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ITIL ITIL-5-Foundation Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> The Digital Product and Service Lifecycle: Covers the eight-stage lifecycle model from Discover through Retire replacing ITIL 4's service value chain with end-to-end guidance.
Topic 2	<ul style="list-style-type: none"> The Four Dimensions of Product and Service Management: Ensures holistic service management by examining People, Technology, Partners, and Value Streams as interconnected factors.
Topic 3	<ul style="list-style-type: none"> Value Stream Mapping and Management: Teaches how to identify, map, and optimize value streams to improve flow, reduce bottlenecks, and enhance delivery outcomes.
Topic 4	<ul style="list-style-type: none"> Value Co-Creation and Service Relationships: Explores how value is created collaboratively between providers, consumers, and stakeholders while balancing outcomes, costs, risks, and experience.
Topic 5	<ul style="list-style-type: none"> ITIL Guiding Principles: Introduces the seven universal principles that guide decision-making and collaboration across any organizational context.
Topic 6	<ul style="list-style-type: none"> The ITIL Service Value System (SVS): Explains how guiding principles, governance, value chain activities, and continual improvement work together as one integrated framework.
Topic 7	<ul style="list-style-type: none"> Digital Product and Service Management Concepts: Covers how digital products and services create and deliver value across their lifecycle in fast-changing, technology-driven environments.

>> Exam ITIL-5-Foundation Questions Answers <<

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ITIL Foundation (Version 5) Sample Questions (Q10-Q15):

NEW QUESTION # 10

An organization wants to evaluate how well the ' transition ' value chain activity is performing. Which metric would best support this evaluation?

- A. Number of ideas generated for new services
- **B. Success rate of releases deployed into the live environment**
- C. Percentage of value streams mapped
- D. Average cost per service request

Answer: B

Explanation:

The best metric for evaluating the transition activity is the success rate of releases deployed into the live environment, so option A is correct. Transition is responsible for introducing new or changed products and services into live use with minimal disruption and adequate readiness. A strong success measure is therefore how often releases enter production successfully and perform as intended. The number of ideas generated is more relevant to discover or innovation. Average cost per service request relates more to deliver or service management efficiency. Percentage of value streams mapped is a measurement of analysis maturity, not transition performance. ITIL encourages organizations to select metrics that reflect the actual purpose of each activity. Since transition is about controlled introduction into live environments, release success is a direct and meaningful indicator.

NEW QUESTION # 11

Which lifecycle activity is focused on creating prototypes and specifications?

- A. Transition
- B. Support
- C. Deliver
- **D. Design**

Answer: D

Explanation:

The design activity is focused on creating prototypes and specifications, so option A is correct. In the ITIL product and service lifecycle, design translates ideas, needs, and requirements into structured solution concepts that can be built, tested, and transitioned. This includes defining product characteristics, user interactions, architectural approaches, acceptance criteria, and service quality considerations. Prototypes may be created to explore concepts, reduce uncertainty, and validate assumptions before larger investment.

Specifications provide the documented requirements and characteristics that guide development and later lifecycle activities. Deliver and support happen later and focus on providing and assisting services in use.

Transition is concerned with introducing new or changed products and services into the live environment.

Therefore, the lifecycle activity most closely associated with prototypes and specifications is design.

NEW QUESTION # 12

According to the ' Focus on value ' ITIL Guiding Principle, all organizational activities should link back to what?

- **A. Benefits for organization, its customers, and stakeholders**
- B. Employee satisfaction
- C. Increased revenue only
- D. Market share dominance

Answer: A

Explanation:

According to the ITIL guiding principle "focus on value," all organizational activities should link back to benefits for the organization, its customers, and other stakeholders, so option A is correct. ITIL defines value broadly as perceived benefits, usefulness, and

importance. This means value is not limited to financial gain alone. It may include customer outcomes, user experience, sustainability, trust, operational effectiveness, and strategic progress. The principle reminds organizations to ask why an activity is being performed and how it contributes to meaningful results. Increased revenue, employee satisfaction, and market share can all matter, but none of them alone fully represents value. By linking activities to stakeholder benefit, organizations avoid waste, align effort with purpose, and ensure that decisions support value creation rather than internal activity for its own sake.

NEW QUESTION # 13

What is the primary role of a digital service?

- A. To define processes and workflows for value creation
- **B. To enable value co-creation by facilitating customer outcomes**
- C. To ensure compliance with policies and external regulations
- D. To replace product management practices with service management

Answer: B

Explanation:

A digital service primarily exists to enable value co-creation by facilitating the outcomes that customers want to achieve. That is why option B is correct. In ITIL, a service helps consumers achieve desired outcomes without them needing to manage all the specific costs and risks themselves. A digital service does this through digital products, technology resources, service actions, and access mechanisms that support users and customers. Processes and workflows may help deliver the service, but they are not the service's primary purpose. Likewise, compliance may be important, but it is a supporting requirement rather than the core role. ITIL consistently defines service management around value, outcomes, and stakeholder needs. Therefore, the central purpose of a digital service is to help consumers achieve meaningful results through managed, technology-enabled service relationships.

NEW QUESTION # 14

Which dimension of product and service management addresses data and technologies used in digital product and services?

- **A. Information and technology**
- B. Partners and suppliers
- C. Value streams and processes
- D. Organizations and people

Answer: A

Explanation:

Information and technology is the dimension that addresses the data and technologies used in digital products and services, so option D is correct. ITIL explains that this dimension includes applications, infrastructure, tools, automation, analytics, AI, monitoring, communication systems, and the management of data, information, and knowledge. It also includes concerns such as data quality, access, governance, security, and technology capability. This dimension is central in digital product and service management because technology not only supports service delivery, but often forms the core of the product itself. Partners and suppliers covers external organizations, organizations and people covers structure and skills, and value streams and processes covers workflows. Therefore, when the focus is specifically on data and technological enablement, the correct ITIL dimension is information and technology.

NEW QUESTION # 15

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