



ITIL® (Version 5) Ask Me Anything



The cat is...

out of the bag!

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

ITIL (Version 5) – Ask Me Anything

How to get the most value from today's session



What this AMA is:

- ✓ A practical conversation on what's new, what's changed, and what it means for real teams.
- ✓ A chance to pressure-test interpretations, adoption approaches, and training plans.
- ✓ An opportunity to connect ITIL (Version 5) concepts to your context and your industry.

What this AMA is not:

- ⊘ A space for criticism without context, frame it as a question we can address constructively.

Participation norms

Share a little context (industry, team size, constraints) so answers can be specific.

Raise your hand, when called on, ask one question at a time, use follow-ups if needed.

Be courteous. Be kind. Have **FUN!**

Use the Q&A

- ✓ If you don't have Q&A panel available, please chat in with **Q: Do you know....**
- ✓ For live questions, we will ask that you upvote to help us prioritize

Time for some quick polls to level set the room.
Thanks for your active participation!

Q&A Zoom Webinar

Open Answered Dismissed

Attendees can submit questions and vote for their favorites below.

Do I need to retake the ITIL Foundation exam for Version 5?
Asked anonymously 12

What are the key benefits of adopting ITIL Version 5?
John S. 8

How does ITIL V5 impact Service Management roles?
Sandra M. 5

Type your question here...



The slides that follow serve as supporting reference.
Useful for our conversation today and as a takeaway after the session.

ITIL (Version 5)

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

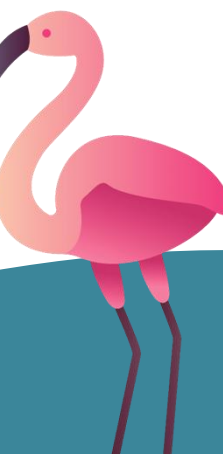
Key Benefits of ITIL (Version 5)

- **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.

EST. 2004

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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	Expanded scope – digital product and service management (DPSM)
Four Dimensions of Service Management	ITIL Product and Service Lifecycle
ITIL Service Value System	Service Value chain – reflects the lifecycle management activities
ITIL Practices (34) with only minor terminology updates	AI-native guidance throughout
Foundation as the single entry point	Integration of value stream management
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.

Quick Snapshot

Area	ITIL 4	ITIL (Version 5)
Core principles	<input checked="" type="checkbox"/> Same	<input checked="" type="checkbox"/> Same
ITIL Service Value System	<input checked="" type="checkbox"/> Same	<input checked="" type="checkbox"/> Same (adapted value chain)
Practices	<input checked="" type="checkbox"/> Same (34)	<input checked="" type="checkbox"/> Same (34)
Focus	Services	Products + Services + Experience
Lifecycle clarity	Moderate	High
Digital & AI	Emerging	Explicit

Product + Service = One Lifecycle

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

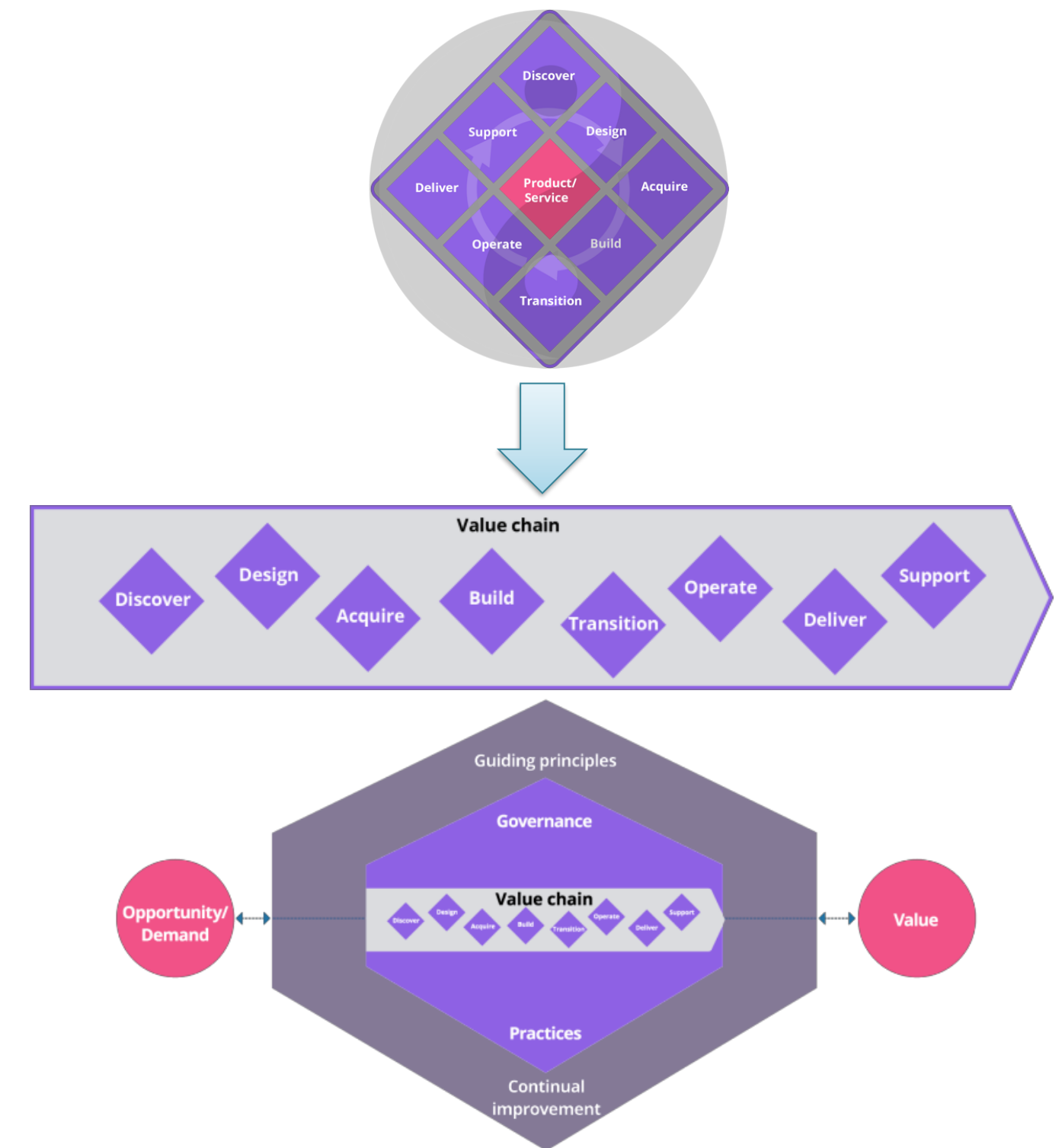
In reality, products and services are interdependent:

