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ITIL ITIL-5-Foundation Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> Value Co-Creation and Service Relationships: Explores how value is created collaboratively between providers, consumers, and stakeholders while balancing outcomes, costs, risks, and experience.
Topic 2	<ul style="list-style-type: none"> Extension Module: AI Governance (Optional): An optional module addressing ethical, compliant, and responsible AI adoption, covering risk, transparency, and regulatory considerations.
Topic 3	<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 4	<ul style="list-style-type: none"> Continual Improvement Model: Covers the seven-step structured approach for driving and sustaining organizational improvement over time.
Topic 5	<ul style="list-style-type: none"> Digital Product and Service Management Concepts: Covers how digital products and services create and deliver value across their lifecycle in fast-changing, technology-driven environments.
Topic 6	<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.
Topic 7	<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.

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The study material to get ITIL Foundation (Version 5) should be according to individual's learning style and experience. Real ITIL ITIL-5-Foundation Exam Questions certification makes you more dedicated and professional as it will provide you complete information required to work within a professional working environment. These questions will familiarize you with the ITIL-5-Foundation Exam Format and the content that will be covered in the actual test. You will not get a passing score if you rely on outdated practice questions.

ITIL Foundation (Version 5) Sample Questions (Q15-Q20):

NEW QUESTION # 15

How do value chain activities support an organization ' s purpose?

- A. By documenting all the regulatory requirements
- B. By prescribing specific tools and technologies for service management
- **C. By translating the organization ' s purpose into activities that create value**
- D. By defining the organization ' s governance and compliance framework

Answer: C

Explanation:

Value chain activities support an organization's purpose by translating that purpose into activities that create value, so option A is correct. Purpose explains why the organization exists and what it seeks to provide for consumers and other stakeholders. The value chain then expresses how the organization acts at a high level across the lifecycle of products and services to make that purpose real. Activities such as discover, design, build, transition, operate, deliver, support, and acquire work together to turn intent into outcomes. Governance and compliance frameworks are important, but they are not the main role of value chain activities. Likewise,

the value chain does not prescribe specific tools. ITIL positions the value chain as the central operational expression of the value system, helping organizations convert strategic intent into coordinated value-creating action.

NEW QUESTION # 16

Which dimension of product and service management promotes conducting safe-to-fail experiments in complex situations?

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

Answer: B

NEW QUESTION # 17

What BEST describes a Service Level Agreement (SLA)?

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

Answer: B

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 # 18

Which term BEST describes a group of people that has its own functions with responsibilities, authorities, and relationships to achieve its objectives?

- **A. Organization**
- B. Partnership
- C. Service journey
- D. Culture

Answer: A

Explanation:

The answer comes from the glossary definition. ITIL defines an organization as "a person or a group of people that has its own functions with responsibilities, authorities, and relationships to achieve its objectives." Option A reproduces that idea directly, so it is the correct choice. The other options refer to different concepts. A partnership is a relationship between two organizations that work closely together to achieve common goals and objectives. Culture is a set of values shared by a group of people, expressed through behaviour, ideas, beliefs, and practices. A service journey is the sum of activities and interactions performed by organizations engaged in service relationships. None of those definitions matches the wording in the question as closely as "organization." ITIL also clarifies that an organization can be a whole company, part of a company, a group of companies, or even a self-employed individual, depending on context. That broad definition is why the term is used so consistently across the framework. Since the question is clearly testing exact glossary terminology, A is the verified answer.

NEW QUESTION # 19

How should the ITIL Guiding Principle 'optimize and automate' be applied?

- A. By automating all activities immediately
- B. By automating processes before optimizing them
- **C. By optimizing processes before automating them**
- D. By replacing people with technology across all functions

Answer: C

Explanation:

The guiding principle "optimize and automate" should be applied by optimizing processes before automating them, so option B is correct. ITIL warns against automating poor or unnecessary activities because automation can make waste faster and more expensive instead of improving value. Organizations should first understand the workflow, remove unnecessary complexity, simplify where possible, and confirm that the process supports desired outcomes. Only then should they automate appropriate parts of the work.

Automation should complement human capabilities, not blindly replace people in every function. Some activities still require judgment, empathy, creativity, and contextual understanding. This principle reflects ITIL's broader emphasis on practicality, value, and continual improvement. Optimization ensures the work is worth doing, and automation then helps deliver it more efficiently, consistently, and at scale.

NEW QUESTION # 20

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