

ITIL

Exam Questions ITIL-5-Foundation

ITIL Foundation (Version 5)



NEW QUESTION 1

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 2

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 3

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 4

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 5

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 6

Which statement about a basic relationship is true?

- A. It operates across operational, tactical, and strategic organizational levels
- B. It typically involves out-of-the-box services offered to customers
- C. Services are usually customized to meet the needs of customers
- D. It focuses on innovation and business growth

Answer: B

NEW QUESTION 7

Which type of risk is imposed on consumers by a service?

- A. Lack of staff availability in the consumer organization
- B. The service provider ceasing to operate

- C. Failure of hardware owned and managed by the consumer
- D. Requirement for consumer staff training to use the service effectively

Answer: B

Explanation:

The correct answer is B. ITIL Version 5 explains that service consumers are concerned with two types of risk. The first type is risk reduced or fully removed from the consumer by the service. Examples include failure of the consumer's own server hardware or lack of staff availability. These risks are part of the provider's value proposition because the service helps the consumer avoid or reduce them. The second type is risk imposed on the consumer by the service, also called risks of service consumption. ITIL gives examples such as the service provider ceasing to operate or experiencing a security breach. Therefore, option B is correct. Option A and option C are examples of risks that a service may reduce or remove for the consumer. Option D is not a risk in this context; it is better understood as a cost imposed on the consumer, because ITIL lists staff training as part of the total cost of consuming a service.

NEW QUESTION 8

How should an organization apply the ITIL Guiding Principles?

- A. Sequentially, according to a fixed order of priority
- B. As optional suggestions that can be ignored
- C. By relying on just one or two principles for efficiency
- D. By considering the relevance of each principle in each situation

Answer: D

Explanation:

The correct answer is D. ITIL Version 5 states that the ITIL Guiding Principles are recommendations that can guide an organization in all circumstances, regardless of changes in goals, strategies, type of work, or management structure. ITIL also states that organizations should not use only one or two principles. Instead, they should consider the relevance of each principle and how the principles complement each other. There is no fixed order or hierarchy among the principles; they are all equally important to the ITIL Value System, although some may be more critical than others in a specific situation. Therefore, option A is incorrect because the principles are not applied sequentially in a fixed order. Option B is incorrect because the principles are not casual suggestions to ignore; they provide decision-making guidance. Option C is incorrect because relying on only a few principles can lead to imbalance. The best approach is contextual, holistic, and practical application.

NEW QUESTION 9

Which is the purpose of the ??transition?? activity?

- A. To seamlessly introduce new products into operational environments
- B. To ensure continual alignment of product roadmaps with the needs of service consumers
- C. To create prototypes and specifications for products and services
- D. To develop, integrate, and test digital products

Answer: A

Explanation:

The correct answer is A. ITIL Version 5 states that the purpose of the ??transition?? activity is to seamlessly introduce new or updated products into operational environments and to ensure effective onboarding or offboarding of suppliers. Built solutions and some acquired resources must be safely and efficiently moved into the live environment, a consumer environment, or a marketplace. The transition activity may involve deployment, release, supplier onboarding, decommissioning, and preparation for operation, delivery, and support. Option B is not correct because continual alignment of the product roadmap with consumer needs is more closely linked to discovery and ongoing product management. Option C describes the ??design?? activity, where prototypes and product or service specifications are created. Option D describes the ??build?? activity, whose purpose is to develop, integrate, and test digital products. Therefore, the best answer is A, because transition is about moving new or changed products into operational use smoothly and safely.

NEW QUESTION 10

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

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

Answer: A

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 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 11

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

How do service providers contribute to the creation of service value for consumers?

- A. They reduce risks and provide resources through specialization
- B. They eliminate the need for consumers to use any resources
- C. They replace consumers?? responsibilities with their own services
- D. They determine the financial outcomes for consumers directly

Answer: A

Explanation:

ITIL explains service value by connecting outcomes, costs, and risks. In that explanation, service providers help consumers achieve outcomes and, in doing so, take on some of the associated costs and risks. The book also states that service providers are usually specialized in certain types of services, and this specialization gives them access to the resources, knowledge, skills, and experience needed to deliver quality and assurance. That is why option A is the correct answer. Option B goes too far because consumers still need resources of their own to consume services. Option C is misleading because the consumer still has responsibilities in a service relationship; the provider does not replace the consumer entirely. Option D is incorrect because service providers influence value but do not directly determine the consumer??s financial outcomes. ITIL??s core definition of a service is also relevant here: a service facilitates outcomes without the consumer having to manage specific costs and risks. When the question asks how providers contribute to service value, ITIL??s answer is specialization plus reduction or management of consumer costs and risks, which is captured best by A.

NEW QUESTION 22

Which is the purpose of the ??transition?? activity?

- A. To seamlessly introduce new products into operational environments
- B. To ensure continual alignment of the product roadmap with the needs of service consumers
- C. To create prototypes and specifications for products and services
- D. To develop, integrate, and test digital products

Answer: A

NEW QUESTION 27

Which ITIL Guiding Principle emphasizes understanding how all parts of an organization function together as an integrated system?

- A. Think and work holistically
- B. Focus on value
- C. Keep it simple and practical
- D. Progress iteratively with feedback

Answer: A

NEW QUESTION 30

What BEST describes the concept of utility?

