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ITIL ITIL-5-Foundation Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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">• Continual Improvement Model: Covers the seven-step structured approach for driving and sustaining organizational improvement over time.
Topic 4	<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 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 Digital Product and Service Lifecycle: Covers the eight-stage lifecycle model from Discover through Retire replacing ITIL 4's service value chain with end-to-end guidance.
Topic 7	<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 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 (Q56-Q61):

NEW QUESTION # 56

Which statement about the 'band of visibility' is CORRECT?

- A. It represents all aspects visible between provider and consumer organizations
- B. It applies exclusively to modern, technology-based digital service models
- C. It includes only the activities visible to the service provider
- D. It defines the complete path of the customer's service journey

Answer: A

Explanation:

The band of visibility represents the aspects of service interaction that are visible between the provider and consumer organizations, so option C is correct. In ITIL, it helps distinguish visible interactions from internal activities that occur behind the scenes within either organization. This makes it useful for understanding service relationships, responsibilities, interfaces, and experience. It is not limited to the provider's view alone, nor is it restricted only to modern digital services. It also does not equal the full service journey, because the journey covers the broader end-to-end experience of the consumer across many interactions and stages. The band of visibility is specifically about what can be seen and experienced across organizational boundaries. This clarity helps in designing services, managing expectations, and improving collaboration.

NEW QUESTION # 57

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

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

Answer: B

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 # 58

What BEST describes an event?

- A. The addition or removal of anything that could have a direct or indirect effect on services
- B. A sudden unplanned event causing great damage
- C. Any change of state that has significance for the management of a service
- D. A request from a user for a normal service action

Answer: C

Explanation:

An event is best described as any change of state that has significance for the management of a service, so option C is correct. In ITIL, events are not automatically negative. They may indicate normal operations, warnings, thresholds being crossed, or conditions

that require attention. Event management helps organizations observe and respond appropriately to what is happening in live systems. A user request is a service request, not an event. A sudden damaging occurrence may be an incident or disaster, depending on context. The addition or removal of something affecting services relates more to a change or configuration item context. By defining events broadly as significant state changes, ITIL enables organizations to monitor services proactively and respond before issues become major service interruptions.

NEW QUESTION # 59

Which term describes ' what an organization does for its consumers and other stakeholders and why?

- A. Organization ' s purpose
- B. Value stream
- C. Operating model
- D. Value chain

Answer: A

Explanation:

An organization's purpose describes what it does for its consumers and other stakeholders and why it exists, so option D is correct. In ITIL, purpose provides the fundamental reason for the organization's existence and connects its activities to value creation. It explains the broader intent behind products, services, and relationships. A value stream is a series of steps used to create and deliver value in a specific context. A value chain is the set of high-level lifecycle activities that enables value through products and services. An operating model shows how the organization arranges its capabilities, workflows, and resources to fulfill its purpose. Purpose is therefore the most foundational concept among these. It defines the "why," while the other concepts describe how value is organized, managed, and delivered in practice.

NEW QUESTION # 60

An IT support engineer assisting a user in configuring their laptop is an example of which concept?

- A. Sustainability
- B. Transfer of goods
- C. Access to resources
- D. Service actions

Answer: D

Explanation:

This is an example of service actions, which makes option B correct. In ITIL, service relationships can involve access to resources, transfer of goods, and service actions. Service actions are activities performed by the provider, or jointly by provider and consumer, to help users achieve outcomes. Assisting a user with configuring a laptop clearly involves active support and direct interaction, so it fits the service actions category. It is not transfer of goods, because the key interaction is not about handing over a physical item. It is not sustainability, which relates to environmental, social, and economic responsibility. It is also not simply access to resources, because the engineer is doing more than just granting access. The assistance itself is the value-creating action in this scenario.

NEW QUESTION # 61

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