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### ITIL Foundation (Version 5) Sample Questions (Q51-Q56):

#### NEW QUESTION # 51

Which of the following describes a management practice?

- A. A visual representation of how an organization co-creates value with stakeholders
- B. A set of interconnected activities that an organization performs to create and deliver products
- C. A series of steps that an organization uses to create and deliver products
- **D. A set of organizational resources and capabilities designed to perform work or accomplish an objective**

**Answer: D**

Explanation:

A management practice is best described as a set of organizational resources and capabilities designed to perform work or accomplish an objective, which makes option B correct. In ITIL, a practice is broader than a process. It includes not only activities and workflows, but also roles, competencies, information, technology, partners, and other resources needed to perform effectively. This reflects the Four Dimensions and ITIL's holistic approach. Option A and D describe value streams or processes more closely, depending on interpretation. Option C refers more to a model or visualization of value co-creation rather than a practice. Practices such as incident management, service level management, architecture management, and supplier management enable the

organization to perform specific types of work consistently and effectively within the wider value system.

#### NEW QUESTION # 52

Why do many digital service providers aim to reduce or eliminate service actions?

- A. To strengthen direct personal engagement between users and support staff
- B. To ensure every service interaction is handled manually for better control
- C. To streamline operations and increase consistency by relying more on automation
- D. To comply with financial and regulatory policies

**Answer: C**

Explanation:

ITIL Version 5 explains that many digital products designed for the mass market are built to require no delivery actions such as manual service actions or transfer of goods. Instead, access is initiated by the customer and the process is fully automated. The text notes that this limits the deliver activity largely to establishing formal service relationships, monitoring quality, and collecting feedback. This directly supports option D: organizations aim to reduce or eliminate service actions to streamline operations and improve consistency through automation. The logic is that fewer manual interactions reduce friction, increase repeatability, and allow services to scale more effectively. Option A runs counter to this model because more direct personal engagement usually increases manual service actions. Option B is also the opposite of ITIL's automation-oriented design approach. Option C may matter in some contexts, but it is not the main reason ITIL gives for reducing service actions. Because ITIL explicitly describes highly automated delivery models that minimize manual service interactions, D is the most accurate and verified answer.

#### NEW QUESTION # 53

Which type of service relationship typically focuses on support and efficiency through standardized services?

- A. Partner relationship
- B. Cooperative relationship
- C. Basic relationship
- D. Collaborative relationship

**Answer: C**

Explanation:

A basic relationship is the correct answer because in ITIL 5 it usually involves a more standardized form of interaction between provider and consumer. The focus is on delivering agreed services efficiently, reliably, and with clear expectations, rather than on deep joint planning or shared governance. In a basic relationship, the service provider typically defines much of the service structure, and the consumer uses the service according to agreed terms. This model works well when services are repeatable, predictable, and designed for scale. By contrast, cooperative and collaborative relationships involve greater interaction, shared decision-making, and more active coordination between the organizations. Therefore, when the goal is support and efficiency through standardized services, the relationship type that best matches that ITIL description is the basic relationship.

#### NEW QUESTION # 54

How should the ITIL Guiding Principle 'optimize and automate' be applied?

- A. By automating all activities immediately
- B. By automating processes before optimizing them
- C. By replacing people with technology across all functions
- D. By optimizing processes before automating them

**Answer: D**

Explanation:

The guiding principle "optimize and automate" should be applied by optimizing processes before automating them, so option B is correct. ITIL warns against automating poor or unnecessary activities because automation can make waste faster and more expensive instead of improving value. Organizations should first understand the workflow, remove unnecessary complexity, simplify where possible, and confirm that the process supports desired outcomes. Only then should they automate appropriate parts of the work.

Automation should complement human capabilities, not blindly replace people in every function. Some activities still require judgment, empathy, creativity, and contextual understanding. This principle reflects ITIL's broader emphasis on practicality, value, and continual improvement. Optimization ensures the work is worth doing, and automation then helps deliver it more efficiently, consistently, and at scale.

#### NEW QUESTION # 55

What enables the digital product and service management activities of an organization?

- A. Value stream steps
- B. Value chain
- C. Vision and operating model
- **D. Management practices**

**Answer: D**

Explanation:

ITIL Version 5 explicitly states that product and service management activities performed throughout the lifecycle are enabled and supported by management practices. This is one of the core relationships in the ITIL Value System and lifecycle model. The book explains that each practice combines resources from the four dimensions and enables the organization's ability to manage specific aspects of digital products and services.

It also says that each of the lifecycle activities is supported by several practices, and appendices map these relationships in detail. That is why option B is correct. Option A is incorrect because value streams represent sequences of activities as actually performed; they are not the enabling mechanisms. Option C includes important concepts, but vision and operating model do not directly "enable" lifecycle activities in the way the text defines. Option D, value chain, represents the set of high-level activities that enable value, but the question is specifically about what enables the digital product and service management activities themselves, and ITIL answers that with management practices. Therefore, based on the official wording, B is the exact verified answer.

#### NEW QUESTION # 56

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