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### ITIL Foundation (Version 5) Sample Questions (Q22-Q27):

#### NEW QUESTION # 22

After assessing its current customer service performance, a telecom company sets a target to reduce average call times from 10 minutes to 3 minutes within six months.

Which continual improvement step are they performing?

- A. Take action
- **B. Where do we want to be?**
- C. Where are we now?
- D. What is the vision?

**Answer: B**

#### NEW QUESTION # 23

What does the "partners and suppliers" chapter of an ITIL Official Practice Guide provide?

- A. Key information, automation, and tooling for a practice
- B. Purpose and description of the practice
- C. Capability levels, criteria, and recommendations for self-assessment
- **D. Dependencies on third parties**

**Answer: D**

Explanation:

The correct answer is A. ITIL Version 5 explains that each ITIL Official Practice Guide follows the same structure and addresses several aspects of a management practice. The "partners and suppliers" chapter specifically describes the dependencies of the practice on third parties and the support that may be provided by third parties. This makes option A the best answer. Option B is incorrect because capability levels, capability criteria, and self-assessment recommendations are covered in the "capability assessment and development" chapter. Option C is incorrect because the purpose and description of the practice are covered in the "general information" chapter. Option D is incorrect because key information, automation, and tooling are covered in the "information and technology" chapter. This structure helps organizations understand each practice holistically across the Four Dimensions of Product and Service Management, including people, processes, technology, and external relationships.

#### NEW QUESTION # 24

Which of the following helps to understand the internal state of a complicated system by analysing its external outputs?

- A. Continuous integration
- **B. Observability**
- C. Continuous delivery
- D. Site Reliability Engineering

**Answer: B**

Explanation:

The correct answer is C. ITIL Version 5 defines observability as the ability to understand the internal state of a complicated system by analysing its external outputs, such as metrics, logs, and traces. This is especially important in modern digital product operations, where technology environments are constantly changing and product teams need deeper insight into system behaviour. Observability supports proactive operation because it helps teams identify risks quickly, optimize performance, and improve reliability. Option A, continuous integration, relates to frequently integrating code changes and validating them through automated builds and tests. Option B, continuous delivery, relates to keeping software in a releasable state through automation and frequent deployment readiness. Option D, Site Reliability Engineering, is a broader technology management discipline that applies software engineering approaches to infrastructure and operations problems to create scalable and reliable systems. SRE may use observability, but the exact definition in the question belongs to observability itself.

#### NEW QUESTION # 25

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

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

**Answer: A**

#### NEW QUESTION # 26

According to the 'Focus on value' ITIL Guiding Principle, all organizational activities should link back to what?

- A. Employee satisfaction
- B. Market share dominance
- C. Increased revenue only
- **D. Benefits for organization, its customers, and stakeholders**

**Answer: D**

Explanation:

According to the ITIL guiding principle "focus on value," all organizational activities should link back to benefits for the organization, its customers, and other stakeholders, so option A is correct. ITIL defines value broadly as perceived benefits, usefulness, and importance. This means value is not limited to financial gain alone. It may include customer outcomes, user experience, sustainability, trust, operational effectiveness, and strategic progress. The principle reminds organizations to ask why an activity is being performed and how it contributes to meaningful results. Increased revenue, employee satisfaction, and market share can all matter, but none of them alone fully represents value. By linking activities to stakeholder benefit, organizations avoid waste, align effort with purpose, and ensure that decisions support value creation rather than internal activity for its own sake.

## NEW QUESTION # 27

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