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ITIL ITIL-5-Foundation Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> Continual Improvement Model: Covers the seven-step structured approach for driving and sustaining organizational improvement over time.
Topic 2	<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 3	<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 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"> 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"> Value Stream Mapping and Management: Teaches how to identify, map, and optimize value streams to improve flow, reduce bottlenecks, and enhance delivery outcomes.
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"> The ITIL Service Value System (SVS): Explains how guiding principles, governance, value chain activities, and continual improvement work together as one integrated framework.

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ITIL Foundation (Version 5) Sample Questions (Q27-Q32):

NEW QUESTION # 27

Which of the following BEST describes an operating model?

- A. A conceptual and visual representation of how an organization co-creates value with its customers
- B. A recommendation that guides an organization's actions and decisions in all circumstances
- C. A set of organizational resources designed for performing specific work or achieving a particular objective
- D. A set of rules that ensures consistent decision-making and accountability within the organization

Answer: A

Explanation:

The ITIL Version 5 glossary defines an operating model as "a conceptual and/or visual representation of how an organization co-creates value with its customers and other stakeholders, as well as how the organization runs itself." Option D matches this definition most closely, so it is the correct answer. The other options describe different ITIL concepts. Option A sounds more like governance, policy, or control mechanisms.

Option B describes a guiding principle, since ITIL says guiding principles are recommendations that can guide an organization in all circumstances. Option C describes a management practice, which ITIL defines as a set of organizational capabilities designed for performing work or accomplishing an objective. The operating model is broader than any individual practice or policy because it shows the overall way the organization functions and creates value. Since the official wording explicitly uses "conceptual and/or visual representation" and "co-creates value," option D is the exact and verified choice according to the ITIL 5 Foundation glossary.

NEW QUESTION # 28

How do ITIL Guiding Principles and continual improvement affect governance activities within the ITIL Value System?

- A. They are optional elements that organizations may choose to ignore without impacting governance
- B. They focus exclusively on financial performance and do not relate to governance oversight
- C. They apply only to management practices and do not influence governance activities
- D. They provide a framework for defining governance principles and ensure ongoing improvement aligns with stakeholder expectations

Answer: D

NEW QUESTION # 29

What is service quality most concerned with?

- A. How well a service meets agreed requirements and expectations
- B. The social responsibility of a service provider
- C. The speed of service development
- D. How quickly incidents are resolved

Answer: A

Explanation:

Service quality is most concerned with how well a service meets agreed requirements and expectations, so option A is correct. ITIL defines service quality as the sum of the characteristics of a service that are relevant to its ability to satisfy stated and implied needs. This means quality is broader than speed of incident resolution alone. It includes utility, warranty, sustainability, and user experience, depending on the context of the service relationship. Social responsibility may be part of sustainability, but it does not on its own define overall service quality. Likewise, rapid development does not guarantee quality. ITIL encourages organizations to translate expectations into service level metrics and manage the service accordingly.

Therefore, service quality is fundamentally about meeting what has been agreed and what stakeholders genuinely need.

NEW QUESTION # 30

How should the ITIL Guiding Principle 'collaborate and promote visibility' be applied?

- A. By capturing feedback after each iteration
- B. By limiting communication to management only
- C. By reusing existing processes wherever possible
- D. By involving stakeholders and sharing information with them

Answer: D

Explanation:

The guiding principle "collaborate and promote visibility" should be applied by involving stakeholders and sharing information with them, so option A is correct. ITIL stresses that good decisions and effective work depend on people understanding what is happening, why it matters, and how they can contribute.

Collaboration helps bring together different perspectives, knowledge, and responsibilities. Visibility ensures that work, progress, risks, and priorities are transparent enough for informed participation and trust. Limiting communication to management weakens collaboration. Reusing existing processes relates more to "start where you are." Capturing feedback after each iteration relates more closely to "progress iteratively with feedback." This principle helps organizations reduce silos, improve coordination, and create a more shared understanding of how value is being created across the service relationship.

NEW QUESTION # 31

Which statement regarding a partnership relationship is TRUE?

- A. It provides commercial off-the-shelf services for a wide range of consumers
- B. It involves bespoke services with a focus on innovation and growth
- C. It focuses mainly on operational efficiency and uses standardized contracts
- D. It focuses on the operational and tactical levels, not on the strategic level

Answer: B

Explanation:

ITIL Version 5 describes partnership as a relationship in which two organizations work closely together to achieve common goals and objectives. In its comparison of service relationship types, the most collaborative end of the spectrum is associated with bespoke or custom services, stronger mutual dependency, higher trust, and a shared focus on innovation, growth, and long-term objectives. The document contrasts this with more basic or transactional relationships, which tend to use standard contracts and standardized services aimed at broad markets. This makes option D the correct answer. Option A reflects a more basic or commercially standardized relationship rather than a partnership. Option B is incorrect because partnerships often extend into strategic alignment, not just operational or tactical coordination. Option C describes mass-market, off-the-shelf service provision, which ITIL associates with more standardized service relationships, not partnerships.

Because ITIL links partnerships with closer collaboration, shared goals, and often more bespoke arrangements, D is the exact answer that best fits the official description.

NEW QUESTION # 32

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