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

Topic	Details

Topic 1	<ul style="list-style-type: none"> <li>• Extension Module: AI Governance (Optional): An optional module addressing ethical, compliant, and responsible AI adoption, covering risk, transparency, and regulatory considerations.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>• Value Stream Mapping and Management: Teaches how to identify, map, and optimize value streams to improve flow, reduce bottlenecks, and enhance delivery outcomes.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• The ITIL Service Value System (SVS): Explains how guiding principles, governance, value chain activities, and continual improvement work together as one integrated framework.</li> </ul>
Topic 4	<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>
Topic 5	<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>

## ITIL Foundation (Version 5) Sample Questions (Q60-Q65):

### NEW QUESTION # 60

Which of the following statements about value streams is INCORRECT?

- A. Value streams should exclude suppliers
- B. Value streams continue to evolve over time
- C. Value streams can involve multiple practices
- D. Value streams are enabled and supported by the organization's value chain

**Answer: A**

Explanation:

Option B is the incorrect statement. ITIL does not say value streams should exclude suppliers. In fact, value streams can extend across organizational boundaries and often include interactions with partners and suppliers, especially where third parties contribute to discovery, design, build, transition, operation, delivery, or support. The book presents service networks and cross-organizational workflows as normal features of modern product and service management. ITIL also explains that value streams are context-specific combinations of management activities within the organization's value chain, and that these value streams should be identified, mapped, analysed, and continually improved. This ongoing improvement implies that value streams evolve over time, so option C is true. Since management practices enable and support value chain activities, and these activities are combined into value streams, option D is also true because multiple practices can contribute to a single value stream. Option A is acceptable in the exam sense because value streams are formed from the organization's value chain activities and supported by practices. Therefore, the only incorrect statement is B, because excluding suppliers would contradict ITIL's holistic and cross-organizational view of value creation.

### NEW QUESTION # 61

Which is the purpose of the "transition" activity?

- A. To develop, integrate, and test digital products
- B. To seamlessly introduce new products into operational environments
- C. To ensure continual alignment of the product roadmap with the needs of service consumers
- D. To create prototypes and specifications for products and services

**Answer: B**

Explanation:

The correct answer is A. ITIL Version 5 states that the purpose of the "transition" activity is to seamlessly introduce new or updated products into operational environments and to ensure effective onboarding or offboarding of suppliers. Built solutions and some acquired resources must be safely and efficiently moved into the live environment, a consumer environment, or a marketplace. The transition activity may involve deployment, release, supplier onboarding, decommissioning, and preparation for operation, delivery, and support. Option B is not correct because continual alignment of the product roadmap with consumer needs is more closely linked to discovery and ongoing product management. Option C describes the "design" activity, where prototypes and product or service specifications are created. Option D describes the "build" activity, whose purpose is to develop, integrate, and test digital

products. Therefore, the best answer is A, because transition is about moving new or changed products into operational use smoothly and safely.

#### NEW QUESTION # 62

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

**Answer: B**

Explanation:

This situation shows transfer of goods and service actions, so option C 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 # 63

Which term BEST describes a group of people that has its own functions with responsibilities, authorities, and relationships to achieve its objectives?

- A. Partnership
- **B. Organization**
- C. Service journey
- D. Culture

**Answer: B**

Explanation:

The answer comes from the glossary definition. ITIL defines an organization as "a person or a group of people that has its own functions with responsibilities, authorities, and relationships to achieve its objectives." Option A reproduces that idea directly, so it is the correct choice. The other options refer to different concepts. A partnership is a relationship between two organizations that work closely together to achieve common goals and objectives. Culture is a set of values shared by a group of people, expressed through behaviour, ideas, beliefs, and practices. A service journey is the sum of activities and interactions performed by organizations engaged in service relationships. None of those definitions matches the wording in the question as closely as "organization." ITIL also clarifies that an organization can be a whole company, part of a company, a group of companies, or even a self-employed individual, depending on context. That broad definition is why the term is used so consistently across the framework. Since the question is clearly testing exact glossary terminology, A is the verified answer.

#### NEW QUESTION # 64

Which dimension of digital product and service management ensures that people working in an organization have sufficient skills to support anticipated needs?

- A. Information and technology
- B. Partners and suppliers
- C. Value streams and processes
- **D. Organizations and people**

**Answer: D**

Explanation:

The best way to verify this is through the description of the "organizations and people" dimension. ITIL says this dimension ensures

that the way an organization is structured and managed, together with its roles, responsibilities, and systems of authority and communication, is well defined and supports the overall strategy and operating model. The same section goes on to stress that organizations must identify, acquire, develop, and continually improve the competencies of their people and teams so they can meet current and anticipated needs. This places skills, competencies, leadership, culture, and workforce capability firmly inside the organizations and people dimension. The other dimensions address different concerns. Value streams and processes focus on workflows and how work is organized. Information and technology addresses data, tools, platforms, and technical capabilities. Partners and suppliers covers third-party relationships and agreements.

Because the question is specifically about ensuring that people in the organization have sufficient skills to support anticipated needs, the correct answer is A. That answer is consistent with both the formal definition of the dimension and the detailed subsection on skills and competencies.

## NEW QUESTION # 65

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