

ITIL ITIL-5-Foundation exam practice questions and answers

ITIL 4 Foundation Practice Exam 6 Exam Questions with Complete Solutions

How does 'service request management' contribute to the 'deliver and support' value chain activity?

- a) It ensures that users continue to be productive when they need assistance from the service provider
- b) It collects user-specific requirements, sets expectations, and provides status updates
- c) It analyzes data to identify opportunities to provide new service request options
- d) By acquiring pre-approved service components - Answer-It ensures that users continue to be productive when they need assistance from the service provider

-Explanation-

This is the 'deliver and support' activity. Deliver and support ensures that users continue to be productive when they need assistance from the service provider.

Which is a recommendation of the 'service desk' practice?

- a) Service desks should never use technologies such as SMS and chat functions
- b) Service desks should be highly technical functions
- c) Service desks should have a practical understanding of the wider business
- d) Service desks should always be a physical team in a single fixed location - Answer-Service desks should have a practical understanding of the wider business

-Explanation-

A good service desk should have a practical understanding of the wider organization, the business processes, and the users.

What does a centralized service desk require?

- a) Walk-in service hours
- b) Robotic process automation
- c) Good workflow systems for routing and escalation
- d) Outsourced employees - Answer-Good workflow systems from routing and escalation

-Explanation-

A centralized service desk requires supporting technologies like workflow systems for routing and escalation, workforce management and resource planning systems, a centralized knowledge base, intelligent telephony systems, automatic call distribution, and remote access tools.

How does 'service level management' contribute to the 'deliver and support' value chain activity?

- a) Provides objectives for component and service performance for products and services

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ITIL Foundation (Version 5) Sample Questions (Q58-Q63):

NEW QUESTION # 58

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 # 59

What does the ITIL Guiding Principle 'think and work holistically' emphasize?

- **A. Considering all components of the service value system when making decisions**
- B. Assigning responsibility for improvements to a single team
- C. Ensuring all activities result in value creation for the stakeholders
- D. Automating repetitive and manual tasks

Answer: A

Explanation:

The principle "think and work holistically" emphasizes considering all components of the service value system and their relationships when making decisions, so option A is correct. ITIL teaches that products and services are created and managed through interconnected people, technologies, partners, workflows, governance mechanisms, and practices. Focusing on one part in isolation can create local optimization but system-wide problems. A change that improves one team's efficiency, for example, may create delays or risks elsewhere. This principle encourages organizations to view the full system, including dependencies, handoffs, stakeholders, and outcomes. While value creation is important, that idea is broader and more closely linked to "focus on value." Automation belongs to another principle. Holistic thinking ensures that improvements support the whole organization and the overall flow of value.

NEW QUESTION # 60

Which metric is MOST appropriate for assessing the success of the 'build' value chain activity?

- A. Number of incidents resolved within agreed targets
- B. Customer satisfaction score after service delivery
- C. Percentage of service requests fulfilled on first contact
- **D. Quality of the product solutions**

Answer: D

Explanation:

The most appropriate metric for assessing the success of the build activity is the quality of the product solutions, so option D is correct. Build is concerned with creating or modifying solution components so they are fit for intended use in later lifecycle stages. Measures for build therefore focus on the quality, completeness, maintainability, and suitability of what is produced. The other options are associated with different activities. Incident resolution within targets is more relevant to support. Customer satisfaction after service delivery is more relevant to deliver and service experience. First-contact fulfillment is also a service delivery or support measure. ITIL encourages organizations to choose metrics that match the purpose of each value chain activity. Since build is about producing sound product components, the quality of those solutions is the clearest measure of success.

NEW QUESTION # 61

What is the primary role of a digital service?

- A. To ensure compliance with policies and external regulations
- B. To define processes and workflows for value creation
- C. To enable value co-creation by facilitating customer outcomes
- D. To replace product management practices with service management

Answer: C

Explanation:

A digital service primarily exists to enable value co-creation by facilitating the outcomes that customers want to achieve. That is why option B is correct. In ITIL, a service helps consumers achieve desired outcomes without them needing to manage all the specific costs and risks themselves. A digital service does this through digital products, technology resources, service actions, and access mechanisms that support users and customers. Processes and workflows may help deliver the service, but they are not the service's primary purpose. Likewise, compliance may be important, but it is a supporting requirement rather than the core role. ITIL consistently defines service management around value, outcomes, and stakeholder needs. Therefore, the central purpose of a digital service is to help consumers achieve meaningful results through managed, technology-enabled service relationships.

NEW QUESTION # 62

What BEST describes an event?

- A. A request from a user for a normal service action
- B. A sudden unplanned event causing great damage
- C. The addition or removal of anything that could have a direct or indirect effect on services
- D. Any change of state that has significance for the management of a service

Answer: D

Explanation:

An event is best described as any change of state that has significance for the management of a service, so option C is correct. In ITIL, events are not automatically negative. They may indicate normal operations, warnings, thresholds being crossed, or conditions that require attention. Event management helps organizations observe and respond appropriately to what is happening in live systems. A user request is a service request, not an event. A sudden damaging occurrence may be an incident or disaster, depending on context. The addition or removal of something affecting services relates more to a change or configuration item context. By defining events broadly as significant state changes, ITIL enables organizations to monitor services proactively and respond before issues become major service interruptions.

NEW QUESTION # 63

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