- A. The assurance that helps determine whether a service is fit for use
- B. The functionality offered by a product or service to meet a particular need
- C. The assurance that a product or service will meet agreed requirements
- D. The functional and emotional interactions with a service and provider as perceived by a stakeholder

Answer: B

Explanation:

The correct answer is B. ITIL Version 5 defines utility as the functionality offered by a product or service to meet a particular need. Utility can be summarized as ??what the service does?? and is used to determine whether a service is fit for purpose. A service has utility when it supports the performance of the consumer, removes constraints from the consumer, or does both. For example, a booking application has utility if it allows customers to search for vehicles, make

reservations, manage payments, and complete their journey effectively. Option A is incorrect because ??fit for use?? is linked to warranty, not utility. Option C is also warranty, because warranty is the assurance that a product or service will meet agreed requirements, such as availability, capacity, security, and continuity. Option D describes experience, especially user or customer experience, which concerns functional and emotional interactions with the service and provider as perceived by the stakeholder.

NEW QUESTION 34

Why is it important to seek feedback before, during, and after each iteration?

- A. To document all activities in detail before starting the next iteration
- B. To ensure the project plan remains fixed and unchanged throughout development
- C. To allow the team to follow the original design without interruption
- D. To ensure that each iteration is aligned with changing circumstances

Answer: D

NEW QUESTION 38

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 43

Which BEST describes service actions?

- A. A combination of digital resources that provide consumer value
- B. Actions enabling value through digital products without transferring ownership
- C. Actions performed by a service provider or jointly with a consumer
- D. Consumer??s access to a provider??s resources according to agreed terms

Answer: C

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 50

Which dimension of service management is concerned with ensuring that a company??s structure supports the fulfilment of strategic goals?

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

Answer: A

Explanation:

The correct answer is A. The ??organizations and people?? dimension of ITIL Version 5 is concerned with how an organization is structured and managed, as well as its roles, responsibilities, systems of authority, communication, culture, skills, and competencies. ITIL states that the way an organization is structured and managed should be well defined and should support its overall strategy and operating model. This makes option A the best answer. Option B, ??value streams and processes,?? focuses on the activities, workflows, and processes used to enable value for stakeholders. Option C, ??partners and suppliers,?? focuses on relationships with external organizations, contracts, suppliers, and service networks. Option D, ??information and technology,?? focuses on the information, data, knowledge, and technologies used in products, services, and management systems. Although all four dimensions must be considered holistically, strategic alignment of organizational structure is specifically addressed by the organizations and people dimension.

NEW QUESTION 54

Which term BEST describes a group of people that has its own functions with responsibilities, authorities, and relationships to achieve its objectives?

- A. Organization
- B. Partnership
- C. Culture
- D. Service journey

Answer: A

NEW QUESTION 59

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 64

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 65

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 69

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 73

What is the purpose of the ITIL AI Capability Model?

- A. To describe how service providers, service consumers, and other parties interact with AI to co-create value
- B. To describe how organizations can assess and develop capabilities for effective use of AI
- C. To prescribe specific AI technologies required for service development and management
- D. To measure the performance of AI-enabled services against predefined service levels

Answer: B

Explanation:

The correct answer is B. In ITIL Version 5, the ITIL AI Capability Model, also described as the 6C Model, is used to explain how AI can enable product and service management. The model provides a functional classification of AI solutions and helps organizations understand and communicate the range of possible AI applications. It also supports AI governance by helping organizations tailor risk profiles, controls, and countermeasures to the specific functions of AI solutions. The model includes six AI capabilities: creation, curation, clarification, cognition, communication, and coordination. Therefore, its purpose is not to prescribe specific AI technologies or measure AI-enabled services against service levels. It is also not mainly a service relationship model describing interactions between providers and consumers. Instead, it helps organizations understand, assess, and develop their ability to use AI effectively and responsibly in digital product and service management. This supports better decision-making, automation, governance, and value creation.

NEW QUESTION 75

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

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

Answer: A

NEW QUESTION 77

In the ??partners and suppliers?? dimension, what does it mean when organizations form flexible partnerships?

- A. They avoid cooperation to maintain complete independence
- B. They operate strictly through formal contracts with no shared responsibilities
- C. They rely only on suppliers for technical resources without collaboration

D. They share common goals and risks while collaborating to achieve desired outcomes

Answer: D

NEW QUESTION 78

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 81

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 83

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 86

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 90

Which is an approach to software development in which software can be released to production at any time after a decision is made by the team?

- A. Continuous deployment
- B. Continuous integration
- C. Continuous delivery
- D. DevOps

Answer: C

Explanation:

The wording in the question aligns directly with ITIL??s glossary entry for continuous delivery. ITIL defines continuous delivery as ??a set of techniques and tools that enables software updates to be deployed to production at any time.?? It further notes that frequent deployments are possible, but deployment decisions are still taken case by case, usually because the organization prefers a slower rate of deployment. That matches the scenario where release can happen any time after a team decision is made. By contrast, continuous deployment goes one step further: every change that passes automated tests is automatically deployed without additional authorization. Continuous integration is earlier in the pipeline and focuses on frequently merging code changes and running automated builds and tests. DevOps is broader and describes a cultural and operational approach, not this specific release mechanism. Because the question emphasizes release to production at any time after a decision by the team, the correct and verified answer is continuous delivery, which corresponds to option C.

NEW QUESTION 94

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