

# Evolving from ITIL® 4 to ITIL® (Version 5)

**ITIL (Version 5) modernises and expands the framework** beyond ITIL 4 to support today's digital-first organisations. The chart below provides a clear, side-by-side comparison of the key shifts shaping ITIL (Version 5).



|                                             | ITIL 4                                               | ITIL (Version 5)                                                                                       |
|---------------------------------------------|------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| <b>Scope</b>                                | Starts with IT service management focus.             | Expands to <b>enterprise digital product &amp; service management</b> —a major scope increase.         |
| <b>Outcomes</b>                             | Emphasises theoretical best practices.               | Emphasises practical, <b>outcome-driven, role-aligned</b> implementation.                              |
| <b>Experience</b>                           | Highlights governance and processes.                 | Shifts toward <b>customer/employee experience</b>                                                      |
| <b>Innovation</b>                           | Integrates Agile/DevOps.                             | Fully embeds <b>AI guidance</b> and <b>digital-first practices</b> , shaping all roles and activities. |
| <b>Roles</b>                                | Certifications focus on understanding the framework. | <b>Restructures certifications</b> around job roles, responsibilities, and outcomes.                   |
| <b>NEW Ownership &amp; Accountability</b>   |                                                      | <b>NEW Clearer roles, accountability, and value ownership</b>                                          |
| <b>NEW Role-Aligned Certification Paths</b> |                                                      | <b>NEW Simplified, role-aligned qualification pathways</b>                                             |

## Why Upskill to ITIL® 5 Now

| Protect and Extend Your ITIL 4 Investment                                                                                                                         | Prepare for AI-Driven Service Management                                                                                                                                                    | Turn Frameworks into Outcomes                                                                                                                                                                           | Align Services to Business Value                                                                                                                                                                      | Enable Future-Ready Teams                                                                                                                                                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• <b>Build</b> on what your teams already know.</li> <li>• <b>Avoid rework</b> while preparing for what's next.</li> </ul> | <ul style="list-style-type: none"> <li>• <b>Apply AI</b> and automation responsibly within service operations.</li> <li>• <b>Improve decision-making</b>, speed, and resilience.</li> </ul> | <ul style="list-style-type: none"> <li>• <b>Move beyond theory</b> to practical, experience-driven adoption.</li> <li>• <b>Deliver measurable improvements</b> in service quality and value.</li> </ul> | <ul style="list-style-type: none"> <li>• <b>Connect service management</b> directly to customer outcomes.</li> <li>• <b>Support modern operating models:</b> Agile, DevOps, product teams.</li> </ul> | <ul style="list-style-type: none"> <li>• <b>Role-based learning paths</b> aligned to real responsibilities.</li> <li>• <b>Clear progression</b> for professionals and organisations alike.</li> </ul> |

## How ITIL (Version 5) Builds on ITIL 4

1. ITIL (Version 5) is an evolution, not a replacement.
2. Existing ITIL 4 knowledge and certifications remain valid.
3. The 34 ITIL Management Practices are retained and repositioned.
4. Focus shifts from memorization to purpose, value, and application.
5. Enables organisations to modernise without starting over.

## The Learning Tree Advantage

- Trusted global leader in ITIL education.
- First-mover guidance grounded in verified ITIL direction.
- Expert-led, instructor-delivered, outcome-focused learning.
- Helps organizations adopt ITIL (Version 5) with confidence, continuity, and clarity.

Learn more, visit: [www.LearningTree.ca/ITIL](http://www.LearningTree.ca/ITIL)