

ITIL-5-Foundation Guaranteed Success - ITIL-5-Foundation Certification Exam



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ITIL ITIL-5-Foundation Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none"> Value Stream Mapping and Management: Teaches how to identify, map, and optimize value streams to improve flow, reduce bottlenecks, and enhance delivery outcomes.
Topic 3	<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 4	<ul style="list-style-type: none"> Continual Improvement Model: Covers the seven-step structured approach for driving and sustaining organizational improvement over time.
Topic 5	<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 6	<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 7	<ul style="list-style-type: none"> • 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 8	<ul style="list-style-type: none"> • ITIL Guiding Principles: Introduces the seven universal principles that guide decision-making and collaboration across any organizational context.

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ITIL Foundation (Version 5) Sample Questions (Q63-Q68):

NEW QUESTION # 63

Which dimension of product and service management promotes conducting safe-to-fail experiments in complex situations?

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

Answer: C

Explanation:

ITIL Version 5 discusses complexity within the "value streams and processes" dimension. This dimension addresses workflows, how activities are organized, and how work should be adapted to different contexts. In the section on optimizing workflows for complexity, ITIL explains that organizations face ordered, complex, chaotic, and confused contexts, and that different situations require different approaches. In complex contexts, cause-and-effect relationships can only be understood in retrospect, so experimental approaches are needed rather than rigid planning. While the phrase "safe-to-fail experiments" is not always stated in that exact wording in the visible excerpt, the meaning is captured by ITIL's guidance that organizations should design workflows for agility, allow situational adjustment, and avoid applying overly detailed procedures where experimentation and adaptation are necessary. This discussion belongs squarely to the value streams and processes dimension, not the other three dimensions. Organizations and people matter to culture and leadership, but the explicit complexity-thinking guidance sits under workflows. Therefore, B is the best and verified answer based on the ITIL 5 treatment of complexity and process adaptation.

NEW QUESTION # 64

Which activity focuses on minimizing the impact of incidents and disasters when they happen?

- **A. Support**
- B. Design
- C. Transition
- D. Operate

Answer: A

Explanation:

Support is the activity focused on minimizing the impact of incidents and disasters when they occur, so option C is correct. In ITIL, support includes helping users, restoring normal service, handling incidents, and responding to issues that affect service quality or continuity. Its purpose is not only to react, but to reduce disruption to users and customers as much as possible. Operate maintains live products and supporting systems, while support deals more directly with service interruptions and the human-facing aspects of

restoring service. Transition introduces changed products into the live environment, and design defines solutions before they are built. By placing emphasis on rapid assistance, recovery, and user impact reduction, the support activity plays a crucial role in service resilience and in maintaining confidence during service failures or disruptions.

NEW QUESTION # 65

What is continuous integration?

- A. Automatically releasing every code change into production
- **B. Regularly merging code into a central repository with automated builds and tests**
- C. The ability to track and evaluate service value
- D. A method of ensuring ultra-scalable systems through operations engineering

Answer: B

Explanation:

Continuous integration is the practice of regularly merging code into a central repository, typically supported by automated builds and tests, so option B is correct. Its purpose is to detect integration issues early, improve quality, and support a smoother flow of changes through the build and transition activities. By integrating frequently, teams reduce the risk and complexity that arise when many changes are combined late. Automated testing and validation are essential because they provide fast feedback and confidence that the new code still works as expected. Option A describes continuous deployment rather than continuous integration. Options C and D do not match the ITIL or software delivery meaning of the term. Continuous integration supports value stream performance by making change safer, faster, and easier to manage.

NEW QUESTION # 66

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

- A. They describe supplier agreements and help manage contracts
- B. They specify the tools used for service monitoring
- 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 B 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 # 67

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

- A. Vision and operating model
- B. Value chain
- C. Value stream steps
- **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 # 68

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