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ITIL ITIL-5-Foundation Exam Syllabus Topics:

Section	Weight	Objectives
ITIL 5 in Practice		- Integration points with other frameworks (Agile, Lean, DevOps) - Applying ITIL 5 in modern digital, Agile, and DevOps environments
Key ITIL Terms and Definitions	40%	- Digital products vs digital services - Experience in the service context - Value, outcomes, cost, risk - Service offerings, service interactions, service relationships
Four Dimensions of Product & Service Management		- Value Streams and Processes - Organizations and People - Partners and Suppliers - Information and Technology
Product & Service Lifecycle		- Lifecycle stages overview - How the lifecycle supports value delivery - Roles of product and service lifecycle activities
ITIL Value System	30%	- Management practices - Continual improvement - Governance - Value chain activities - Guiding principles

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ITIL Foundation (Version 5) 認定 ITIL-5-Foundation 試験問題 (Q56-Q61):

質問 # 56

Which aspect of an Official ITIL Practice Guide describes the roles, competencies, and responsibilities needed for a specific practice?

- A. Capability assessment and development
- **B. Organizations and people**
- C. General information
- D. Partners and suppliers

正解: B

解説:

The organizations and people aspect of an Official ITIL Practice Guide describes the roles, competencies, and responsibilities needed for a specific practice, so option C is correct. This reflects the Four Dimensions model, where organizations and people focuses on leadership, structure, culture, roles, skills, and communication. In a practice guide, this aspect helps organizations understand what human capabilities and accountabilities are necessary to apply the practice effectively. Capability assessment and development is more about measuring and improving maturity or capability over time. General information provides overview content. Partners and suppliers focuses on external relationships and contributions. Since the question asks specifically about roles, competencies, and responsibilities, the organizations and people section is the most accurate answer. ITIL uses this structure to keep practice guidance holistic and practical.

質問 # 57

What is a value stream?

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

正解: C

解説:

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.

質問 # 58

What is the MAIN purpose of value stream mapping in an organization?

- A. To enhance and support management practices
- B. To control external stakeholders directly
- C. To automate service monitoring
- **D. To identify and prioritize improvement opportunities**

正解: D

解説:

The main purpose of value stream mapping is to identify and prioritize improvement opportunities, which makes option B correct. ITIL presents value stream mapping as a practical way to understand how work actually flows across teams, systems, and organizational boundaries. By visualizing the "as-is" situation, organizations can spot bottlenecks, delays, handoff issues, waste, duplicated effort, and points where value is lost or slowed. This analysis helps them decide where improvements will have the greatest effect. Mapping may also support better collaboration and management practice use, but those are secondary outcomes. It is not mainly about automating monitoring or controlling stakeholders. The real value lies in making the flow of work visible so that improvement efforts can be based on evidence rather than assumptions or isolated local viewpoints.

質問 # 59

What is the MAIN purpose of the 'discover' activity?

- A. To maintain and monitor digital products
- **B. To align product capabilities with consumer needs and strategy**
- C. To develop and test digital products
- D. To secure and allocate resources efficiently

正解: B

解説:

The main purpose of the discover activity is to align product capabilities with consumer needs and organizational strategy, so option C is correct. Discover is concerned with understanding the market, stakeholders, opportunities, constraints, and strategic direction before design and build work begins. It helps the organization identify what should be created or improved and why that matters. This includes gathering insights, understanding service consumers, exploring demand, and confirming relevance. Developing and testing products belongs more to build and related activities. Securing resources belongs to acquire. Maintaining and monitoring products belongs to operate. Discover is valuable because it reduces the risk of building the wrong thing and helps ensure that product and service decisions are grounded in value, context, and strategic fit rather than assumptions alone.

質問 # 60

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

正解: C

解説:

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.

質問 # 61

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