Free Questions for ITIL-5-Foundation

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Question 1

Question Type: MultipleChoice

What does a product specification primarily describe?

Options:

A- Critical aspects, requirements, and characteristics of a product
B- The initial creation used for testing a product's design
C- The ability of a system to remain operational
D- The process of merging code into a central repository

Answer:

A

Explanation:

A product specification primarily describes the critical aspects, requirements, and characteristics of a product, so option A is correct. It provides a formal reference that explains what the product must include, how it should perform, and what constraints or acceptance criteria apply. This helps create shared understanding among designers, developers, testers, managers, and other stakeholders. Option B describes a prototype, which is an early version used for exploration and validation. Option C refers more to resilience, reliability, or continuity rather than specification. Option D describes continuous integration practices in software delivery. In ITIL, the product specification is a key design artifact because it supports consistency through later lifecycle activities such as build, transition, operation, and improvement. It helps ensure that what is developed aligns with stakeholder needs.

Question 2

Question Type: MultipleChoice

Which term describes 'what an organization does for its consumers and other stakeholders and why?

Options:

A- Value stream
B- Value chain
C- Operating model
D- Organization's purpose

Answer:

D

Explanation:

An organization's purpose describes what it does for its consumers and other stakeholders and why it exists, so option D is correct. In ITIL, purpose provides the fundamental reason for the organization's existence and connects its activities to value creation. It explains the broader intent behind products, services, and relationships. A value stream is a series of steps used to create and deliver value in a specific context. A value chain is the set of high-level lifecycle activities that enables value through products and services. An operating model shows how the organization arranges its capabilities, workflows, and resources to fulfill its purpose. Purpose is therefore the most foundational concept among these. It defines the ''why,'' while the other concepts describe how value is organized, managed, and delivered in practice.

Question 3

Question Type: MultipleChoice

Which concept is illustrated when an employee is granted permission to the company's new file-sharing platform for daily use?

Options:

A- Warranty
B- Goods
C- Utility
D- Access to resources

Answer:

C

Explanation:

The best answer is utility because the question describes a service providing functionality that meets a need. Granting an employee permission to use a file-sharing platform enables them to store, access, and collaborate on information for daily work. In ITIL, utility is about what the service does and whether it is fit for purpose. The platform's usefulness lies in giving the employee the capability they need. Access to resources may seem close, but the focus of the question is the practical value of the service capability being made available. Warranty would concern how well the platform performs, such as availability or security. Goods are physical or digital items transferred to the consumer. Since this example highlights useful functionality that supports work, utility is the strongest and most accurate answer.

Question 4

Question Type: MultipleChoice

Which of the following is TRUE regarding services and desired outcomes?

Options:

A- Services guarantee that all intended outcomes will be achieved
B- Services completely eliminate risks associated with achieving outcomes
C- Services always result in positive effects without exceptions
D- Services may have unintended and surprising outcomes, both positive and negative

Answer:

D

Explanation:

Services may have unintended and surprising outcomes, both positive and negative, so option D is correct. ITIL recognizes that services help facilitate desired outcomes, but they do not guarantee them. Outcomes depend on many factors, including the consumer's context, usage patterns, constraints, and interactions with the provider. Services may optimize costs and risks, but they do not remove them entirely. Likewise, even well-designed services can create unexpected side effects, dependencies, or new forms of risk. Sometimes those effects are beneficial, and sometimes they are harmful. This is why ITIL emphasizes continual improvement, stakeholder feedback, service relationships, and holistic thinking. Understanding that services can create both intended and unintended consequences helps organizations manage expectations realistically and improve how products and services are designed, delivered, and

supported over time.

Question 5

Question Type: MultipleChoice

How does ITIL describe the way the Guiding Principles should be applied together?

Options:

A- They should be applied one at a time in a fixed sequence
B- They replace the need for governance and management practices
C- They should be applied independent of each other
D- They should be used collectively and balanced based on the situation

Answer:

D

Explanation:

ITIL describes the guiding principles as something that should be used collectively and balanced based on the situation, which makes option D correct. They are not a checklist to follow in a rigid order, and they do not replace governance, practices, or other parts of the value system. Instead, they support decision-making and behavior across all circumstances. In one situation, focus on value may be especially important. In another, collaboration, iterative progress, or simplicity may need more emphasis. The point is that they work together. Applying one principle without considering the others can create imbalance or poor outcomes. This flexible approach allows the principles to remain useful across different industries, organizational types, and contexts. Their value lies in judgment, not mechanical sequence.

