

# Quiz 2026 ITIL ITIL-5-Foundation: Professional ITIL Foundation (Version 5) 100% Correct Answers



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## ITIL Foundation (Version 5) Sample Questions (Q17-Q22):

### NEW QUESTION # 17

Which aspect of an Official ITIL Practice Guide describes the roles, competencies, and responsibilities needed for a specific practice?

- A. Organizations and people
- B. Partners and suppliers

- C. Capability assessment and development
- D. General information

**Answer: A**

Explanation:

The organizations and people aspect of an Official ITIL Practice Guide describes the roles, competencies, and responsibilities needed for a specific practice, so option C is correct. This reflects the Four Dimensions model, where organizations and people focuses on leadership, structure, culture, roles, skills, and communication. In a practice guide, this aspect helps organizations understand what human capabilities and accountabilities are necessary to apply the practice effectively. Capability assessment and development is more about measuring and improving maturity or capability over time. General information provides overview content. Partners and suppliers focuses on external relationships and contributions. Since the question asks specifically about roles, competencies, and responsibilities, the organizations and people section is the most accurate answer. ITIL uses this structure to keep practice guidance holistic and practical.

### NEW QUESTION # 18

What is the purpose of the ITIL AI Capability Model?

- A. To describe how service providers, service consumers, and other parties interact with AI to co-create value
- **B. To describe how organizations can assess and develop capabilities for effective use of AI**
- C. To measure the performance of AI-enabled services against predefined service levels
- D. To prescribe specific AI technologies required for service development and management

**Answer: B**

Explanation:

ITIL introduces the AI Capability Model, also called the 6C Model, as a way to describe how AI enables product and service management. The text says the model "provides a functional classification of AI solutions" and helps organizations "understand and communicate the range of possible applications of AI." It also says the model can enhance AI governance by helping organizations tailor risk profiles, controls, and countermeasures to the specific functions of AI solutions. Among the listed answers, B is the closest and best interpretation because the model helps organizations understand, structure, and develop their capability for effective AI use. Option A is too focused on relationship roles and not on the model's actual purpose. Option C is incorrect because ITIL does not prescribe specific technologies. Option D is wrong because the model is not a service-level measurement tool. Instead, it is a conceptual framework for classifying AI capabilities such as creation, curation, clarification, cognition, communication, and coordination. Therefore, the most accurate verified answer is B.

### NEW QUESTION # 19

Which of the following is a part of purpose of 'deliver' activity?

- A. Obtaining supplier resources
- **B. Managing user onboarding**
- C. Monitoring support systems
- D. Designing product prototypes

**Answer: B**

Explanation:

Managing user onboarding is part of the purpose of the deliver activity, so option A is correct. ITIL explains that deliver focuses on providing services to users, maintaining service quality, managing onboarding and offboarding, and gathering consumer feedback. This activity is concerned with the actual provision of agreed services and the service relationship at the user level. Monitoring support systems belongs more to operate.

Designing prototypes belongs to design. Obtaining supplier resources belongs to acquire. Deliver is especially important because it is where many users directly experience the service. User onboarding is a clear example because it involves enabling users to begin using the service properly, often including access setup, guidance, request fulfillment, and communication. This directly supports service consumption and the achievement of user outcomes.

### NEW QUESTION # 20

What is the role of a governing body in an organization?

- **A. It is accountable for performance and compliance at the highest level**
- B. It is responsible for day-to-day operations
- C. It focuses exclusively on financial reporting
- D. It manages the technical details of digital products directly

**Answer: A**

Explanation:

The governing body is accountable at the highest level for the organization's performance and compliance, so option A is correct. In ITIL, governance ensures that the organization is directed and controlled in a way that aligns with stakeholder expectations, legal and regulatory obligations, and strategic objectives. The governing body does not usually perform day-to-day operations or manage technical product details directly. Instead, it evaluates the environment and stakeholder needs, directs priorities and policies, and monitors performance and conformance. Financial reporting may be one concern, but governance is much broader and includes value creation, risk, compliance, ethics, and strategic oversight. This high-level accountability is essential because it connects leadership intent with responsible management and assures stakeholders that the organization is being guided appropriately.

#### **NEW QUESTION # 21**

Which BEST describes the principle of "keep it simple and practical" ?

- A. Every product should include as many features as possible to handle all exceptions
- B. Add as many steps as possible to ensure every exception is fully controlled
- C. All exceptions must be addressed with unique and detailed processes
- **D. Solutions should be designed to handle exceptions through rules**

**Answer: D**

Explanation:

The correct answer is A. The ITIL guiding principle "keep it simple and practical" states that organizations should always aim to minimize the number of steps needed to accomplish an objective. ITIL Version 5 recommends applying outcome-based thinking and eliminating any process, product, service, action, or metric that does not increase value or produce a useful outcome. ITIL also warns that trying to create a specific solution for every exception often leads to over-complication. Designers should think about exceptions, but they cannot practically cover them all with detailed procedures. Instead, they should design rules that can handle exceptions generally. This makes option A the best answer. Options B, C, and D directly contradict the principle because they encourage too many features, too many unique processes, and too many steps. ITIL emphasizes simplicity, value, autonomy, trust, and practical decision-making, especially in complex situations where rigid and overly detailed controls are often ineffective.

#### **NEW QUESTION # 22**

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