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ITIL ITIL-5-Foundation Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 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"> The Four Dimensions of Product and Service Management: Ensures holistic service management by examining People, Technology, Partners, and Value Streams as interconnected factors.

ITIL Foundation (Version 5) Sample Questions (Q66-Q71):

NEW QUESTION # 66

Which of the following BEST describes a release?

- A. A cause, or potential cause, of one or more incidents
- B. The addition, modification, or removal of anything that could affect services
- C. A version of a product, service, or other configuration item made available for use
- D. An unplanned interruption to a service or reduction in the quality of a service

Answer: C

Explanation:

A release in ITIL is defined as "a version of a product, service, or other configuration item made available for use." That matches option B exactly. The distractors are all valid ITIL terms, but they refer to different concepts. Option A is the definition of a change. Option C defines an incident. Option D defines a problem.

ITIL makes these distinctions carefully because release management, change enablement, incident management, and problem management are separate practices with different purposes. A release is specifically about making a version available for use, which means it is associated with availability of something that has been prepared, approved, and made ready for consumers or operational use. It may be part of transition and is often linked with deployment, but it is not the same as a change in general. A change can lead to a release, but the terms are not interchangeable. Since the question asks for the best description of a release, and option B mirrors the official glossary wording, B is the exact verified answer.

NEW QUESTION # 67

Which of the following is TRUE about value co-creation?

- A. Value is created only by the service provider and delivered to the consumer
- B. Value is defined and consumed by a service provider
- C. Value is created jointly through interactions between service providers and service consumers
- D. value is created independently of service relationships

Answer: C

Explanation:

Value co-creation means that value is created jointly through interactions between service providers and service consumers, so option D is correct. ITIL moved away from the idea that value is simply produced by the provider and handed over to the consumer. Instead, value emerges through the combination of provider offerings, consumer participation, context, usage, and the wider service relationship. A service may offer strong utility and warranty, but the actual value realized depends on how the consumer uses it and what outcomes are achieved. This is why ITIL emphasizes service relationships, shared responsibilities, and stakeholder perspectives. Value is not created independently of those relationships, and it is not defined solely by the provider. Co-creation reflects the dynamic and interactive nature of modern digital product and service management.

NEW QUESTION # 68

What does a service journey describe?

- A. End-to-end interactions between a service provider and a service consumer
- B. The sequence of value chain activities
- C. The end-to-end lifecycle of a product
- D. The internal workflows and processes of a service provider

Answer: A

Explanation:

A service journey describes the end-to-end interactions between a service provider and a service consumer, which makes option A correct. ITIL uses this concept to help organizations understand the full consumer experience across the stages of discovering, accessing, using, receiving support for, and continuing with a service. It includes visible touchpoints, interactions, perceptions, and moments that shape user experience and value realization. It is not the same as internal workflows, which belong more to value streams and processes.

It is also not the same as the product lifecycle or the formal sequence of value chain activities. By understanding the service journey, organizations can improve service design, communication, support, and experience from the consumer perspective rather than only from an internal operational viewpoint.

NEW QUESTION # 69

Which is a key success metric for the "transition" activity?

- A. Quality of the resources and services sourced from suppliers
- B. Number and impact of incidents and performance deviations
- C. Negative impact of changes on service availability and performance
- D. Service performance against the agreed SLA targets

Answer: C

Explanation:

The correct answer is C. In the ITIL Product and Service Lifecycle, the purpose of the "transition" activity is to seamlessly introduce new or updated products into operational environments and to ensure effective onboarding or offboarding of suppliers. Built solutions and some acquired resources must be safely and efficiently moved into the live environment. ITIL Version 5 identifies several key success metrics for transition, including transition cycle, negative impact of transition on service availability and performance, number and impact of transition errors, adherence to the product roadmap, and stakeholder satisfaction with the transition process and results. Option C is the closest correct answer, although the wording should refer to "transition" rather than only "changes." Option A is a metric for the "operate" activity. Option B is more closely related to "acquire." Option D is a metric for "deliver," where services are measured against agreed SLA targets. Transition success is mainly judged by whether deployment or onboarding occurs smoothly without harming live service availability or performance.

NEW QUESTION # 70

What influences whether a service is perceived as valuable by a consumer?

- A. The extent to which the positive effects of the service outweigh the negative ones
- B. The amount of money the service provider invests in resources
- C. The service provider 's ability to minimize their operational costs
- D. The number of providers delivering the service to the consumer

Answer: A

Explanation:

A service is perceived as valuable when its positive effects outweigh its negative effects for the consumer.

That is why option C is correct. In ITIL, value is not defined only by what the provider delivers. It depends on the consumer's perception of benefits, usefulness, and importance. Consumers evaluate whether the service helps them achieve desired outcomes while optimizing associated costs and risks. Even a technically strong service may be seen as low value if it is hard to use, unreliable, expensive, or creates unwanted effort.

Conversely, a service with well-balanced utility, warranty, sustainability, and experience may be seen as highly valuable. Provider investment or internal efficiency alone does not determine value. ITIL places emphasis on outcomes and stakeholder perception, which is why consumer judgment about net positive effect is central.

NEW QUESTION # 71

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