Exam

ITIL 5 FOUNDATION

ITIL 5 Foundation

Free demo	16 sample questions
Full exam	80 questions with answers and explanations
Contents	Questions with answers and explanations

Exam domains

Domain	Exam weight	Questions
D1 Key ITIL Terms and Definitions	30%	6
D2 The ITIL Four Dimensions of Product and Service Management	10%	1
D3 The ITIL Product and Service Lifecycle	10%	2
D4 The ITIL Value System	40%	4
D5 Value Stream Identification, Mapping, and Management	5%	1
D6 ITIL and AI	2.5%	1
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Question 1

Single choice · Domain: D1 Key ITIL Terms and Definitions

Why does ITIL consider outcomes, costs, and risks together when explaining value cocreation?

A. Because value is created when desired outcomes are achieved while costs and risks are optimized
B. Because outcomes eliminate the need to manage costs and risks
C. Because costs are more important than outcomes
D. Because risks are more important than outcomes

Answer: A. Because value is created when desired outcomes are achieved while costs and risks are optimized

Explanation

ITIL considers outcomes, costs, and risks together because value depends on achieving the desired results while also accounting for the resources spent and the uncertainties involved. Managing all three helps ensure that the outcomes are worthwhile and that the costs and risks are acceptable, rather than treating outcomes alone as sufficient. [1]

https://community.peoplecert.org/public/clubs/itil/blogs/orchestrating-value-co-creation-2026-08-21

✓ **A** Because value is created when desired outcomes are achieved while costs and risks are optimized
This reflects the combined view in the question: desired outcomes matter, but their value must be considered alongside the costs and risks involved in achieving them. Considering all three supports balanced value cocreation. [1]

https://community.peoplecert.org/public/clubs/itil/blogs/orchestrating-value-co-creation-2026-08-21

✗ **B** Because outcomes eliminate the need to manage costs and risks
Achieving an outcome does not remove the costs incurred or the risks involved in providing a service. ITIL considers these alongside outcomes precisely because they still affect whether the result represents value. [1]

https://community.peoplecert.org/public/clubs/itil/blogs/orchestrating-value-co-creation-2026-08-21

✗ **C** Because costs are more important than outcomes
The question is not saying that costs take priority over outcomes. Costs are one factor to consider together with the desired results and risks when assessing value. [1]

https://community.peoplecert.org/public/clubs/itil/blogs/orchestrating-value-co-creation-2026-08-21

✗ **D** Because risks are more important than outcomes
ITIL does not make risk more important than the outcomes in this explanation. Risks matter because they affect value, but they are considered alongside outcomes and costs rather than replacing them. [1]

https://community.peoplecert.org/public/clubs/itil/blogs/orchestrating-value-co-creation-2026-08-21

Question 2

Single choice · Domain: D1 Key ITIL Terms and Definitions

What does a service journey describe?

A. End-to-end interactions between a service provider and a service consumer
B. The internal workflows and processes of a service provider
C. The end-to-end lifecycle of a product
D. The sequence of value chain activities

Answer: A. End-to-end interactions between a service provider and a service consumer

Explanation

A service journey describes the end-to-end interactions between a service provider and a service consumer as the consumer experiences the service. It focuses on their interactions across the journey, rather than only the provider's internal work or a product's lifecycle.

✓ **A** End-to-end interactions between a service provider and a service consumer
This is the correct description: a service journey follows the interactions between the provider and consumer from beginning to end. It captures the service experience across those interactions.

✗ **B** The internal workflows and processes of a service provider
This describes the provider's internal operations, not the interactions between provider and consumer that make up a service journey. Internal processes may support the journey but are not its defining focus.

✗ **C** The end-to-end lifecycle of a product
A product lifecycle concerns the product over time, not the end-to-end interactions between a service provider and a service consumer.

✗ **D** The sequence of value chain activities
This describes activities used to create and deliver value, rather than the service journey experienced through provider-consumer interactions.

Question 3

Single choice · Domain: D1 Key ITIL Terms and Definitions

A service provider commits to using recyclable components, reducing carbon emissions, and maintaining transparent supply chains.

