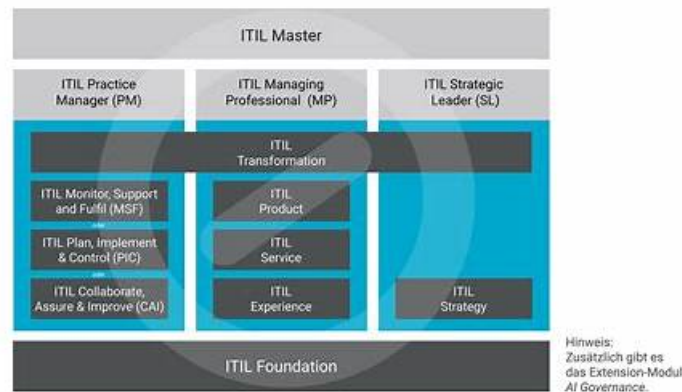


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ITIL Version 5: Qualifizierungsschema



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ITIL ITIL-5-Foundation Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<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 3	<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 4	<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 5	<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 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"> Continual Improvement Model: Covers the seven-step structured approach for driving and sustaining organizational improvement over time.
Topic 8	<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.

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ITIL Foundation (Version 5) Sample Questions (Q14-Q19):

NEW QUESTION # 14

Why does the ITIL Continual Improvement Model begin by defining the vision?

- A. To confirm whether previous improvement initiatives were successful
- **B. To ensure improvement efforts are aligned with the organization 's objectives**
- C. To identify improvement actions and assign responsibilities
- D. To document current performance metrics before changes are made

Answer: B

Explanation:

The continual improvement model begins by defining the vision to ensure that improvement efforts align with organizational objectives, so option B is correct. Without a clear understanding of the desired direction, teams may improve the wrong things, optimize locally, or invest effort in changes that do not support strategy or stakeholder value. The vision acts as the anchor for later questions such as where the organization is now, where it wants to be, how it will get there, and how progress will be measured. ITIL emphasizes that improvement should not be random or isolated. It should support the wider purpose, priorities, and desired outcomes of the organization. Current performance metrics and actions matter, but they come after the vision has clarified what success actually means in context.

NEW QUESTION # 15

Which activity focuses on minimizing the impact of incidents and disasters when they happen?

- A. Design
- B. Operate
- **C. Support**
- D. Transition

Answer: C

Explanation:

Support is the activity focused on minimizing the impact of incidents and disasters when they occur, so option C is correct. In ITIL, support includes helping users, restoring normal service, handling incidents, and responding to issues that affect service quality or continuity. Its purpose is not only to react, but to reduce disruption to users and customers as much as possible. Operate maintains live products and supporting systems, while support deals more directly with service interruptions and the human-facing aspects of restoring service. Transition introduces changed products into the live environment, and design defines solutions before they are built. By placing emphasis on rapid assistance, recovery, and user impact reduction, the support activity plays a crucial role in service resilience and in maintaining confidence during service failures or disruptions.

NEW QUESTION # 16

What is the primary purpose of a product in ITIL digital product and service management?

- **A. To offer value to consumers through a defined configuration of resources**
- B. To enable value co-creation by facilitating outcomes that customers want to achieve
- C. To ensure regulatory compliance across digital services
- D. To replace service management practices with product management

Answer: A

Explanation:

The primary purpose of a product in ITIL is to offer value to consumers through a defined configuration of resources, so option A is

correct. A product combines resources such as technology, people, information, processes, and partner capabilities in a way that is designed to create value. Services are often built on products, and products provide the structure and capabilities that services use to facilitate outcomes. Option C describes the purpose of a service more directly than the purpose of a product. Products do not replace service management practices, nor is compliance their primary purpose, even though compliance may be a requirement. ITIL integrates product and service management because products are central to how value is made possible, while services are central to how value is experienced and co-created through relationships.

NEW QUESTION # 17

Which chapter of an ITIL Official Practice Guide provides recommendations for the successful automation of the practice?

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

Answer: D

Explanation:

ITIL Official Practice Guides all follow a common structure, and the Foundation book includes a table showing the chapters and their contents. In that structure, the "information and technology" chapter contains key information used by the practice and "automation and tooling, including recommendations for successful automation of the practice." That line is explicit, which makes option A the correct answer. The other chapters have different purposes. "Value streams and processes" covers the processes, activities, and contribution of the practice to service value streams. "Organizations and people" focuses on roles, competencies, responsibilities, organizational solutions, and teams. "Partners and suppliers" addresses dependencies on third parties and support from them. Because the question asks specifically where the recommendations for successful automation appear, the answer must be the chapter where ITIL explicitly places automation guidance. The book also mentions appendices and Official Practice Guides as sources for automation tools, but the formal chapter in each guide for automation recommendations is "information and technology." Therefore, A is the exact verified answer.

NEW QUESTION # 18

Which lifecycle activity is focused on creating prototypes and specifications?

- **A. Design**
- B. Support
- C. Transition
- D. Deliver

Answer: A

Explanation:

The design activity is focused on creating prototypes and specifications, so option A is correct. In the ITIL product and service lifecycle, design translates ideas, needs, and requirements into structured solution concepts that can be built, tested, and transitioned. This includes defining product characteristics, user interactions, architectural approaches, acceptance criteria, and service quality considerations. Prototypes may be created to explore concepts, reduce uncertainty, and validate assumptions before larger investment.

Specifications provide the documented requirements and characteristics that guide development and later lifecycle activities. Deliver and support happen later and focus on providing and assisting services in use.

Transition is concerned with introducing new or changed products and services into the live environment.

Therefore, the lifecycle activity most closely associated with prototypes and specifications is design.

NEW QUESTION # 19

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