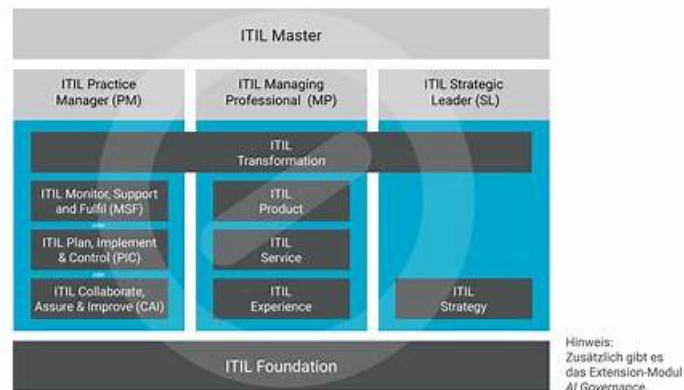


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## ITIL Version 5: Qualifizierungsschema



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### ITIL Foundation (Version 5) Sample Questions (Q72-Q77):

#### NEW QUESTION # 72

What does ITIL emphasize as a key difference between Value stream mapping ' and Value stream management?

- A. Mapping applies to services, while management applies to products
- **B. Mapping identifies how value flows, while management ensures the value stream performs effectively over time**
- C. Mapping is used only for reporting, while management is used only for auditing
- D. Mapping focuses on cost control, while management focuses on risk avoidance

**Answer: B**

Explanation:

ITIL emphasizes that value stream mapping identifies and visualizes how value flows, while value stream management ensures that the value stream performs effectively over time. That is why option A is correct.

Mapping is a diagnostic and analytical activity. It helps organizations understand the current flow of work, information, handoffs, delays, bottlenecks, and opportunities for improvement. Management is broader and continuous. It involves monitoring performance, setting measures, coordinating improvements, adapting to changes, and maintaining the health of the value stream over time. Mapping

is therefore one important tool within the larger discipline of management. The other options create false distinctions. ITIL applies both concepts across products and services, and neither one is limited only to reporting, auditing, cost, or risk. The real difference is analysis versus ongoing operational stewardship.

#### NEW QUESTION # 73

An organization wants to evaluate how well the ' transition ' value chain activity is performing. Which metric would best support this evaluation?

- A. Percentage of value streams mapped
- B. Average cost per service request
- C. Success rate of releases deployed into the live environment
- D. Number of ideas generated for new services

**Answer: C**

Explanation:

The best metric for evaluating the transition activity is the success rate of releases deployed into the live environment, so option C is correct. Transition is responsible for introducing new or changed products and services into live use with minimal disruption and adequate readiness. A strong success measure is therefore how often releases enter production successfully and perform as intended. The number of ideas generated is more relevant to discover or innovation. Average cost per service request relates more to deliver or service management efficiency. Percentage of value streams mapped is a measurement of analysis maturity, not transition performance. ITIL encourages organizations to select metrics that reflect the actual purpose of each activity. Since transition is about controlled introduction into live environments, release success is a direct and meaningful indicator.

#### NEW QUESTION # 74

Which BEST describes the relationship between digital services and digital products?

- A. Digital services are always based on digital products
- B. Digital services and digital products exist independently
- C. Digital products are always based on digital services
- D. Digital products are service actions performed by providers

**Answer: A**

Explanation:

Digital services are always based on digital products, so option A is correct. In ITIL, a digital product is a combination of an organization's resources based on digital technology and designed to offer value to consumers. A digital service uses those digital products to facilitate outcomes and support value co-creation.

This means the product forms the technological and resource foundation for the service. The relationship does not work the other way around, so digital products are not based on digital services. They also do not exist independently in the context of digital service management, because products and services are integrated through the lifecycle and value system. Finally, digital products are not service actions. Service actions are provider activities, while products are configurations of resources. Therefore, digital services depend on digital products.

#### NEW QUESTION # 75

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

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

**Answer: C**

Explanation:

The guiding principle "collaborate and promote visibility" should be applied by involving stakeholders and sharing information with them, so option C 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 # 76

How do ITIL practice guides benefit organizations managing digital products and services?

- A. By defining a fixed maturity level that organizations must achieve
- B. By prescribing mandatory tools and technologies for service management
- C. By supporting organizations in developing product and service management capabilities
- D. By separating product management guidance from service management guidance

**Answer: C**

Explanation:

ITIL practice guides benefit organizations by supporting the development of product and service management capabilities, so option C is correct. The guides provide practical, structured guidance for specific management areas and help organizations understand how to perform work effectively in context. They do not prescribe one mandatory technology stack or force all organizations into a single maturity target. ITIL also does not separate product and service management as isolated disciplines; instead, it integrates them through the lifecycle model and the value system. The practice guides help teams understand workflows, roles, measures, interfaces with other practices, and considerations across the Four Dimensions. This makes them useful for building real organizational capability, not just passing exams. Their value lies in practical adaptation and capability improvement across a wide range of management areas.

#### NEW QUESTION # 77

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