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ITIL-5-Foundation

ITIL Foundation (Version 5)

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Question: 1

Which of the following is a key success metric for the “transition” activity?

A. Speed of normal service restoration
B. Quality of the resources and services outsourced from suppliers
C. Service performance against the agreed SLA targets
D. Number and impact of transition errors

Answer: D

Explanation:
In ITIL Version 5, the “transition” activity is part of the Product and Service Lifecycle and is specifically concerned with introducing new or updated products into operational environments smoothly and safely. The official table for the transition activity lists its success metrics, and one of them is explicitly “number and impact of transition errors.” That wording directly matches option D. The same section also identifies other transition metrics such as transition cycle, negative impact of transition on service availability and performance, adherence to the product roadmap and relevant guidelines, and stakeholder satisfaction with the transition process and results. This makes D the exact verified answer, while the other options belong to different activities. For example, service performance against agreed SLA targets is listed under the “deliver” activity, and quality of outsourced resources and services belongs to “acquire.” Speed of normal service restoration is associated with support or incident-related thinking, not transition. Therefore, the only answer that exactly reflects the transition activity’s documented success metrics is option D.

Question: 2

Which activity focuses on securing and allocating necessary resources efficiently?

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

Answer: A

Explanation:

ITIL Version 5 states that the purpose of the “acquire” activity is “to secure and allocate necessary resources efficiently, ensuring the sustainability and scalability of products and services.” This wording directly supports option A and makes it the correct answer. The same section explains that acquire covers identifying, selecting, onboarding, and managing suppliers when resources or services are sourced externally, and it can also include reallocating internal technology resources to where they are needed most. This confirms that acquire is the lifecycle activity focused on resource availability, sourcing choices, procurement, and communication of resource or service availability. By contrast, build is about developing, integrating, and testing digital products; discover is about keeping product capabilities and service offerings aligned with consumer needs and strategy; and deliver is about providing services to users and maintaining service quality. Since the question asks specifically about securing and allocating resources efficiently, the exact lifecycle activity named in ITIL 5 is acquire. That match is direct and explicit in the Foundation text, so A is the fully verified answer.

Question: 3

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

Explanation:
Within the ITIL Value System, governance provides oversight so that the organization’s management system remains effective, adaptive, and responsible. ITIL explains that governance is the level through which the organization directs, controls, and monitors the use of digital technology and ensures alignment with organizational objectives. The text also states that product and service management activities must be performed in line with the direction given by the governing body, and that the governing body maintains oversight of the product and service management system. This aligns most closely with option C: governance ensures organizational activities are directed and controlled. The other options refer to management responsibilities rather than governance. Day-to-day operations are handled through lifecycle activities such as operate, deliver, and support. Process execution and service delivery are management functions supported by practices and value chain activities, not the core role of governance. Technical guidance for service design also belongs elsewhere, especially in practices and lifecycle design work. Because ITIL distinguishes governance from operational management and positions it as the directing and controlling layer, C is the exact verified answer.

Question: 4

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

Explanation:
ITIL Version 5 describes three forms of service relationships during delivery: access to resources, transfer of goods, and service actions. Transfer of goods refers to situations in which goods are provided to users as part of the service. In the deliver activity section, examples include non-returnable equipment and supplies, manuals, and access keys. Among the options, supplying new laptops to the customer best represents transfer of goods, so B is the correct answer. Option A is clearly access to resources because the user is accessing shared online storage. Options C and D are service actions because they involve support, training, or advice provided by the service provider. ITIL also notes that in some cases something may appear to be transfer of goods but is actually access to resources if ownership remains with the provider. However, in exam-style interpretation, "supplies new laptops to the customer" is the best available match to transfer of goods. Therefore, using the ITIL framework's service interaction categories, B is the strongest and verified answer.

Question: 5

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

Explanation:
ITIL Version 5 defines an outcome as "a result for a stakeholder enabled by one or more outputs." That exact definition corresponds to option A. ITIL also clearly distinguishes outputs from outcomes. An output is a tangible or intangible deliverable of an activity, while an outcome is the result that the stakeholder achieves through using that output. This distinction is central in ITIL's explanation of service value. For example, an output might be a report, application, device, or delivered service component, but the outcome is the benefit or result enabled for the stakeholder. That is why option B is the definition of output, not outcome. Options C and D are narrower and do not reflect the formal glossary definition. The question asks for the best

description of an outcome in a service relationship, and ITIL's glossary provides an exact match. Because ITIL uses precise terminology around outputs, outcomes, value, and services, the wording in option A is the only one that aligns with the official definition and is therefore the verified correct answer.

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