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 ACCREDITED TRAINING ORGANISATION by PeopleCert

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

Why Upskill to ITIL® 5 Now

Protect and Extend Your ITIL 4 Investment

- **Build** on what your teams already know.
- **Avoid rework** while preparing for what's next.

Prepare for AI-Driven Service Management

- **Apply AI** and automation responsibly within service operations.
- **Improve decision-making**, speed, and resilience.

Turn Frameworks into Outcomes

- **Move beyond theory** to practical, experience-driven adoption.
- **Deliver measurable improvements** in service quality and value.

Align Services to Business Value

- **Connect service management** directly to customer outcomes.
- **Support modern operating models**: Agile, DevOps, product teams.

Enable Future-Ready Teams

- **Role-based learning paths** aligned to real responsibilities.
- **Clear progression** for professionals and organisations alike.

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.co.uk/ITIL