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QUESTION & ANSWERS
DEMO VERSION
(LIMITED CONTENT)

Sample Questions

QUESTION 1

Which statement most accurately reflects the ITIL definition of a service?

- A. A service is any deliverable produced by a technology department.
- B. A service is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks. [Correct]**
- C. A service is a contractual obligation between a provider and a customer.
- D. A service is a repeatable process executed by IT operations staff.

Correct Answer: B

Explanation

This is the formal ITIL definition and is tested near-verbatim. Distractors A, C, and D each substitute a partial or related concept (deliverable, contract, process) for the actual defined term — a common technique used to test the precision of recall, not just general understanding.

QUESTION 2

An organization is evaluating why a new service consistently underperforms despite well-documented processes. Investigation reveals unclear role accountability and poor cross-team collaboration. Which of the Four Dimensions of Service Management is the PRIMARY area requiring attention?

- A. Information and Technology
- B. Partners and Suppliers
- C. Organizations and People [Correct]**
- D. Value Streams and Processes

Correct Answer: C

Explanation

The scenario centers on role clarity and collaboration — both squarely within Organizations and People. Value Streams and Processes (D) is a plausible distractor because "processes" appears in the prompt, but the failure described is structural/human, not procedural.

Sample Questions

QUESTION 3

Which of the following correctly lists the eight activities of the ITIL Service Value System's operating model, and describes how they are intended to be used?

- A. Plan, Do, Check, Act — applied in strict sequential order
- B. Discover, Design, Acquire, Build, Transition, Operate, Deliver, Support — used iteratively and non-sequentially as needed. [Correct]**
- C. Discover, Build, Test, Deploy, Support — applied only within software development contexts.
- D. Design, Transition, Operate, Improve — applied once per service lifecycle.

Correct Answer: B

Explanation

Candidates frequently miss this because they assume a linear flow. The syllabus explicitly frames these activities as iterative and adaptable, not a fixed pipeline — expect at least one question testing this nuance.

QUESTION 4

Within the ITIL 5 syllabus, how is Artificial Intelligence primarily positioned relative to the Service Value System?

- A. As a standalone practice replacing traditional service management activities.
- B. As a capability that enhances practices and value streams, particularly for automation and data-informed decision-making. [Correct]**
- C. As a component exclusive to the DevOps practice.
- D. AI is referenced only as a future consideration, outside current exam scope.

Correct Answer: B

Explanation

Version 5 integrates AI as an enabling capability across the value system rather than isolating it to one practice or excluding it. Option D is a trap for anyone studying from outdated ITIL 4 materials that predate this addition.

Sample Questions

QUESTION 5

What is the correct relationship between a value stream and a process, according to ITIL terminology?

A. They are interchangeable terms for the same concept.

B. A value stream is a series of steps an organization undertakes to create and deliver value to a consumer; a process is one of several components (alongside practices, people, and tools) used within that stream. [Correct]

C. A process is a broader construct that contains multiple value streams.

D. A value stream applies exclusively to digital/software delivery contexts.

Correct Answer: B

Explanation

This distinction is a recurring exam point precisely because candidates default to treating the terms as synonyms. The exam rewards precise definitional separation.

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