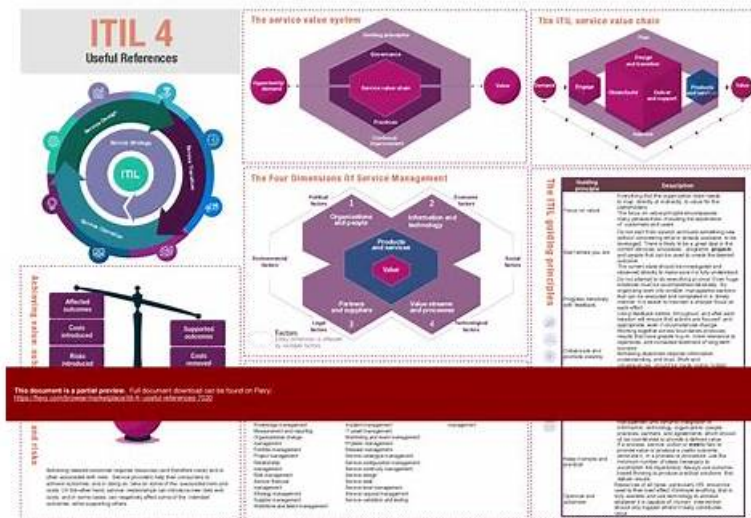


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ITIL Foundation (Version 5) Sample Questions (Q36-Q41):

NEW QUESTION # 36

What is the PRIMARY purpose of the 'acquire' activity?

- A. Create functional prototypes for testing
- B. Provide services and manage user onboarding
- C. Secure and allocate necessary resources efficiently
- D. Resolve incidents and fulfil recovery procedures

Answer: C

Explanation:

The primary purpose of the acquire activity is to secure and allocate the necessary resources efficiently, so option B is correct. In ITIL, value creation depends on having the right people, technologies, suppliers, components, information, and services available when needed. The acquire activity supports this by sourcing, obtaining, and allocating resources in line with strategy, architecture, and operational demand. It may involve procurement, supplier coordination, access arrangements, or other forms of resource

acquisition. Incident recovery belongs more to support. User onboarding belongs to deliver. Creating prototypes belongs to design. Acquire is important because value streams cannot perform effectively if critical resources are missing, delayed, poor in quality, or misaligned with requirements. It helps ensure that the organization has the inputs needed to build, operate, and improve products and services.

NEW QUESTION # 37

How does 'access to resources' support value co-creation in a service interaction?

- A. By allowing consumers to use provider resources
- B. By transferring responsibility for resources to consumers
- C. By limiting resource use to internal teams
- D. By replacing service actions with automation

Answer: A

Explanation:

Access to resources supports value co-creation by allowing consumers to use provider resources under agreed terms, which makes option A correct. In ITIL, not every service interaction requires transfer of ownership or direct provider action every time. Sometimes the value comes from enabling consumers to access applications, data, infrastructure, knowledge bases, or equipment that remain under provider control. The consumer gains the ability to use these resources to achieve outcomes without needing to own and manage all of them directly. This helps optimize costs, risks, and effort. It does not mean transferring responsibility for all resources to the consumer, nor does it imply restricting usage to internal teams. It also does not eliminate service actions entirely, because support and other activities may still be needed. Access to resources is one important form of service relationship.

NEW QUESTION # 38

How does ITIL describe the way the Guiding Principles should be applied together?

- A. They replace the need for governance and management practices
- B. They should be used collectively and balanced based on the situation
- C. They should be applied one at a time in a fixed sequence
- D. They should be applied independent of each other

Answer: B

Explanation:

ITIL describes the guiding principles as something that should be used collectively and balanced based on the situation, which makes option B correct. They are not a checklist to follow in a rigid order, and they do not replace governance, practices, or other parts of the value system. Instead, they support decision-making and behavior across all circumstances. In one situation, focus on value may be especially important. In another, collaboration, iterative progress, or simplicity may need more emphasis. The point is that they work together.

Applying one principle without considering the others can create imbalance or poor outcomes. This flexible approach allows the principles to remain useful across different industries, organizational types, and contexts.

Their value lies in judgment, not mechanical sequence.

NEW QUESTION # 39

Which of the following is TRUE regarding services and desired outcomes?

- A. Services completely eliminate risks associated with achieving outcomes
- B. Services guarantee that all intended outcomes will be achieved
- C. Services always result in positive effects without exceptions
- D. Services may have unintended and surprising outcomes, both positive and negative

Answer: D

Explanation:

Services may have unintended and surprising outcomes, both positive and negative, so option D is correct.

ITIL recognizes that services help facilitate desired outcomes, but they do not guarantee them. Outcomes depend on many factors, including the consumer's context, usage patterns, constraints, and interactions with the provider. Services may optimize costs and

risks, but they do not remove them entirely. Likewise, even well-designed services can create unexpected side effects, dependencies, or new forms of risk. Sometimes those effects are beneficial, and sometimes they are harmful. This is why ITIL emphasizes continual improvement, stakeholder feedback, service relationships, and holistic thinking. Understanding that services can create both intended and unintended consequences helps organizations manage expectations realistically and improve how products and services are designed, delivered, and supported over time.

NEW QUESTION # 40

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

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

Answer: C

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 # 41

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