Question 6

Question Type: MultipleChoice

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

Options:

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

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.

Question 7

Question Type: MultipleChoice

What is the role of a governing body in an organization?

Options:

A- It is accountable for performance and compliance at the highest level
B- It is responsible for day-to-day operations
C- It manages the technical details of digital products directly
D- It focuses exclusively on financial reporting

Answer:

A

Explanation:

The governing body is accountable at the highest level for the organization's performance and compliance, so option A is correct. In ITIL, governance ensures that the organization is directed and controlled in a way that aligns with stakeholder expectations, legal and regulatory obligations, and strategic objectives. The governing body does not usually perform day-to-day operations or manage technical product details directly. Instead, it evaluates the environment and stakeholder needs, directs priorities and policies, and monitors performance and conformance. Financial reporting may be one concern, but governance is much broader and includes value creation, risk, compliance, ethics, and strategic oversight. This high-level accountability is essential because it connects leadership intent with responsible management and assures stakeholders that the organization is being guided appropriately.

Question 8

Question Type: MultipleChoice

Which option best is typically used to establish a shared understanding of expected and achieved service quality?

Options:

A- Product specification
B- Service level agreement
C- Product and service roadmaps
D- Service level requirements

Answer:

B

Explanation:

A service level agreement is typically used to establish a shared understanding of expected and achieved service quality, so option B is correct. ITIL explains that service quality is often translated into service level metrics and documented through agreements between provider and customer. An SLA identifies the services covered, the agreed service levels, and how those levels will be measured and reviewed. This creates clarity around utility, warranty, sustainability, and experience expectations. A product specification describes product requirements, while service level requirements are usually inputs used to shape a future agreement rather than the formal shared understanding itself. Roadmaps show future direction and planning. Therefore, the SLA is

the most appropriate mechanism for defining, communicating, and monitoring the agreed quality of a service relationship.

Question 9

Question Type: MultipleChoice

What BEST describes a Service Level Agreement (SLA)?

Options:

A- A legal contract between two vendors regulating financial penalties
B- A documented agreement between a service provider and a customer that identifies services and their agreed levels
C- An informal discussion between users and service providers about expectations
D- A guideline document for internal IT teams without customer involvement

Answer:

B

Explanation:

A Service Level Agreement is best described as a documented agreement between a service provider and a customer that identifies the services and their agreed levels, so option B is correct. In ITIL, the SLA is a formal mechanism for creating shared understanding of expected and achieved service quality. It may include metrics related to utility, warranty, sustainability, and user experience, depending on context. It is more than an informal discussion and is not just an internal guideline. It also is not limited to vendor penalty clauses, although contractual elements may exist around it. The purpose of an SLA is to clarify what will be provided, how performance will be measured, and what both parties can reasonably expect. This helps support transparency, accountability, and effective service relationships.

Question 10

Question Type: MultipleChoice

How should the ITIL Guiding Principle 'collaborate and promote visibility' be applied?

Options:

A- By involving stakeholders and sharing information with them
B- By limiting communication to management only
C- By reusing existing processes wherever possible
D- By capturing feedback after each iteration

Answer:

A

Explanation:

The guiding principle ''collaborate and promote visibility'' should be applied by involving stakeholders and sharing information with them, so option A is correct. ITIL stresses that good decisions and effective work depend on people understanding what is happening, why it matters, and how they can contribute. Collaboration helps bring together different perspectives, knowledge, and responsibilities. Visibility ensures that work, progress, risks, and priorities are transparent enough for informed participation and trust. Limiting communication to management weakens collaboration. Reusing existing processes relates more to ''start where you are.'' Capturing feedback after each iteration relates more closely to ''progress iteratively with feedback.'' This principle helps organizations reduce silos, improve coordination, and create a more shared understanding of how value is being created across the service relationship.

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