Which concept does this commitment represent?

A. Utility
B. Warranty
C. User experience
D. Sustainability

Answer: D. Sustainability

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Question 4

Single choice · Domain: D1 Key ITIL Terms and Definitions

Which of the following describes a management practice?

A. A series of steps that an organization uses to create and deliver products

B. A set of organizational resources and capabilities designed to perform work or accomplish an objective

C. A visual representation of how an organization co-creates value with stakeholders

D. A set of interconnected activities that an organization performs to create and deliver products

Answer: B. A set of organizational resources and capabilities designed to perform work or accomplish an objective

Explanation

B is correct because an ITIL management practice is a set of organizational resources designed for performing work or accomplishing an objective. The other choices describe a sequence of steps, a visual representation of value co-creation, or interconnected activities used to create and deliver products—not the definition of a management practice. [1]

https://peoplecert.org/-/media/2244094fd4364faab8b1e22b35278bd9.ashx

✗ **A** A series of steps that an organization uses to create and deliver products
This describes a sequence of steps, rather than the organizational resources and capabilities that make up a management practice. It does not match the definition asked for.

✓ **B** A set of organizational resources and capabilities designed to perform work or accomplish an objective
This describes a management practice: coordinated organizational resources and capabilities used to perform work or achieve an objective. It is the only option that identifies a practice rather than a process-like activity or representation.

https://peoplecert.org/-/media/2244094fd4364faab8b1e22b35278bd9.ashx

✗ **C** A visual representation of how an organization co-creates value with stakeholders
This describes a visual representation of value co-creation, not a set of resources and capabilities for performing work. Therefore, it does not define a management practice.

✗ **D** A set of interconnected activities that an organization performs to create and deliver products
This describes interconnected activities for producing and delivering products, rather than the organizational resources and capabilities that constitute a management practice. It is not the definition requested.

Question 5

Single choice · Domain: D1 Key ITIL Terms and Definitions

What is a digital product?

A. A formal description of one or more services designed to address consumer needs

B. The access to the service provider's resources and their use according to the agreed terms and conditions

C. A combination of an organization's resources based on digital technology and designed to offer value to consumers

D. Actions performed by a service provider or jointly by a service provider and consumer

Answer: C. A combination of an organization's resources based on digital technology and designed to offer value to consumers

Explanation

A digital product is a combination of an organization’s resources that uses digital technology and is designed to offer value to consumers. Option C matches that definition; the other options describe a service, service consumption, or service actions instead. [1]

https://www.axelos.com/sites/default/files/2021-06/ITIL-4-Foundation-2021.pdf

✗ **A** A formal description of one or more services designed to address consumer needs
This describes a service offering, not a digital product. A digital product is the combination of organizational resources using digital technology to provide consumer value. [1]

https://www.axelos.com/sites/default/files/2021-06/ITIL-4-Foundation-2021.pdf

✗ **B** The access to the service provider's resources and their use according to the agreed terms and conditions
This describes service consumption: a consumer’s access to and use of a provider’s resources under agreed terms. It does not define a digital product. [1]

https://www.axelos.com/sites/default/files/2021-06/ITIL-4-Foundation-2021.pdf

✓ **C** A combination of an organization's resources based on digital technology and designed to offer value to consumers
This is the definition of a digital product: organizational resources are combined using digital technology to offer value to consumers. [1]

https://www.axelos.com/sites/default/files/2021-06/ITIL-4-Foundation-2021.pdf

✗ **D** Actions performed by a service provider or jointly by a service provider and consumer
This describes service actions, rather than a digital product. A digital product is a technology-based combination of organizational resources designed to offer consumer value. [1]

https://www.axelos.com/sites/default/files/2021-06/ITIL-4-Foundation-2021.pdf

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Question 6

Single choice · Domain: D1 Key ITIL Terms and Definitions

What is the primary purpose of a product in ITIL digital product and service management?

