers receive and experience value. Responsibilities may span teams and organizations.
- **How the framework fits together**. The presentation connects organizational purpose and operating models to value chains, value streams, and supporting practices. It also introduces the value system, governance, maturity assessment, and performance benchmarking.
- **The relationship between ITIL and AI**. AI can enable management activities throughout the lifecycle, while ITIL provides structure for governing AI, managing risk, and maintaining appropriate human oversight.
- **Learning and certification pathways**. The closing section introduces Foundation, Product, Service, Experience, Transformation, Strategy, practitioner modules, and transition routes for existing qualification holders.

Participants should leave with a clearer understanding of what Version 5 adds, how it relates to their existing ITIL knowledge, and which learning pathways may support their next steps.

Intro to ITIL (Version 5) Presentation

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