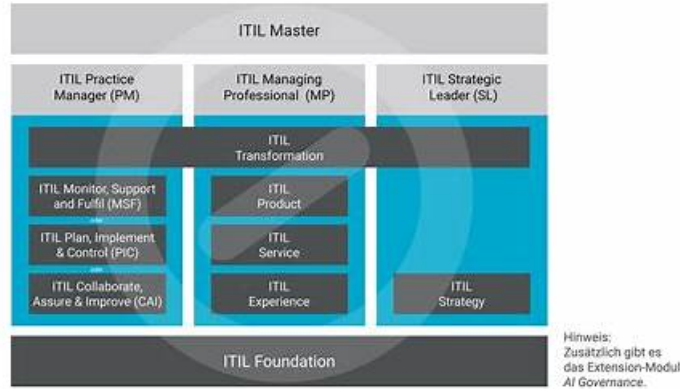


Exam ITIL-5-Foundation Introduction - Latest ITIL-5-Foundation Test Cram

ITIL Version 5: Qualifizierungsschema



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ITIL ITIL-5-Foundation Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<ul style="list-style-type: none"> Continual Improvement Model: Covers the seven-step structured approach for driving and sustaining organizational improvement over time.
Topic 4	<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 5	<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 6	<ul style="list-style-type: none"> ITIL Management Practices: Introduces the purpose and core concepts of ITIL's 34 management practices across General, Service, and Technical categories.
Topic 7	<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.

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ITIL Foundation (Version 5) Sample Questions (Q28-Q33):

NEW QUESTION # 28

What does ITIL emphasize as a key difference between Value stream mapping ' and Value stream management?

- A. Mapping applies to services, while management applies to products
- **B. Mapping identifies how value flows, while management ensures the value stream performs effectively over time**
- C. Mapping focuses on cost control, while management focuses on risk avoidance
- D. Mapping is used only for reporting, while management is used only for auditing

Answer: B

Explanation:

ITIL emphasizes that value stream mapping identifies and visualizes how value flows, while value stream management ensures that the value stream performs effectively over time. That is why option A is correct.

Mapping is a diagnostic and analytical activity. It helps organizations understand the current flow of work, information, handoffs, delays, bottlenecks, and opportunities for improvement. Management is broader and continuous. It involves monitoring performance, setting measures, coordinating improvements, adapting to changes, and maintaining the health of the value stream over time. Mapping is therefore one important tool within the larger discipline of management. The other options create false distinctions. ITIL applies both concepts across products and services, and neither one is limited only to reporting, auditing, cost, or risk. The real difference is analysis versus ongoing operational stewardship.

NEW QUESTION # 29

Why do ITIL practice guides follow a standardized structure across all practices?

- A. To ensure all practices are implemented in the same sequence
- **B. To make it easier for organizations to understand and apply different practices**
- C. To enforce uniform tooling and technology choices
- D. To limit the flexibility of practice adoption

Answer: B

Explanation:

ITIL practice guides use a standardized structure to make the guidance easier to understand, compare, and apply across different organizational contexts. That is why option A is correct. A consistent structure helps learners and practitioners quickly locate key areas such as purpose, key concepts, workflows, measures, roles, competencies, information and technology, and capability development. This improves usability without forcing identical implementation. ITIL does not require organizations to implement every practice in the same sequence, nor does it prescribe one mandatory set of tools. In fact, ITIL strongly supports adaptation to context. The standard format provides clarity and coherence while still allowing flexibility. This is especially helpful in product and service management, where many practices interact and need to be understood as part of a broader management system.

NEW QUESTION # 30

A team is developing a new digital service. Instead of delivering all features at once, they release a small set of features, gather user feedback, and adjust the next release based on what they learn. Which ITIL Guiding Principle is the team applying in this situation?

- A. Focus on value
- B. Collaborate and promote visibility
- C. Keep it simple and practical
- **D. Progress iteratively with feedback**

Answer: D

Explanation:

The team is applying the guiding principle "progress iteratively with feedback," so option C is correct. ITIL recommends moving in

manageable steps rather than attempting to deliver everything in one large release. By releasing a small set of features first, the team reduces risk, gets faster learning, and avoids investing heavily in assumptions that may prove incorrect. Gathering user feedback allows them to refine priorities and make the next release more valuable and relevant. This principle is especially useful in complex or uncertain environments where needs may evolve and outcomes cannot be perfectly predicted in advance. While focus on value and collaboration are also important here, the clearest principle illustrated is iterative progress supported by feedback. It helps improve adaptability, responsiveness, and overall service quality.

NEW QUESTION # 31

Which statement about the 'band of visibility' is CORRECT?

- A. It applies exclusively to modern, technology-based digital service models
- B. It defines the complete path of the customer's service journey
- C. It represents all aspects visible between provider and consumer organizations
- D. It includes only the activities visible to the service provider

Answer: C

Explanation:

The band of visibility represents the aspects of service interaction that are visible between the provider and consumer organizations, so option C is correct. In ITIL, it helps distinguish visible interactions from internal activities that occur behind the scenes within either organization. This makes it useful for understanding service relationships, responsibilities, interfaces, and experience. It is not limited to the provider's view alone, nor is it restricted only to modern digital services. It also does not equal the full service journey, because the journey covers the broader end-to-end experience of the consumer across many interactions and stages. The band of visibility is specifically about what can be seen and experienced across organizational boundaries. This clarity helps in designing services, managing expectations, and improving collaboration.

NEW QUESTION # 32

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

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

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 C 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 # 33

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