

# ITIL-5-Foundation Study Test - ITIL-5-Foundation Visual Cert Test



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## ITIL ITIL-5-Foundation Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>The ITIL Service Value System (SVS): Explains how guiding principles, governance, value chain activities, and continual improvement work together as one integrated framework.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>Value Stream Mapping and Management: Teaches how to identify, map, and optimize value streams to improve flow, reduce bottlenecks, and enhance delivery outcomes.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>The Four Dimensions of Product and Service Management: Ensures holistic service management by examining People, Technology, Partners, and Value Streams as interconnected factors.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>ITIL Guiding Principles: Introduces the seven universal principles that guide decision-making and collaboration across any organizational context.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>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.</li> </ul>

>> ITIL-5-Foundation Study Test <<

## ITIL-5-Foundation Visual Cert Test & ITIL-5-Foundation Clear Exam

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

### NEW QUESTION # 22

A company plans an improvement initiative and ensures it is clearly linked to organizational goals and objectives. Which continual

improvement step is being performed?

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

**Answer: D**

Explanation:

The step being performed is "What is the vision?" so option A is correct. In the ITIL continual improvement model, this step establishes the desired direction and ensures that improvement work aligns with organizational goals and objectives. It answers the question of why the improvement matters and what strategic or stakeholder value it is meant to support. Without this first step, later activities may become disconnected from business priorities. "Where are we now?" assesses the current state. "Where do we want to be?" defines the target state more specifically. "Take action" is about implementation. Because the company is ensuring a clear link to goals and objectives before moving ahead, it is working at the vision stage. This creates alignment and gives improvement efforts a clear purpose and justification.

### NEW QUESTION # 23

A team is developing a new digital service. Instead of delivering all features at once, they release a small set of features, gather user feedback, and adjust the next release based on what they learn. Which ITIL Guiding Principle is the team applying in this situation?

- A. Collaborate and promote visibility
- **B. Progress iteratively with feedback**
- C. Focus on value
- D. Keep it simple and practical

**Answer: B**

Explanation:

The team is applying the guiding principle "progress iteratively with feedback," so option C is correct. ITIL recommends moving in manageable steps rather than attempting to deliver everything in one large release. By releasing a small set of features first, the team reduces risk, gets faster learning, and avoids investing heavily in assumptions that may prove incorrect. Gathering user feedback allows them to refine priorities and make the next release more valuable and relevant. This principle is especially useful in complex or uncertain environments where needs may evolve and outcomes cannot be perfectly predicted in advance. While focus on value and collaboration are also important here, the clearest principle illustrated is iterative progress supported by feedback. It helps improve adaptability, responsiveness, and overall service quality.

### NEW QUESTION # 24

What is a problem?

- A. An incident that impacts critical services
- B. A service access request from users
- C. An unplanned service interruption
- **D. Root cause of one or more incidents**

**Answer: D**

Explanation:

A problem is the cause, or potential cause, of one or more incidents, which makes option B correct. ITIL clearly distinguishes problem management from incident management. Incident management focuses on restoring service quickly after an interruption or degradation. Problem management looks more deeply at why incidents happened and how similar incidents can be prevented in the future. This is why the root cause idea is central to the definition of a problem. An unplanned interruption is an incident, not a problem. A user request is a service request. A critical incident is still an incident, even if its impact is high. By separating incidents from problems, ITIL enables organizations to both restore service rapidly and reduce repeat disruption through analysis, learning, and long-term corrective actions.

### NEW QUESTION # 25

What is the primary role of a digital service?

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

**Answer: D**

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 # 26

Which statement regarding the relationship between management practices and value chain activities is correct?

- A. Management practices replace the need for value chain activities
- **B. Each value chain activity is supported and enabled by several management practices**
- C. Value chain activities and management practices operate independently of each other
- D. Each management practice supports one value chain activity

**Answer: B**

Explanation:

The correct answer is A. ITIL Version 5 explains that value chain activities are activities performed by organizations to manage digital products and services through their lifecycle. Each of these activities is enabled and supported by several management practices. Management practices provide the organizational resources and capabilities needed to perform work and accomplish objectives. They include competencies, processes, methods, techniques, technology tools, and involvement of partners and suppliers. Option B is incorrect because a single management practice may support multiple value chain activities. For example, practices such as continual improvement, relationship management, risk management, and change enablement may contribute to several different lifecycle or value chain activities. Option C is incorrect because practices do not replace value chain activities; they enable them. Option D is incorrect because value chain activities and management practices are closely connected within the ITIL Value System. Together, they support effective, efficient, and value-focused product and service management.

### NEW QUESTION # 27

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