

ITIL

Exam Questions ITIL-5-Foundation

ITIL Foundation (Version 5)



NEW QUESTION 1

What is the role of governance within the ITIL Value System?

- A. To define and manage process activities for service delivery
- B. To perform day-to-day service operations
- C. To ensure organizational activities are directed and controlled
- D. To provide detailed technical guidance for service design

Answer: C

NEW QUESTION 2

Which is a key success metric for the ??transition?? activity?

- A. Number and impact of incidents and performance deviations
- B. Quality of the resources and services sourced from suppliers
- C. Negative impact of changes on service availability and performance
- D. Service performance against the agreed SLA targets

Answer: C

NEW QUESTION 3

Who is responsible for the procurement and use of services?

- A. Service provider
- B. Digital product vendor
- C. Service consumer
- D. Sponsors

Answer: C

NEW QUESTION 4

How should the ITIL Guiding Principles be combined when an organization is making a decision?

- A. By using all the guiding principles equally when making any decision
- B. By selecting one guiding principle to follow as the main basis for every decision
- C. By considering each guiding principle to understand its relevance before applying it
- D. By using the ??keep it simple and practical?? principle and one or two others that are relevant to the specific decision

Answer: C

NEW QUESTION 5

What is the customer of a service responsible for?

- A. Using the service
- B. Defining the service requirements
- C. Provisioning the service
- D. Authorizing the budget for the service

Answer: B

NEW QUESTION 6

Why is project management important in ITIL?

- A. To manage routine operational activities and service requests
- B. To define governance authority across the ITIL Value System
- C. To deliver time-bound initiatives that introduce new or changed services
- D. To enable structured delivery of change while services continue to operate

Answer: C

NEW QUESTION 7

What is a value stream?

- A. A set of organizational resources and capabilities to achieve an objective
- B. A series of steps an organization undertakes to enable value for consumers through management of products and services
- C. A tangible or intangible deliverable of an activity
- D. A configuration of an organization??s resources designed to offer value for a consumer

Answer: B

Explanation:

ITIL Version 5 defines a value stream as ??a series of steps that an organization uses to create and deliver products and services to a service consumer.?? That wording maps directly to option B. The book also explains that value streams represent the actual sequence of activities as performed in real life, rather than a purely theoretical workflow. In other words, while the value chain gives the high-level set of lifecycle activities, the value stream shows how those activities are

combined in a specific context to enable or restore value for consumers and other stakeholders. This is why option A is incorrect: it describes a management practice, which is a set of organizational resources and capabilities designed to perform work or accomplish an objective. Option C is the definition of an output, and option D is the definition of a product. ITIL further notes that organizations should identify, map, analyse, and continually improve value streams because they reflect how work and information actually flow across the organization. Therefore, B is the exact verified answer.

NEW QUESTION 8

Why do many digital service providers aim to reduce or eliminate service actions?

- A. To strengthen direct personal engagement between users and support staff
- B. To ensure every service interaction is handled manually for better control
- C. To comply with financial and regulatory policies
- D. To streamline operations and increase consistency by relying more on automation

Answer: D

NEW QUESTION 9

Which element of the operating model refers to third parties contributing to value creation activities?

- A. Partners and suppliers
- B. Value streams and processes
- C. Value chain
- D. Organizations and people

Answer: A

Explanation:

To answer this correctly, focus on the meaning of the ??partners and suppliers?? dimension. ITIL says this dimension encompasses an organization??s relationships with other organizations that are involved in discovery, design, build, transition, operation, delivery, support, and continual improvement of products and services. It also includes contracts and other agreements with those third parties. Since the question asks which element refers to third parties contributing to value creation activities, partners and suppliers is the clear match. Value streams and processes is about workflows and how activities are organized. The value chain is the high-level set of product and service management activities, not specifically third-party participation. Organizations and people refers to internal structure, culture, roles, skills, and competencies. ITIL also emphasizes that most organizations operate in complex service networks and often depend on suppliers or partners for resources, services, expertise, or operational support. That reinforces why third-party contribution is treated as a dedicated dimension rather than just a minor part of the model. For this reason, A is the exact verified answer according to the ITIL 5 description of the operating model and four dimensions.

NEW QUESTION 10

Which dimension of product and service management focuses on implementing a system of rules, policies, and standards to manage data assets?

- A. Partners and suppliers
- B. Organizations and people
- C. Information and technology
- D. Value streams and processes

Answer: C

NEW QUESTION 10

Which activity focuses on securing and allocating necessary resources efficiently?

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

Answer: A

NEW QUESTION 14

Which of the following activities BEST represents transfer of goods in a service offering?

- A. A cloud user accesses shared online storage
- B. A service provider supplies new laptops to the customer
- C. A customer receives advice from a helpdesk agent
- D. A team attends a virtual training session

Answer: B

NEW QUESTION 18

Which is the main form of service interaction between service consumers and digital services?

