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## ITIL-5-Foundation Test Quiz: ITIL Foundation (Version 5) & ITIL-5-Foundation Actual Exam & ITIL-5-Foundation Exam Training

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### ITIL ITIL-5-Foundation Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>ITIL Management Practices: Introduces the purpose and core concepts of ITIL's 34 management practices across General, Service, and Technical categories.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>Continual Improvement Model: Covers the seven-step structured approach for driving and sustaining organizational improvement over time.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>The Four Dimensions of Product and Service Management: Ensures holistic service management by examining People, Technology, Partners, and Value Streams as interconnected factors.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>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.</li> </ul>

## ITIL Foundation (Version 5) Sample Questions (Q11-Q16):

### NEW QUESTION # 11

What BEST describes a Service Level Agreement (SLA)?

- A. A documented agreement between a service provider and a customer that identifies services and their agreed levels
- B. An informal discussion between users and service providers about expectations
- C. A legal contract between two vendors regulating financial penalties
- D. A guideline document for internal IT teams without customer involvement

**Answer: A**

Explanation:

A Service Level Agreement is best described as a documented agreement between a service provider and a customer that identifies the services and their agreed levels, so option B is correct. In ITIL, the SLA is a formal mechanism for creating shared understanding of expected and achieved service quality. It may include metrics related to utility, warranty, sustainability, and user experience, depending on context. It is more than an informal discussion and is not just an internal guideline. It also is not limited to vendor penalty clauses, although contractual elements may exist around it. The purpose of an SLA is to clarify what will be provided, how performance will be measured, and what both parties can reasonably expect. This helps support transparency, accountability, and effective service relationships.

### NEW QUESTION # 12

Why are management practices important for value chain activities?

- A. They enable value chain activities by providing the required capabilities
- B. They ensure activities are performed in a fixed order
- C. They define the organization ' s purpose and strategy
- D. They replace value chain activities with standardized processes

**Answer: A**

### NEW QUESTION # 13

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

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

**Answer: C**

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 # 14

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

- A. Transition

- B. Operate
- C. Support
- D. Design

**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 # 15

A printer is delivered to a customer, while ongoing maintenance and support are provided by the supplier. Which combination of service interactions is shown in this situation?

- A. Transfer of goods and service actions
- B. Access to resources and service actions
- C. Transfer of goods and service journey
- D. Service offering and service actions

**Answer: A**

Explanation:

This situation shows transfer of goods and service actions, so option A is correct. The printer being delivered to the customer is an example of transfer of goods because a physical item is provided to the consumer. The ongoing maintenance and support are service actions because they involve activities carried out by the supplier to help the customer use the printer successfully and maintain service performance. Access to resources would apply if the customer were mainly using provider-owned resources under agreed terms, such as software access or shared infrastructure. A service journey is broader and refers to the end-to-end experience across interactions. ITIL identifies these interaction patterns to help organizations understand how value is co-created in different service relationships. In this case, both a physical transfer and ongoing provider activity are clearly present.

#### NEW QUESTION # 16

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Beyond knowing the answer, and actually understanding the ITIL-5-Foundation test questions puts you one step ahead of the test. Completely understanding a concept and reasoning behind how something works, makes your task second nature. Your ITIL-5-Foundation quiz will melt in your hands if you know the logic behind the concepts. Any legitimate ITIL-5-Foundation prep materials should enforce this style of learning - but you will be hard pressed to find more than a ITIL-5-Foundation practice test anywhere other than RealValidExam.

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