A. To offer value to consumers through a defined configuration of resources
B. To replace service management practices with product management
C. To enable value co-creation by facilitating outcomes that customers want to achieve
D. To ensure regulatory compliance across digital services

Answer: A. To offer value to consumers through a defined configuration of resources

Explanation

A product is a defined configuration of an organization's resources that is designed to offer value to consumers. That makes option A the direct match for the primary purpose asked about. Option C describes facilitating value co-creation and customer outcomes, which is associated more closely with a service than with the definition of a product. [2]

https://www.peoplecert.org/browse-certifications/it-governance-and-service-management/ITIL-1/itil-product-version-5-4179

✓ **A** To offer value to consumers through a defined configuration of resources
This matches the ITIL definition of a product: a configuration of an organization's resources designed to offer value to a consumer. The option correctly identifies both the defined configuration and its purpose of offering value. [2]

https://www.peoplecert.org/browse-certifications/it-governance-and-service-management/ITIL-1/itil-product-version-5-4179

✗ **B** To replace service management practices with product management
A product does not replace service management practices. The option describes a supposed replacement of one management approach by another, rather than the purpose of a product.

✗ **C** To enable value co-creation by facilitating outcomes that customers want to achieve
This describes the role associated with a service: facilitating desired outcomes and value co-creation. It does not state the defining purpose of a product as a configured set of resources offered to consumers. [3]

https://www.peoplecert.org/browse-certifications/it-governance-and-service-management/ITIL-1/itil-service-version-5-4181

✗ **D** To ensure regulatory compliance across digital services
Regulatory compliance may be relevant to managing digital services, but it is not the primary purpose of a product in ITIL. This option does not describe a product's resource configuration or its offering of value to consumers.

Question 7

Single choice · Domain: D2 The ITIL Four Dimensions of Product and Service Management

How does the 'organizations and people' dimension contribute to effective product and service management?

A. By ensuring skills, culture, and communication support value creation
B. By defining the technologies used to deliver services
C. By managing relationships with external organizations
D. By automating workflows across value streams

Answer: A. By ensuring skills, culture, and communication support value creation

Explanation

The organizations and people dimension concerns the roles, skills, culture, and communication needed to deliver and improve products and services. Ensuring these support value creation is therefore the direct contribution described in option A; technologies, external relationships, and workflows correspond more closely to other parts of the service-management model.

https://www.peoplecert.org/browse-certifications/it-governance-and-service-management/ITIL-1/itil-4-foundation-2565
https://community.peoplecert.org/public/clubs/itil/blogs/culture-as-the-true-success-factor-in-itil-adoption

✓ **A** By ensuring skills, culture, and communication support value creation
This describes the organizations and people dimension: people need appropriate skills and roles, and the organization's culture and communication should enable them to work effectively. Aligning these factors with value creation supports effective product and service management.

https://www.peoplecert.org/browse-certifications/it-governance-and-service-management/ITIL-1/itil-4-foundation-2565
https://community.peoplecert.org/public/clubs/itil/blogs/culture-as-the-true-success-factor-in-itil-adoption

✗ **B** By defining the technologies used to deliver services
Choosing and managing technologies is associated with the information and technology dimension, not primarily with organizations and people. People may use those technologies, but this option describes the technology focus rather than how organizational and human factors contribute.

https://www.peoplecert.org/browse-certifications/it-governance-and-service-management/ITIL-1/itil-4-foundation-2565

✗ **C** By managing relationships with external organizations
Relationships with external organizations are chiefly addressed by the partners and suppliers dimension. This option does not describe the internal roles, skills, culture, or communication emphasized by organizations and people.

https://www.peoplecert.org/browse-certifications/it-governance-and-service-management/ITIL-1/itil-4-foundation-2565

✗ **D** By automating workflows across value streams
Workflows and value streams are associated with the value streams and processes dimension. Automation may support service delivery, but it is not the defining contribution of organizations and people.

https://www.peoplecert.org/browse-certifications/it-governance-and-service-management/ITIL-1/itil-4-foundation-2565

Question 8

Single choice · Domain: D3 The ITIL Product and Service Lifecycle

Which of the following is NOT a success metric of 'discover' activity?

