

Practice ITIL-5-Foundation Exam Exam Latest Release | Updated ITIL ITIL-5-Foundation Valid Test Cram



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ITIL ITIL-5-Foundation Exam Syllabus Topics:

Topic	Details
Topic 1	The ITIL Service Value System (SVS): Explains how guiding principles, governance, value chain activities, and continual improvement work together as one integrated framework.
Topic 2	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	Value Stream Mapping and Management: Teaches how to identify, map, and optimize value streams to improve flow, reduce bottlenecks, and enhance delivery outcomes.
Topic 4	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 5	Continual Improvement Model: Covers the seven-step structured approach for driving and sustaining organizational improvement over time.
Topic 6	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	ITIL Management Practices: Introduces the purpose and core concepts of ITIL's 34 management practices across General, Service, and Technical categories.

Topic 8	• Extension Module: AI Governance (Optional): An optional module addressing ethical, compliant, and responsible AI adoption, covering risk, transparency, and regulatory considerations.
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ITIL Foundation (Version 5) Sample Questions (Q22-Q27):

NEW QUESTION # 22

What is the role of governance within the ITIL Value System?

- A. To provide detailed technical guidance for service design
- **B. To ensure organizational activities are directed and controlled**
- C. To perform day-to-day service operations
- D. To define and manage process activities for service delivery

Answer: B

Explanation:

Within the ITIL Value System, governance provides oversight so that the organization's management system remains effective, adaptive, and responsible. ITIL explains that governance is the level through which the organization directs, controls, and monitors the use of digital technology and ensures alignment with organizational objectives. The text also states that product and service management activities must be performed in line with the direction given by the governing body, and that the governing body maintains oversight of the product and service management system. This aligns most closely with option C: governance ensures organizational activities are directed and controlled. The other options refer to management responsibilities rather than governance. Day-to-day operations are handled through lifecycle activities such as operate, deliver, and support. Process execution and service delivery are management functions supported by practices and value chain activities, not the core role of governance. Technical guidance for service design also belongs elsewhere, especially in practices and lifecycle design work. Because ITIL distinguishes governance from operational management and positions it as the directing and controlling layer, C is the exact verified answer.

NEW QUESTION # 23

According to the ITIL Guiding Principle 'Start where you are', what is the MAIN risk of starting over without considering what is already available when improving a service?

- **A. Wasting time and losing valuable existing capabilities and resources**
- B. Failing to gather feedback needed to guide gradual improvement
- C. Overcomplicating solutions by ignoring practical, simple approaches
- D. Losing opportunities for collaboration and shared understanding across teams

Answer: A

Explanation:

The main risk is wasting time and losing valuable existing capabilities and resources, so option D is correct.

The guiding principle "start where you are" encourages organizations to assess the current state before deciding what to change. Existing services, workflows, knowledge, technologies, relationships, and capabilities may already provide useful foundations for improvement. Ignoring them can lead to unnecessary effort, repeated mistakes, disruption, and the loss of things that were already working well. ITIL does not suggest preserving everything unchanged, but it does recommend understanding and reusing what is valuable before rebuilding. Starting over without evaluation can also damage morale and continuity. This principle helps organizations improve more intelligently by building on reality instead of assuming that total replacement is always the best answer.

NEW QUESTION # 24

Which role authorizes budget for a service in a service relationship?

- A. Product vendor
- **B. Sponsor**
- C. Customer
- D. User

Answer: B

Explanation:

The sponsor is the role that authorizes the budget for a service, so option C is correct. In ITIL, different stakeholders in a service relationship have different responsibilities. The customer defines requirements and is accountable for the outcomes of service consumption. Users are the people who actually use the service. The sponsor is the person or group that authorizes funding and provides financial support for the service. This role is important because value co-creation depends not only on usage and outcomes, but also on the commitment of resources needed to obtain and sustain the service. A product vendor may provide or support a product, but that does not automatically make them the budget authority in the consumer organization. Therefore, the sponsor is the role most clearly linked to budget authorization.

NEW QUESTION # 25

What is the MAIN purpose of value stream mapping in an organization?

- A. To control external stakeholders directly
- B. To enhance and support management practices
- **C. To identify and prioritize improvement opportunities**
- D. To automate service monitoring

Answer: C

Explanation:

The main purpose of value stream mapping is to identify and prioritize improvement opportunities, which makes option B correct. ITIL presents value stream mapping as a practical way to understand how work actually flows across teams, systems, and organizational boundaries. By visualizing the "as-is" situation, organizations can spot bottlenecks, delays, handoff issues, waste, duplicated effort, and points where value is lost or slowed. This analysis helps them decide where improvements will have the greatest effect. Mapping may also support better collaboration and management practice use, but those are secondary outcomes. It is not mainly about automating monitoring or controlling stakeholders. The real value lies in making the flow of work visible so that improvement efforts can be based on evidence rather than assumptions or isolated local viewpoints.

NEW QUESTION # 26

Which role takes responsibility for the outcomes of service consumption?

- A. Organization
- B. Service provider
- C. Sponsor
- **D. Customer**

Answer: D

Explanation:

The customer takes responsibility for the outcomes of service consumption, so option C is correct. In ITIL, the customer is the person or organization that defines requirements and is accountable for the outcomes enabled by the service. This is different from the sponsor, who authorizes budget, and different from users, who interact with the service directly. The service provider is responsible for delivering and supporting the service, but it cannot fully control the consumer's outcomes because those outcomes also depend on how the service is used within the consumer's environment. This distinction is important in service relationships because value is co-created, not simply delivered one-way. By placing accountability for outcomes with the customer, ITIL reflects the shared nature of value creation and the need for active participation on both sides.

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