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ITIL Foundation (Version 5) Sample Questions (Q11-Q16):

NEW QUESTION # 11

How do ITIL practice guides benefit organizations managing digital products and services?

- A. By separating product management guidance from service management guidance
- B. By defining a fixed maturity level that organizations must achieve
- C. By prescribing mandatory tools and technologies for service management
- **D. By supporting organizations in developing product and service management capabilities**

Answer: D

Explanation:

ITIL practice guides benefit organizations by supporting the development of product and service management capabilities, so option C is correct. The guides provide practical, structured guidance for specific management areas and help organizations understand how to perform work effectively in context. They do not prescribe one mandatory technology stack or force all organizations into a single maturity target. ITIL also does not separate product and service management as isolated disciplines; instead, it integrates them

through the lifecycle model and the value system. The practice guides help teams understand workflows, roles, measures, interfaces with other practices, and considerations across the Four Dimensions. This makes them useful for building real organizational capability, not just passing exams. Their value lies in practical adaptation and capability improvement across a wide range of management areas.

NEW QUESTION # 12

Which of the following is NOT a success metric of 'discover' activity?

- A. Market relevance of the products and service offerings
- B. Strategic fit of the organization's products and service offerings
- C. Stakeholder satisfaction with products and service offerings
- D. Service performance against the agreed SLA targets

Answer: D

Explanation:

Service performance against agreed SLA targets is not a success metric of the discover activity, so option C is correct. Discover is concerned with understanding stakeholder needs, market context, strategic direction, opportunities, and the relevance of product and service offerings. Suitable success measures therefore include strategic fit, market relevance, and stakeholder satisfaction with offerings. SLA performance, however, is typically associated with live service delivery and service quality management, especially within deliver, operate, and service level management. It measures how well an existing service performs against agreed targets, not how effectively the organization is exploring needs and opportunities. ITIL separates these concerns so that organizations can evaluate discovery work based on alignment and insight rather than operational results that happen later in the lifecycle.

NEW QUESTION # 13

Which of the following dimension of product and service management addresses organizational and cross-organizational workflows?

- A. Value streams and processes
- B. Organizations and people
- C. Partners and suppliers
- D. Information and technology

Answer: A

Explanation:

The dimension that addresses organizational and cross-organizational workflows is value streams and processes, so option D is correct. ITIL uses this dimension to focus on how work is organized, coordinated, and performed to enable value creation. It includes flows of activities, information, and artifacts within the organization and across organizational boundaries. This dimension is especially important because value is often created through complex interactions among multiple teams, suppliers, and systems. By understanding processes and mapping value streams, organizations can identify delays, bottlenecks, and waste while improving coordination and outcomes. Partners and suppliers focuses on external relationships, organizations and people focuses on structure and skills, and information and technology focuses on enabling systems and data. The workflow dimension is therefore value streams and processes.

NEW QUESTION # 14

Which of the following is NOT a success metric of 'discover' activity?

- A. Market relevance of the products and service offerings
- B. Strategic fit of the organization's products and service offerings
- C. Stakeholder satisfaction with products and service offerings
- D. Service performance against the agreed SLA targets

Answer: D

NEW QUESTION # 15

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

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

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 # 16

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