A. Strategic fit of the organization's products and service offerings
B. Market relevance of the products and service offerings
C. Service performance against the agreed SLA targets
D. Stakeholder satisfaction with products and service offerings

Answer: C. Service performance against the agreed SLA targets

Explanation

The question asks which metric does not measure the discover activity. Strategic fit, market relevance, and stakeholder satisfaction assess whether the organization's offerings meet needs and align with its direction. Service performance against agreed SLA targets measures operational delivery, so C is not a discover success metric.

✗ **A** Strategic fit of the organization's products and service offerings
Strategic fit helps assess whether the organization's products and services align with its goals, which is relevant to the discover activity. It is therefore a success metric for discover, not the metric that is excluded.

✗ **B** Market relevance of the products and service offerings
Market relevance evaluates whether the organization's offerings meet market needs, an appropriate measure of discover. It is not the metric that falls outside the activity.

✓ **C** Service performance against the agreed SLA targets
Performance against SLA targets measures how well services are being delivered operationally. It does not measure whether offerings are strategically aligned or relevant, so it is not a success metric of discover.

✗ **D** Stakeholder satisfaction with products and service offerings
Stakeholder satisfaction indicates whether the products and services meet stakeholder needs, making it relevant to the discover activity. It is not the metric that is excluded.

Question 9

Single choice · Domain: D3 The ITIL Product and Service Lifecycle

What is the PRIMARY purpose of the 'acquire' activity?

A. Resolve incidents and fulfil recovery procedures
B. Secure and allocate necessary resources efficiently
C. Provide services and manage user onboarding
D. Create functional prototypes for testing

Answer: B. Secure and allocate necessary resources efficiently

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Question 10

Single choice · Domain: D4 The ITIL Value System

Which ITIL concept includes governance, practices, and continual improvement?

A. The ITIL Value System
B. The 'deliver' and 'support' value chain activities
C. The 'focus on value' ITIL Guiding Principle
D. The 'value streams and processes' dimension

Answer: A. The ITIL Value System

Explanation

The ITIL Value System (ITIL SVS) is the overall framework that brings together the components needed to facilitate value creation, including governance, practices, and continual improvement. The other choices name only a value chain activity, a guiding principle, or a dimension, rather than the encompassing system.

✓ **A** The ITIL Value System
The ITIL Value System is the overarching framework that includes governance, practices, and continual improvement, among its components. This matches all three elements named in the question.

✗ **B** The 'deliver' and 'support' value chain activities
Deliver and support are specific activities within the service value chain. They do not encompass governance, practices, and continual improvement.

✗ **C** The 'focus on value' ITIL Guiding Principle

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Focus on value is one guiding principle that informs decisions and actions. It is not the overall concept that includes governance and practices as well as continual improvement.

✗ **D** The 'value streams and processes' dimension
Value streams and processes is one of the four dimensions of service management. It does not describe the overarching system containing governance, practices, and continual improvement.

Question 11

Single choice · Domain: D4 The ITIL Value System

What is the MAIN purpose of the 'discover' activity?

A. To develop and test digital productsTo develop and test digital products
B. To secure and allocate resources efficiently
C. To align product capabilities with consumer needs and strategy
D. To maintain and monitor digital products

Answer: C. To align product capabilities with consumer needs and strategy

Explanation

The discover activity is concerned with understanding consumer needs and strategic direction, then identifying how product capabilities should align with them. This makes option C the best fit: discovery informs what the product should offer before development, resource allocation, or ongoing monitoring takes place. [1]

https://www.peoplecert.org/browse-certifications/it-governance-and-service-management/ITIL-1/itil-product-version-5-4179

✗ **A** To develop and test digital productsTo develop and test digital products
Developing and testing are activities that follow discovery, once needs and direction have been understood. This option describes building and validating a product rather than the main purpose of discover.

✗ **B** To secure and allocate resources efficiently
Resource allocation may support product work, but it is not the central purpose of discover. Discovery focuses on understanding needs and strategic fit, not securing resources.