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

Answer: C

Explanation:

The correct answer is C. ITIL Version 5 explains that a service offering may include three forms of interaction between a service consumer and a service: transfer of goods, service actions, and access to resources. Access to resources means that the service consumer gains access to the service provider's resources and uses them according to agreed terms and conditions. ITIL specifically states that access to resources is the main form of service interaction between service consumers and digital services. Examples include access to applications, platforms, web resources, networks, equipment, and cloud-based resources. Option A, transfer of goods, is rare but possible in digital services, such as equipment or consumables. Option B, delivery of goods, is not one of the three primary ITIL categories; delivery of goods is an example of a service action. Option D, service actions, are common in industries such as education or transport but are relatively rare in digital services compared with access to resources.

NEW QUESTION 23

What is the primary focus of the "start where you are" ITIL Guiding Principle?

- A. Reduce complexity by focusing on doing fewer things, but doing them better
- B. Ensure that each iteration aligns with the concept of a Minimum Viable Product
- C. Assessing the existing resources before making decisions
- D. Encourage all staff to clearly understand who their customers are

Answer: C

NEW QUESTION 24

Which dimension of product and service management encourages analysing and decision-making based on understanding different levels of complexity?

- A. Organizations and people
- B. Partners and suppliers
- C. Information and technology
- D. Value streams and processes

Answer: D

Explanation:

The correct answer is D. In ITIL Version 5, complexity thinking is discussed in the "value streams and processes" dimension. This dimension addresses organizational and cross-organizational workflows, focusing on what activities an organization undertakes and how those activities are organized to enable value effectively and efficiently. ITIL explains that organizations should optimize workflows for complexity because detailed procedures may work well in predictable and stable contexts but can be ineffective or harmful in complex or chaotic contexts. Complexity thinking is defined as an approach to analysis and decision-making based on recognizing and understanding the different levels of complexity in systems and their operating context. Option A focuses on culture, structure, leadership, roles, and competencies. Option B focuses on relationships with other organizations. Option C focuses on data, information, knowledge, and technology. Although complexity affects all dimensions, ITIL places this specific guidance on analysing work contexts and adapting processes under the value streams and processes dimension.

NEW QUESTION 28

Which lifecycle management activity is responsible for resolving incidents?

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

Answer: A

NEW QUESTION 29

Which statement BEST describes service quality?

- A. The sum of the characteristics of a service that are relevant to its ability to satisfy stated and implied needs
- B. The functionality provided by a product or service to meet a particular need
- C. A documented agreement between a service provider and a customer
- D. The assurance that a service will meet agreed requirements and is fit for use

Answer: A

NEW QUESTION 34

An organization is planning to improve an existing service and wants to understand its current performance before making any changes. According to the principle "start where you are," what could an organization consider when observing current performance of the service?

- A. Involve people who have little or no prior knowledge of the service
- B. Select the right message and method to communicate with stakeholders
- C. Identify who the consumer is and why they use the service
- D. Avoid applying risk management when reusing existing processes

Answer: A

NEW QUESTION 38

What is the ITIL Value System?

- A. A set of organizational capabilities designed for performing work or accomplishing an objective
- B. A system by which the current and future use of digital technology is governed
- C. A model representing how all the components and activities of an organization work together to facilitate value creation through digital products and services
- D. The entire set of activities that create value through the provision of a product or service

Answer: C

NEW QUESTION 42

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. What is the vision?
- D. Where are we now?

Answer: B

Explanation:

The correct answer is B. In the ITIL continual improvement model, "where are we now" is the step used to assess the current state and establish a baseline. In the question, the telecom company has already assessed its current performance and knows that average call time is 10 minutes. The next step is "where do we want to be" because the organization is defining the target state: reducing average call times to 3 minutes within six months. This step establishes measurable objectives and helps the organization understand the gap between the current state and the desired future state. Option A, "take action," would occur later, when the organization implements improvement plans. Option C, "what is the vision," defines the high-level direction and purpose of improvement. Option D, "where are we now," describes assessing the current situation, which has already been done in this scenario. Therefore, setting a specific improvement target is the "where do we want to be" step.

NEW QUESTION 44

What does sustainability assure in the context of a service or product?

- A. The service will meet the agreed requirements
- B. The service will continually meet requirements for environmental responsibility
- C. The service delivers the required functionality to meet business needs
- D. The service supports the performance of the consumer

Answer: B

Explanation:

ITIL Version 5 defines sustainability as "the assurance that a product or service meets and will continue to meet the requirements for environmental stewardship, social progress, and economic growth." Among the answer choices, option B is the closest and best fit because it reflects the continuing obligation to meet environmental responsibility requirements. ITIL presents sustainability as one of the major service level categories, alongside utility, warranty, and experience. Utility refers to what the service does and whether it meets a need. Warranty is the assurance that the service will meet agreed requirements and be fit for use. Sustainability goes beyond those areas and includes environmental, social, and economic responsibility over time. That is why option A actually reflects warranty, not sustainability, while C aligns more closely with utility, and D is part of the explanation of utility supporting consumer performance. Since the question asks what sustainability assures, the ITIL definition clearly points to continued compliance with sustainability-related requirements, making B the verified correct answer.

