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>> **Current ITIL-5-Foundation Exam Content** <<

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ITIL ITIL-5-Foundation Exam Syllabus Topics:

| Topic | Details |
|---------|---|
| Topic 1 | <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 2 | <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 3 | <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 4 | <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. |

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| Topic 5 | <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 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"> • ITIL Guiding Principles: Introduces the seven universal principles that guide decision-making and collaboration across any organizational context. |

ITIL Foundation (Version 5) Sample Questions (Q38-Q43):

NEW QUESTION # 38

According to the ' Focus on value ' ITIL Guiding Principle, all organizational activities should link back to what?

- A. Benefits for organization, its customers, and stakeholders
- B. Market share dominance
- C. Employee satisfaction
- D. Increased revenue only

Answer: A

Explanation:

According to the ITIL guiding principle "focus on value," all organizational activities should link back to benefits for the organization, its customers, and other stakeholders, so option A is correct. ITIL defines value broadly as perceived benefits, usefulness, and importance. This means value is not limited to financial gain alone. It may include customer outcomes, user experience, sustainability, trust, operational effectiveness, and strategic progress. The principle reminds organizations to ask why an activity is being performed and how it contributes to meaningful results. Increased revenue, employee satisfaction, and market share can all matter, but none of them alone fully represents value. By linking activities to stakeholder benefit, organizations avoid waste, align effort with purpose, and ensure that decisions support value creation rather than internal activity for its own sake.

NEW QUESTION # 39

What does the ITIL Guiding Principle ' think and work holistically ' emphasize?

- A. Automating repetitive and manual tasks
- B. Ensuring all activities result in value creation for the stakeholders
- C. Assigning responsibility for improvements to a single team
- D. Considering all components of the service value system when making decisions

Answer: D

Explanation:

The principle "think and work holistically" emphasizes considering all components of the service value system and their relationships when making decisions, so option A is correct. ITIL teaches that products and services are created and managed through interconnected people, technologies, partners, workflows, governance mechanisms, and practices. Focusing on one part in isolation can create local optimization but system-wide problems. A change that improves one team's efficiency, for example, may create delays or risks elsewhere. This principle encourages organizations to view the full system, including dependencies, handoffs, stakeholders, and outcomes. While value creation is important, that idea is broader and more closely linked to "focus on value." Automation belongs to another principle. Holistic thinking ensures that improvements support the whole organization and the overall flow of value.

NEW QUESTION # 40

Which metric is MOST appropriate for assessing the success of the ' build ' value chain activity?

- A. Percentage of service requests fulfilled on first contact
- B. Number of incidents resolved within agreed targets
- C. Quality of the product solutions

- D. Customer satisfaction score after service delivery

Answer: C

Explanation:

The most appropriate metric for assessing the success of the build activity is the quality of the product solutions, so option D is correct. Build is concerned with creating or modifying solution components so they are fit for intended use in later lifecycle stages. Measures for build therefore focus on the quality, completeness, maintainability, and suitability of what is produced. The other options are associated with different activities. Incident resolution within targets is more relevant to support. Customer satisfaction after service delivery is more relevant to deliver and service experience. First-contact fulfillment is also a service delivery or support measure. ITIL encourages organizations to choose metrics that match the purpose of each value chain activity. Since build is about producing sound product components, the quality of those solutions is the clearest measure of success.

NEW QUESTION # 41

Which activity has the primary responsibility for maintaining and monitoring digital products and supporting systems?

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

Answer: A

Explanation:

The operate activity has the primary responsibility for maintaining and monitoring digital products and supporting systems, so option C is correct. In ITIL, operate focuses on keeping live products and supporting environments functioning effectively. This includes monitoring system behavior, managing events, maintaining performance, ensuring reliability, and responding to deviations that affect product operation.

Deliver is about providing services to users, including onboarding and service-level fulfillment. Support helps minimize the impact of incidents, issues, and disasters on users and services. Transition introduces new or changed products and services into the live environment. Operate is therefore the activity most closely associated with ongoing product health and technical stability. It provides the operational foundation that allows services to be delivered consistently and value to continue flowing.

NEW QUESTION # 42

What is the purpose of the 'support' activity?

- A. To design service architectures
- B. To build solution components
- **C. To assist users and maintain service performance**
- D. To discover new business opportunities

Answer: C

Explanation:

The purpose of the support activity is to assist users and maintain service performance, so option A is correct.

In ITIL, support focuses on helping users, managing incidents and issues, minimizing disruption, and sustaining acceptable service quality when problems occur. It works closely with other activities such as operate and deliver, but its emphasis is on responding to needs, restoring service, and reducing impact.

Designing service architectures belongs to design. Building solution components belongs to build.

Discovering new opportunities belongs to discover. Support is essential in maintaining trust and user confidence because it is often the activity users encounter most directly when something goes wrong or when they need help. Effective support contributes significantly to perceived service quality and the wider experience of service consumption.

NEW QUESTION # 43

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