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## ITIL-5-Foundation Latest Exam Question, ITIL-5-Foundation Actual Questions

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### ITIL Foundation (Version 5) Sample Questions (Q75-Q80):

#### NEW QUESTION # 75

How does an enabling value stream contribute to value creation?

- A. By replacing the need for core value streams
- B. By acting as the primary interface with service consumers
- C. By defining customer outcomes and service expectations

- **D. By supporting the effective operation of core value streams**

**Answer: D**

Explanation:

An enabling value stream contributes to value creation by supporting the operation and performance of core value streams. That is why option A is correct. Core value streams directly create or deliver value for service consumers, while enabling value streams provide the capabilities, resources, coordination, or support needed for those core streams to function effectively. Examples may include procurement, onboarding, internal platform management, or knowledge management processes that do not directly serve the customer at the final interaction point but are essential for smooth service creation and delivery. ITIL takes a holistic view of value creation and recognizes that many important workflows are indirect. These supporting streams do not replace core value streams, but they strengthen them by improving reliability, speed, quality, and consistency across the wider operating model.

#### **NEW QUESTION # 76**

Which option is CORRECT in the context of a digital product and a digital service?

- A. A digital service is independent of a digital product
- **B. A digital service enables value through the use of digital products**
- C. A digital product replaces the need for services
- D. A digital service is limited to internal IT systems

**Answer: B**

Explanation:

A digital service enables value through the use of digital products, so option A is correct. ITIL explains that digital services largely or fully rely on digital products, which are combinations of an organization's resources based on digital technology and designed to offer value. The service is what facilitates outcomes for consumers, while the product provides the underlying capabilities, technology, interfaces, data, and resources that make that possible. A digital product does not replace the need for services because service management is still required to support delivery, operation, support, and improvement. A digital service is not limited to internal IT systems, since it can serve internal or external consumers. It is also not independent of a digital product, because the product typically underpins the service relationship and service experience.

#### **NEW QUESTION # 77**

Why are management practices important for value chain activities?

- **A. They enable value chain activities by providing the required capabilities**
- B. They ensure activities are performed in a fixed order
- C. They define the organization's purpose and strategy
- D. They replace value chain activities with standardized processes

**Answer: A**

Explanation:

Management practices are important because they enable value chain activities by providing the capabilities needed to perform them effectively, so option B is correct. In ITIL, value chain activities are high-level lifecycle activities such as discover, design, build, transition, operate, deliver, support, and acquire. These activities do not happen in isolation. They depend on practices such as architecture, incident management, change enablement, knowledge management, service level management, supplier management, and many others. Practices bring together people, information, technology, partners, and processes to support work in a structured and repeatable way. They do not define the organization's overall purpose, and they do not force a fixed order of execution. Instead, they supply the organizational capability that allows value chain activities to function and connect effectively within the broader value system.

#### **NEW QUESTION # 78**

What is the MAIN purpose of using feedback throughout improvement iterations?

- A. To prevent the need for further adjustments once work has started
- **B. To ensure that improvement actions remain relevant and effective in changing circumstances**
- C. To confirm that all stakeholder opinions are in agreement

- D. To avoid changes in project priorities during implementation

**Answer: B**

Explanation:

The main purpose of feedback during improvement iterations is to ensure that actions remain relevant and effective as circumstances change, so option B is correct. ITIL promotes iterative progress because environments, stakeholder needs, risks, and information often change during work. Feedback helps teams learn what is working, what is not, and what should be adjusted before moving further. It is not realistic to expect all stakeholders to fully agree at every point, and feedback does not eliminate the need for future adjustments. Instead, it supports better decisions, earlier correction, and more effective alignment with value.

This approach reduces waste and improves adaptability. It is closely connected to the guiding principle "progress iteratively with feedback," which encourages organizations to move in manageable steps and use learning continuously to refine outcomes.

#### NEW QUESTION # 79

Which activity focuses on securing and allocating necessary resources efficiently?

- A. Deliver
- B. Build
- **C. Acquire**
- D. Discover

**Answer: C**

Explanation:

ITIL Version 5 states that the purpose of the "acquire" activity is "to secure and allocate necessary resources efficiently, ensuring the sustainability and scalability of products and services." This wording directly supports option A and makes it the correct answer. The same section explains that acquire covers identifying, selecting, onboarding, and managing suppliers when resources or services are sourced externally, and it can also include reallocating internal technology resources to where they are needed most. This confirms that acquire is the lifecycle activity focused on resource availability, sourcing choices, procurement, and communication of resource or service availability. By contrast, build is about developing, integrating, and testing digital products; discover is about keeping product capabilities and service offerings aligned with consumer needs and strategy; and deliver is about providing services to users and maintaining service quality.

Since the question asks specifically about securing and allocating resources efficiently, the exact lifecycle activity named in ITIL 5 is acquire. That match is direct and explicit in the Foundation text, so A is the fully verified answer.

#### NEW QUESTION # 80

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