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ITIL Foundation (Version 5) Sample Questions (Q22-Q27):

NEW QUESTION # 22

Why are Value streams and processes ' important in product and service management?

- A. They describe supplier agreements and help manage contracts
- **B. They show how activities are coordinated to create and deliver value**
- C. They specify the tools used for service monitoring
- D. They define organizational hierarchies and reporting lines

Answer: B

Explanation:

Value streams and processes are important because they show how activities are coordinated to create and deliver value, so option B is correct. In ITIL, the value streams and processes dimension focuses on how work flows through the organization and across organizational boundaries. It helps explain the sequence of activities, dependencies, handoffs, and interactions that transform demand into useful outcomes for stakeholders. This is essential because value creation is rarely achieved by one team or one isolated activity. Tools, reporting lines, and contracts may support management, but they are not the main concern of this dimension. ITIL stresses that actual work as performed should be understood, mapped, analyzed, and improved. Value streams make the flow of value

visible, while processes provide structured guidance for recurring activities that support that flow.

NEW QUESTION # 23

What does a product specification primarily describe?

- A. The ability of a system to remain operational
- **B. Critical aspects, requirements, and characteristics of a product**
- C. The initial creation used for testing a product 's design
- D. The process of merging code into a central repository

Answer: B

Explanation:

A product specification primarily describes the critical aspects, requirements, and characteristics of a product, so option A is correct. It provides a formal reference that explains what the product must include, how it should perform, and what constraints or acceptance criteria apply. This helps create shared understanding among designers, developers, testers, managers, and other stakeholders. Option B describes a prototype, which is an early version used for exploration and validation. Option C refers more to resilience, reliability, or continuity rather than specification. Option D describes continuous integration practices in software delivery. In ITIL, the product specification is a key design artifact because it supports consistency through later lifecycle activities such as build, transition, operation, and improvement. It helps ensure that what is developed aligns with stakeholder needs.

NEW QUESTION # 24

What BEST describes a Service Level Agreement (SLA)?

- A. A legal contract between two vendors regulating financial penalties
- B. An informal discussion between users and service providers about expectations
- **C. A documented agreement between a service provider and a customer that identifies services and their agreed levels**
- D. A guideline document for internal IT teams without customer involvement

Answer: C

Explanation:

A Service Level Agreement is best described as a documented agreement between a service provider and a customer that identifies the services and their agreed levels, so option B is correct. In ITIL, the SLA is a formal mechanism for creating shared understanding of expected and achieved service quality. It may include metrics related to utility, warranty, sustainability, and user experience, depending on context. It is more than an informal discussion and is not just an internal guideline. It also is not limited to vendor penalty clauses, although contractual elements may exist around it. The purpose of an SLA is to clarify what will be provided, how performance will be measured, and what both parties can reasonably expect. This helps support transparency, accountability, and effective service relationships.

NEW QUESTION # 25

A team is gathering customer feedback and measuring current service response times to understand its existing performance. Which step of the ITIL Continual Improvement Model does this activity represent?

- A. What is the vision?
- **B. Where are we now?**
- C. Take action
- D. Where do we want to be?

Answer: B

Explanation:

This scenario describes an assessment of the current state, which ITIL places in Step 2 of the Continual Improvement Model: "Where are we now?" The official text says that success depends on "a shared understanding of the starting point," and that a key element in this step is a current state assessment. ITIL adds that this may include evaluating existing products and services, user perception of value, workflows, skills, and available technology. It also says that current state assessments should be performed through objective measurement whenever possible, and where measurement is limited, organizations can use stakeholder stories and structured feedback. The question mentions both customer feedback and measured response times, which are exactly the kinds of

inputs ITIL associates with understanding the present baseline.

It is not Step 1, because the team is not defining the vision. It is not Step 3, because they are not yet describing the target state. It is not "take action," because no improvement implementation is being described. The best and fully verified answer is therefore A.

NEW QUESTION # 26

What is a value stream?

- A. A set of organizational resources and capabilities to achieve an objective
- **B. A series of steps an organization undertakes to enable value for consumers through management of products and services**
- C. A tangible or intangible deliverable of an activity
- D. A configuration of an organization's resources designed to offer value for a consumer

Answer: B

Explanation:

ITIL Version 5 defines a value stream as "a series of steps that an organization uses to create and deliver products and services to a service consumer." That wording maps directly to option B. The book also explains that value streams represent the actual sequence of activities as performed in real life, rather than a purely theoretical workflow. In other words, while the value chain gives the high-level set of lifecycle activities, the value stream shows how those activities are combined in a specific context to enable or restore value for consumers and other stakeholders. This is why option A is incorrect: it describes a management practice, which is a set of organizational resources and capabilities designed to perform work or accomplish an objective. Option C is the definition of an output, and option D is the definition of a product. ITIL further notes that organizations should identify, map, analyse, and continually improve value streams because they reflect how work and information actually flow across the organization. Therefore, B is the exact verified answer.

NEW QUESTION # 27

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