

2026 Latest ITIL ITIL-5-Foundation: ITIL Foundation (Version 5) Exam Tutorials



For ITIL professionals, passing the ITIL Foundation (Version 5) exams such as the ITIL-5-Foundation Exam is essential to achieve their dream professional life. However, passing the ITIL Foundation (Version 5) (ITIL-5-Foundation) Exam is not an easy task, especially for those with busy schedules who need time to prepare well for the ITIL-5-Foundation Exam. To ensure success on the ITIL-5-Foundation Exam, you need ITIL ITIL-5-Foundation Exam Questions that contain all the relevant information about the exam.

ITIL ITIL-5-Foundation Exam Syllabus Topics:

Topic	Details
Topic 1	Value Stream Mapping and Management: Teaches how to identify, map, and optimize value streams to improve flow, reduce bottlenecks, and enhance delivery outcomes.
Topic 2	Continual Improvement Model: Covers the seven-step structured approach for driving and sustaining organizational improvement over time.
Topic 3	Extension Module: AI Governance (Optional): An optional module addressing ethical, compliant, and responsible AI adoption, covering risk, transparency, and regulatory considerations.
Topic 4	The Four Dimensions of Product and Service Management: Ensures holistic service management by examining People, Technology, Partners, and Value Streams as interconnected factors.
Topic 5	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 6	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 7	ITIL Management Practices: Introduces the purpose and core concepts of ITIL's 34 management practices across General, Service, and Technical categories.
Topic 8	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 9	The ITIL Service Value System (SVS): Explains how guiding principles, governance, value chain activities, and continual improvement work together as one integrated framework.

ITIL ITIL-5-Foundation Certification - Exam ITIL-5-Foundation Dumps

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ITIL Foundation (Version 5) Sample Questions (Q26-Q31):

NEW QUESTION # 26

Which lifecycle activity is focused on creating prototypes and specifications?

- A. Deliver
- B. Design
- C. Transition
- D. Support

Answer: B

Explanation:

The design activity is focused on creating prototypes and specifications, so option A is correct. In the ITIL product and service lifecycle, design translates ideas, needs, and requirements into structured solution concepts that can be built, tested, and transitioned. This includes defining product characteristics, user interactions, architectural approaches, acceptance criteria, and service quality considerations. Prototypes may be created to explore concepts, reduce uncertainty, and validate assumptions before larger investment.

Specifications provide the documented requirements and characteristics that guide development and later lifecycle activities. Deliver and support happen later and focus on providing and assisting services in use.

Transition is concerned with introducing new or changed products and services into the live environment.

Therefore, the lifecycle activity most closely associated with prototypes and specifications is design.

NEW QUESTION # 27

Which of the following is NOT a success metric of 'discover' activity?

- A. Stakeholder satisfaction with products and service offerings
- B. Market relevance of the products and service offerings
- C. Service performance against the agreed SLA targets
- D. Strategic fit of the organization's products and service offerings

Answer: C

Explanation:

Service performance against agreed SLA targets is not a success metric of the discover activity, so option C is correct. Discover is concerned with understanding stakeholder needs, market context, strategic direction, opportunities, and the relevance of product and service offerings. Suitable success measures therefore include strategic fit, market relevance, and stakeholder satisfaction with offerings. SLA performance, however, is typically associated with live service delivery and service quality management, especially within deliver, operate, and service level management. It measures how well an existing service performs against agreed targets, not how effectively the organization is exploring needs and opportunities. ITIL separates these concerns so that organizations can evaluate discovery work based on alignment and insight rather than operational results that happen later in the lifecycle.

NEW QUESTION # 28

An IT support engineer assisting a user in configuring their laptop is an example of which concept?

- A. Sustainability
- B. Access to resources
- C. Transfer of goods
- D. Service actions

Answer: D

Explanation:

This is an example of service actions, which makes option B correct. In ITIL, service relationships can involve access to resources, transfer of goods, and service actions. Service actions are activities performed by the provider, or jointly by provider and consumer, to help users achieve outcomes. Assisting a user with configuring a laptop clearly involves active support and direct interaction, so it fits the service actions category. It is not transfer of goods, because the key interaction is not about handing over a physical item. It is not sustainability, which relates to environmental, social, and economic responsibility. It is also not simply access to resources, because the engineer is doing more than just granting access. The assistance itself is the value-creating action in this scenario.

NEW QUESTION # 29

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

- A. By replacing people with technology across all functions
- B. By automating processes before optimizing them
- C. By automating all activities immediately
- **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 # 30

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 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 # 31

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