NEW QUESTION 45

What is Site Reliability Engineering (SRE)?

- A. Regularly merging code into a shared repository
- B. Applying a strategy to avoid sudden unplanned events that might cause organizational damage
- C. Evaluating how reliable a product is against its specifications
- D. Applying software engineering to infrastructure and operations problems

Answer: D

NEW QUESTION 48

A team is gathering customer feedback and measuring current service response times to understand its existing performance. Which step of the ITIL Continual Improvement Model does this activity represent?

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

Answer: A

NEW QUESTION 52

Which of the following describes a sponsor within a consumer organization?

- A. A person or group that has its own functions and authorities
- B. A person or group that authorizes a change
- C. The role that defines the requirements for a service
- D. The role that authorizes the budget for service consumption

Answer: D

NEW QUESTION 56

The board of directors approves a new digital strategy and instructs management to prioritize investment in cloud infrastructure to support future growth. Which governance activity does this represent?

- A. Monitor
- B. Evaluate
- C. Direct
- D. Engage stakeholders

Answer: C

NEW QUESTION 60

How do ITIL Guiding Principles and continual improvement affect governance activities within the ITIL Value System?

- A. They are optional elements that organizations may choose to ignore without impacting governance
- B. They provide a framework for defining governance principles and ensure ongoing improvement aligns with stakeholder expectations
- C. They focus exclusively on financial performance and do not relate to governance oversight
- D. They apply only to management practices and do not influence governance activities

Answer: B

NEW QUESTION 62

Which is NOT one of the four categories of service level metrics?

- A. Warranty
- B. Utility
- C. Sustainability
- D. Governance

Answer: D

NEW QUESTION 63

Which of the following BEST describes an operating model?

- A. A set of rules that ensures consistent decision-making and accountability within the organization
- B. A recommendation that guides an organization's actions and decisions in all circumstances
- C. A set of organizational resources designed for performing specific work or achieving a particular objective
- D. A conceptual and visual representation of how an organization co-creates value with its customers

Answer: D

NEW QUESTION 68

Which of the following statements about the Four Dimensions of product and service management is CORRECT?

- A. Each dimension on its own is sufficient to achieve the desired outcomes
- B. All Four Dimensions are critical to effective and efficient facilitation of value
- C. All Four Dimensions apply only to product design and not to management practices
- D. All Four Dimensions focus mainly on the activities of the service value chain

Answer: B

NEW QUESTION 71

Which dimension of product and service management promotes conducting safe-to-fail experiments in complex situations?

- A. Organizations and people
- B. Value streams and processes
- C. Partners and suppliers
- D. Information and technology

Answer: B

NEW QUESTION 76

When applying the ??collaborate and promote visibility?? principle to an organization??s initiative, which is NOT a necessary action?

- A. Ensuring everyone involved in the initiative agrees about it before initiating
- B. Making decisions about the initiative on visible data
- C. Considering different methods of communication for the different audiences
- D. Communicating information about the initiative to other parts of the organization

Answer: A

NEW QUESTION 80

Which chapter of an ITIL Official Practice Guide provides recommendations for the successful automation of the practice?

- A. Information and technology
- B. Partners and suppliers
- C. Organizations and people
- D. Value streams and processes

Answer: A

Explanation:

ITIL Official Practice Guides all follow a common structure, and the Foundation book includes a table showing the chapters and their contents. In that structure, the ??information and technology?? chapter contains key information used by the practice and ??automation and tooling, including recommendations for successful automation of the practice.?? That line is explicit, which makes option A the correct answer. The other chapters have different purposes. ??Value streams and processes?? covers the processes, activities, and contribution of the practice to service value streams. ??Organizations and people?? focuses on roles, competencies, responsibilities, organizational solutions, and teams. ??Partners and suppliers?? addresses dependencies on third parties and support from them. Because the question asks specifically where the recommendations for successful automation appear, the answer must be the chapter where ITIL explicitly places automation guidance. The book also mentions appendices and Official Practice Guides as sources for automation tools, but the formal chapter in each guide for automation recommendations is ??information and technology.?? Therefore, A is the exact verified answer.

NEW QUESTION 81

What is the main purpose of collecting feedback during digital product development?

- A. To record the final project results after completion
- B. To limit information sharing to senior management to avoid confusion
- C. To ensure that improvement efforts stay aligned with changing priorities
- D. To reduce stakeholder involvement to minimize complexity

Answer: C

NEW QUESTION 83

Which of the following BEST describes an outcome in a service relationship?

- A. A result achieved by a stakeholder through the use of at least one output
- B. A tangible or intangible deliverable created during a service activity
- C. A specific task completed by the service provider as part of service delivery
- D. A software product provided to the consumer by the service provider

Answer: A

NEW QUESTION 86

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