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ITIL ITIL-5-Foundation Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none"> 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 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"> Extension Module: AI Governance (Optional): An optional module addressing ethical, compliant, and responsible AI adoption, covering risk, transparency, and regulatory considerations.
Topic 5	<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.
Topic 6	<ul style="list-style-type: none"> Continual Improvement Model: Covers the seven-step structured approach for driving and sustaining organizational improvement over time.

ITIL Foundation (Version 5) Sample Questions (Q45-Q50):

NEW QUESTION # 45

What does observability enable in digital product and service management?

- A. Ensuring changes are approved before being deployed
- B. Understanding system behaviour through outputs such as logs, metrics, and traces
- C. Automatically preventing incidents from occurring
- D. Improving service reliability through engineering practices

Answer: B

Explanation:

Observability enables understanding of system behavior through outputs such as logs, metrics, and traces, which makes option A correct. In digital product and service management, observability helps teams detect patterns, diagnose issues, understand dependencies, and gain insight into how complex systems behave in real conditions. It supports faster analysis and better decision-making, especially in distributed or rapidly changing environments. It does not guarantee that incidents will be automatically prevented, and it is not primarily about approval of changes. Although observability can contribute to improved reliability, that is a result rather than the direct definition. ITIL's emphasis on information and technology includes the use of monitoring and analysis capabilities to support operation and continual improvement. Observability is therefore a way to make system behavior visible and understandable.

NEW QUESTION # 46

Which of the following BEST describes an outcome in a service relationship?

- A. A specific task completed by the service provider as part of service delivery
- B. A tangible or intangible deliverable created during a service activity
- C. A software product provided to the consumer by the service provider
- D. A result achieved by a stakeholder through the use of at least one output

Answer: D

Explanation:

ITIL Version 5 defines an outcome as "a result for a stakeholder enabled by one or more outputs." That exact definition corresponds to option A. ITIL also clearly distinguishes outputs from outcomes. An output is a tangible or intangible deliverable of an activity, while an outcome is the result that the stakeholder achieves through using that output. This distinction is central in ITIL's explanation of service value. For example, an output might be a report, application, device, or delivered service component, but the outcome is the benefit or result enabled for the stakeholder. That is why option B is the definition of output, not outcome. Options C and D are narrower and do not reflect the formal glossary definition. The question asks for the best description of an outcome in a service relationship, and ITIL's glossary provides an exact match. Because ITIL uses precise terminology around outputs, outcomes, value, and services, the wording in option A is the only one that aligns with the official definition and is therefore the verified correct answer.

NEW QUESTION # 47

Why are management practices important in digital product and service management?

- A. They replace the need for value streams
- B. They define the purpose of the organization
- **C. They provide resources and capabilities to accomplish objectives**
- D. They influence the financial outcome of the organization

Answer: C

Explanation:

The correct answer is C. In ITIL Version 5, management practices are sets of organizational resources and capabilities designed for performing work or accomplishing an objective. They are important because they enable and support the organization's value chain activities and help the organization manage specific aspects of digital products, services, and the wider management system. Each practice combines resources from the Four Dimensions of Product and Service Management, including organizations and people, information and technology, partners and suppliers, and value streams and processes. Option A is incorrect because the organization's purpose is defined through strategy, mission, governance, and leadership, not by management practices alone. Option B is incorrect because practices do not replace value streams; instead, they support the activities within value streams and value chain workflows. Option D may be partly true in a broad sense, because good practices can influence financial outcomes, but it is not the main ITIL definition or reason.

Practices provide the capabilities needed to achieve objectives.

NEW QUESTION # 48

Which of the following is NOT one of the steps in value stream mapping?

- A. Value stream identification
- B. Mapping a 'to-be' value stream
- C. Mapping of the 'as-is' value stream
- **D. Value stream management**

Answer: D

Explanation:

Value stream management is not one of the actual steps in value stream mapping, so option D is correct. In ITIL, value stream mapping typically includes identifying the value stream, mapping the current or "as-is" flow, analyzing bottlenecks and waste, and often designing an improved or "to-be" flow. These activities help an organization understand how work, information, and artifacts move across teams to create value. Value stream management is broader than mapping. It includes the ongoing governance, monitoring, optimization, and improvement of value streams over time. In other words, mapping is an important technique within the wider discipline of managing value streams. ITIL treats mapping as a way to visualize and analyze workflows, while management ensures performance, adaptation, and continual improvement of those workflows.

NEW QUESTION # 49

Why are Value streams and processes ' important in product and service management?

- A. They specify the tools used for service monitoring
- B. They describe supplier agreements and help manage contracts
- C. They define organizational hierarchies and reporting lines
- **D. They show how activities are coordinated to create and deliver value**

Answer: D

Explanation:

Value streams and processes are important because they show how activities are coordinated to create and deliver value, so option D is correct. In ITIL, the value streams and processes dimension focuses on how work flows through the organization and across organizational boundaries. It helps explain the sequence of activities, dependencies, handoffs, and interactions that transform demand into useful outcomes for stakeholders. This is essential because value creation is rarely achieved by one team or one isolated activity. Tools, reporting lines, and contracts may support management, but they are not the main concern of this dimension. ITIL stresses that actual work as performed should be understood, mapped, analyzed, and improved. Value streams make the flow of value visible, while processes provide structured guidance for recurring activities that support that flow.

NEW QUESTION # 50

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