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ITIL Foundation (Version 5) Sample Questions (Q41-Q46):

NEW QUESTION # 41

What BEST describes an event?

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

Answer: A

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 # 42

What is the MAIN purpose of value stream mapping in an organization?

- A. To automate service monitoring
- **B. To identify and prioritize improvement opportunities**
- C. To control external stakeholders directly
- D. To enhance and support management practices

Answer: B

Explanation:

The main purpose of value stream mapping is to identify and prioritize improvement opportunities, which makes option B correct. ITIL presents value stream mapping as a practical way to understand how work actually flows across teams, systems, and organizational boundaries. By visualizing the "as-is" situation, organizations can spot bottlenecks, delays, handoff issues, waste, duplicated effort, and points where value is lost or slowed. This analysis helps them decide where improvements will have the greatest effect. Mapping may also support better collaboration and management practice use, but those are secondary outcomes. It is not mainly about automating monitoring or controlling stakeholders. The real value lies in making the flow of work visible so that improvement efforts can be based on evidence rather than assumptions or isolated local viewpoints.

NEW QUESTION # 43

Which activity focuses on securing and allocating necessary resources efficiently?

- A. Discover
- B. Build
- C. Deliver
- **D. Acquire**

Answer: D

Explanation:

ITIL Version 5 states that the purpose of the "acquire" activity is "to secure and allocate necessary resources efficiently, ensuring the sustainability and scalability of products and services." This wording directly supports option A and makes it the correct answer. The same section explains that acquire covers identifying, selecting, onboarding, and managing suppliers when resources or services are sourced externally, and it can also include reallocating internal technology resources to where they are needed most. This confirms that acquire is the lifecycle activity focused on resource availability, sourcing choices, procurement, and communication of resource or service availability. By contrast, build is about developing, integrating, and testing digital products; discover is about keeping product capabilities and service offerings aligned with consumer needs and strategy; and deliver is about providing services to users and maintaining service quality.

Since the question asks specifically about securing and allocating resources efficiently, the exact lifecycle activity named in ITIL 5 is acquire. That match is direct and explicit in the Foundation text, so A is the fully verified answer.

NEW QUESTION # 44

Which of the following terms BEST describes a change?

- A. Any component that needs to be managed in order to deliver an IT service
- **B. The addition, modification, or removal of anything that could have an effect on products and services**
- C. An underlying cause of one or more incidents
- D. An unplanned interruption to a service or reduction in the quality of a service

Answer: B

Explanation:

ITIL Version 5 defines a change as "the addition, modification, or removal of anything that could have a direct or indirect effect on products and services." Option B is therefore the correct answer because it matches the official definition. The wording in the question is a slightly simplified version, but the meaning remains the same. Option A is the definition of an incident, which ITIL describes as an unplanned interruption to a service or a reduction in service quality. Option D refers to a problem, which is a cause or potential cause of one or more incidents. Option C resembles the idea of a configuration item or service component, not a change. ITIL also notes that changes are inevitable and can be a common cause of incidents when they are unauthorized or poorly managed,

which reinforces why the formal definition matters. Since the exam is testing exact terminology from the ITIL glossary and lifecycle guidance, B is the only option that correctly defines a change according to the ITIL 5 Foundation document.

NEW QUESTION # 45

What is the MAIN purpose of using feedback throughout improvement iterations?

- A. To ensure that improvement actions remain relevant and effective in changing circumstances
- B. To confirm that all stakeholder opinions are in agreement
- C. To avoid changes in project priorities during implementation
- D. To prevent the need for further adjustments once work has started

Answer: A

Explanation:

The main purpose of feedback during improvement iterations is to ensure that actions remain relevant and effective as circumstances change, so option B is correct. ITIL promotes iterative progress because environments, stakeholder needs, risks, and information often change during work. Feedback helps teams learn what is working, what is not, and what should be adjusted before moving further. It is not realistic to expect all stakeholders to fully agree at every point, and feedback does not eliminate the need for future adjustments. Instead, it supports better decisions, earlier correction, and more effective alignment with value.

This approach reduces waste and improves adaptability. It is closely connected to the guiding principle

"progress iteratively with feedback," which encourages organizations to move in manageable steps and use learning continuously to refine outcomes.

NEW QUESTION # 46

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