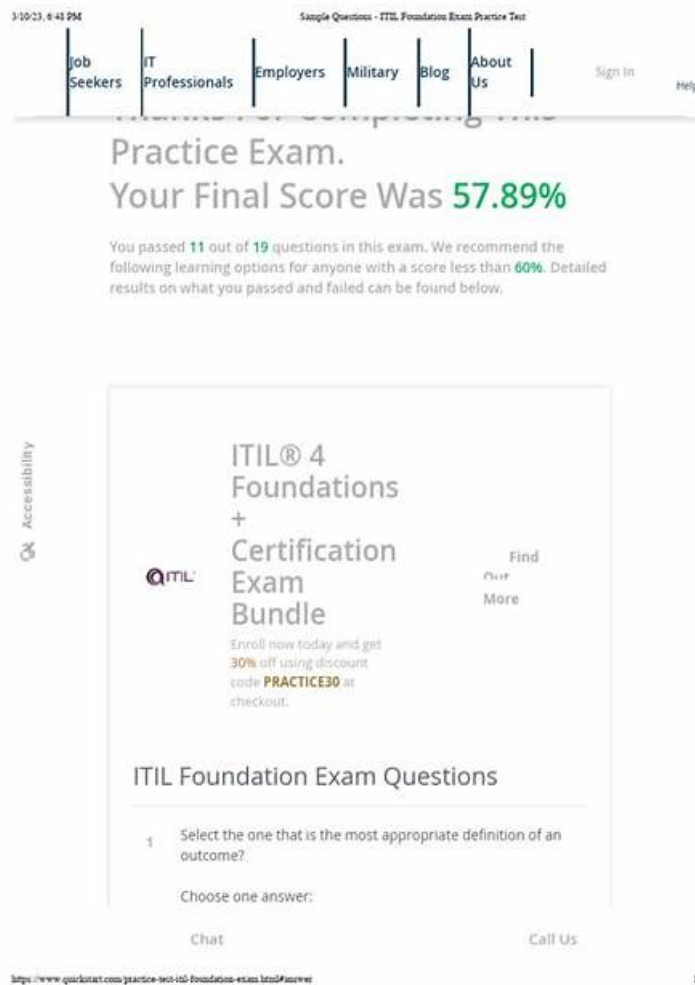


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ITIL ITIL-5-Foundation Exam Syllabus Topics:

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"> 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 4	<ul style="list-style-type: none"> • Continual Improvement Model: Covers the seven-step structured approach for driving and sustaining organizational improvement over time.
Topic 5	<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 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"> • ITIL Guiding Principles: Introduces the seven universal principles that guide decision-making and collaboration across any organizational context.
Topic 8	<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.

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ITIL Foundation (Version 5) Sample Questions (Q42-Q47):

NEW QUESTION # 42

What is the customer of a service responsible for?

- A. Authorizing the budget for the service
- B. Using the service
- C. Provisioning the service
- D. Defining the service requirements

Answer: D

Explanation:

The correct answer is B. ITIL Version 5 explains that a service consumer organization may be represented by three specific roles: customer, user, and sponsor. The customer is the role that defines the requirements for products and services and takes responsibility for the outcomes of service consumption. The user is the role that uses services, so option A describes the user, not the customer. The sponsor is the role that authorizes the budget for service consumption, so option D describes the sponsor, not the customer. Option C is incorrect because provisioning the service is normally the responsibility of the service provider, which ITIL defines as the organization responsible for the delivery and support of services. In many real situations one person may perform more than one role, especially for individual consumers. However, in ITIL terminology, the customer role is specifically linked to defining requirements and being responsible for consumption outcomes.

NEW QUESTION # 43

Which of the following BEST describes an outcome in a service relationship?

- A. A specific task completed by the service provider as part of service delivery
- B. A tangible or intangible deliverable created during a service activity
- C. A software product provided to the consumer by the service provider

- D. A result achieved by a stakeholder through the use of at least one output

Answer: D

Explanation:

ITIL Version 5 defines an outcome as "a result for a stakeholder enabled by one or more outputs." That exact definition corresponds to option A. ITIL also clearly distinguishes outputs from outcomes. An output is a tangible or intangible deliverable of an activity, while an outcome is the result that the stakeholder achieves through using that output. This distinction is central in ITIL's explanation of service value. For example, an output might be a report, application, device, or delivered service component, but the outcome is the benefit or result enabled for the stakeholder. That is why option B is the definition of output, not outcome. Options C and D are narrower and do not reflect the formal glossary definition. The question asks for the best description of an outcome in a service relationship, and ITIL's glossary provides an exact match. Because ITIL uses precise terminology around outputs, outcomes, value, and services, the wording in option A is the only one that aligns with the official definition and is therefore the verified correct answer.

NEW QUESTION # 44

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 # 45

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 # 46

Why do ITIL practice guides follow a standardized structure across all practices?

- A. To enforce uniform tooling and technology choices
- B. To limit the flexibility of practice adoption

- C. To make it easier for organizations to understand and apply different practices
- D. To ensure all practices are implemented in the same sequence

Answer: C

Explanation:

ITIL practice guides use a standardized structure to make the guidance easier to understand, compare, and apply across different organizational contexts. That is why option A is correct. A consistent structure helps learners and practitioners quickly locate key areas such as purpose, key concepts, workflows, measures, roles, competencies, information and technology, and capability development. This improves usability without forcing identical implementation. ITIL does not require organizations to implement every practice in the same sequence, nor does it prescribe one mandatory set of tools. In fact, ITIL strongly supports adaptation to context. The standard format provides clarity and coherence while still allowing flexibility. This is especially helpful in product and service management, where many practices interact and need to be understood as part of a broader management system.

NEW QUESTION # 47

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