- 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.



The ITIL Product and Service Lifecycle

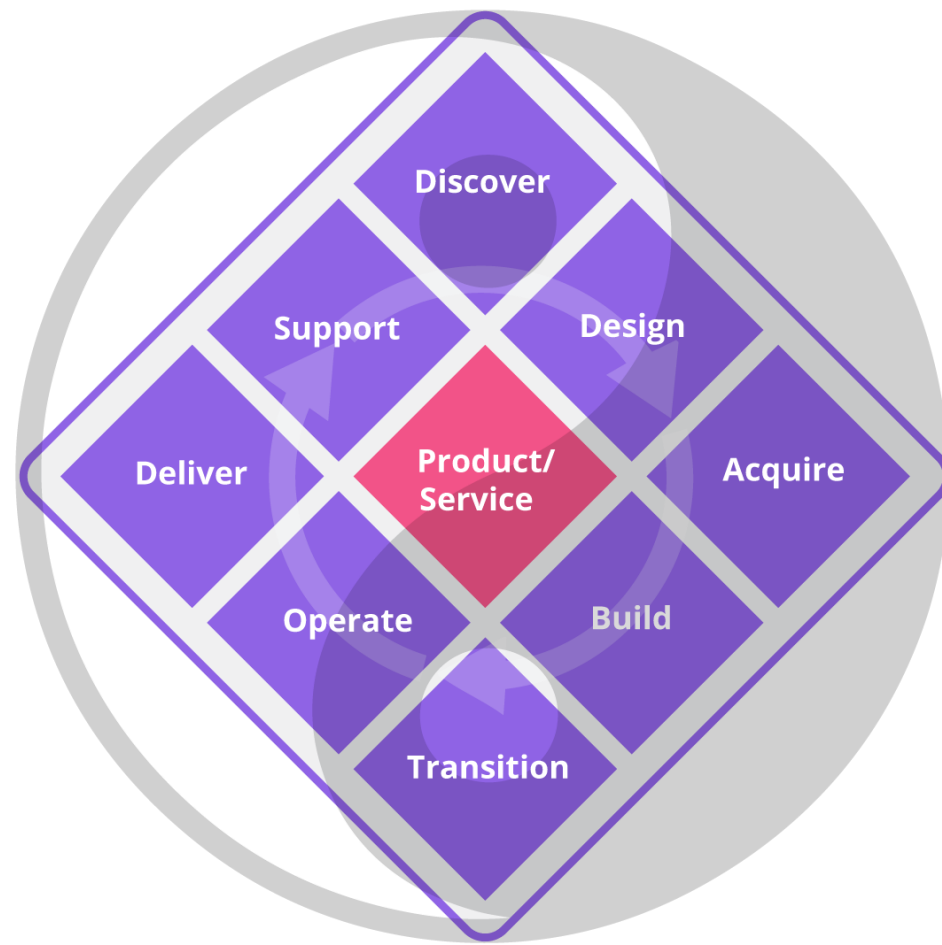
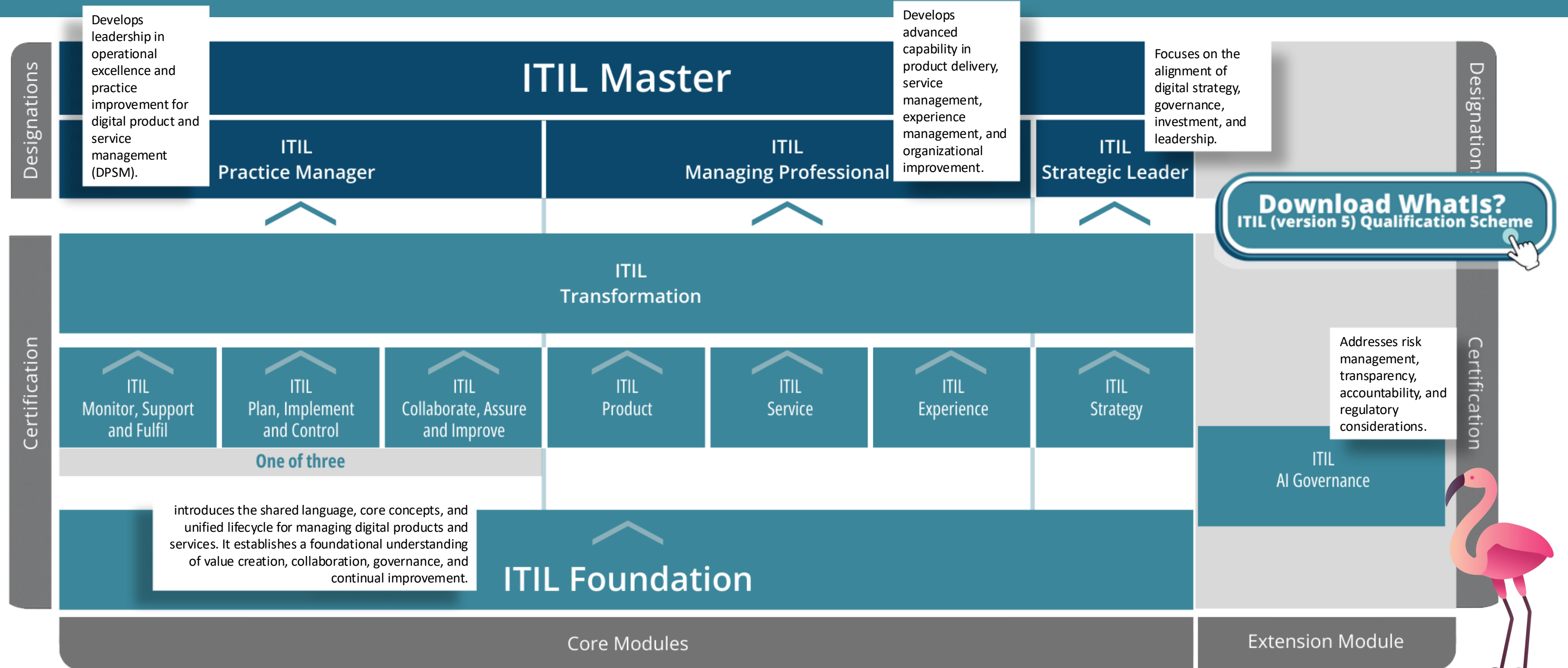


Figure 4.1 The duality of the ITIL Product and Service Lifecycle Model

- Discover – needs and opportunities
- Design – solutions
- Acquire – resources
- Build – products
- Transition – products
- Operate – products and supporting systems
- Deliver – services
- Support – consumers

ITIL (Version 5) Qualification Scheme



One framework. Clear pathways. Real business value.

Product Mapping

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

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

Transition from ITIL 4 to Version 5

ITIL 4 courses & exams will NOT sunset for at least 12 months
From release on Jan 29, 2026

ITIL 4 Qualification	ITIL (Version 5) Entry Point
ITIL 4 Foundation	Valid as prerequisite for ITIL (Version 5) advanced modules
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
ITIL 4 Strategic Leader	ITIL Transformation course to upgrade to ITIL (Version 5) Strategic Leader designation
ITIL 4 Master	ITIL (Version 5) Managing Professional Transition (MPT) course to upgrade ITIL (Version 5) Master designation

An ITIL Foundation Bridge course will be available for professionals working in organizations where RFX 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. ITSM Academy is also developing micro-learnings, to assist our clients and alumni. One day, 20 questions, 30 minutes.



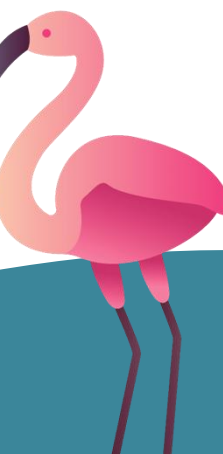
Transition from ITIL 3 to Version 5

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.

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