✓ **C** To align product capabilities with consumer needs and strategy
Discover establishes what consumers need and how the product should support the strategy. Aligning product capabilities to those findings is therefore the main purpose of the activity.

https://www.peoplecert.org/browse-certifications/it-governance-and-service-management/ITIL-1/itil-product-version-5-4179

✗ **D** To maintain and monitor digital products
Maintaining and monitoring relate to managing products after they are in use. Discover instead helps determine the appropriate product capabilities and direction.

Question 12

Single choice · Domain: D4 The ITIL Value System

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

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. By involving stakeholders and sharing information with them

Explanation

The principle “collaborate and promote visibility” is applied by involving relevant stakeholders and making information visible to them. This encourages shared understanding and coordinated work rather than keeping communication within a single group. Option A directly reflects both collaboration and visibility. [8]

https://community.peoplecert.org/public/clubs/itil/blogs/principles-the-quiet-backbone-of-prince2-and-itil-2026-05-04

✓ **A** By involving stakeholders and sharing information with them
This brings stakeholders into the work and makes relevant information visible to them, directly applying both parts of the guiding principle. Shared involvement and information support a common understanding.

https://community.peoplecert.org/public/clubs/itil/blogs/principles-the-quiet-backbone-of-prince2-and-itil-2026-05-04

✗ **B** By limiting communication to management only
Restricting communication to management excludes other relevant stakeholders and reduces visibility. That conflicts with the principle’s emphasis on collaboration and sharing information.

https://community.peoplecert.org/public/clubs/itil/blogs/principles-the-quiet-backbone-of-prince2-and-itil-2026-05-04

✗ **C** By reusing existing processes wherever possible
Reusing existing processes is not what this principle specifically calls for. It does not, by itself, ensure stakeholder involvement or information sharing.

✗ **D** By capturing feedback after each iteration
Collecting feedback can support iterative improvement, but it does not necessarily involve stakeholders throughout the work or make information visible to them. It is therefore not the best application of this principle.

Question 13

Single choice · Domain: D4 The ITIL Value System

Which statement BEST explains the relationship between an organization's purpose and its operating model?

A. The operating model defines the organization's financial strategy to achieve its purpose

B. The organization's purpose determines why it exists, while the operating model shows how it fulfils that purpose

C. The operating model replaces the organization's purpose once the value chain is defined

D. The purpose and operating model are unrelated because one focuses on customers and the other on internal processes

Answer: B. The organization's purpose determines why it exists, while the operating model shows how it fulfils that purpose

Explanation

The organization's purpose explains why it exists. Its operating model describes how it organizes and carries out its work to fulfil that purpose, so option B correctly distinguishes the two while showing their relationship.

✗ **A** The operating model defines the organization's financial strategy to achieve its purpose
A financial strategy may be part of organizational planning, but it is not what an operating model primarily defines. The operating model describes how the organization operates to fulfil its purpose.

✓ **B** The organization's purpose determines why it exists, while the operating model shows how it fulfils that purpose
This correctly distinguishes the organization's reason for existing from the way it organizes and performs its work. The operating model is therefore connected to, and helps fulfil, the organization's purpose.

✗ **C** The operating model replaces the organization's purpose once the value chain is defined
Defining a value chain or operating model does not replace the organization's purpose. The purpose remains the reason the organization exists; the operating model describes how it works toward that purpose.

✗ **D** The purpose and operating model are unrelated because one focuses on customers and the other on internal processes
Purpose and operating model are related: the operating model is how the organization fulfils its purpose. The option incorrectly treats them as unrelated and reduces each to a separate focus.

Question 14

Single choice · Domain: D5 Value Stream Identification, Mapping, and Management

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

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. To identify and prioritize improvement opportunities

Explanation

Value stream mapping visualizes the steps, handoffs, and flow involved in delivering value so an organization can see delays, waste, and other areas needing change. Its main purpose here is to identify improvement opportunities and help prioritize them, rather than directly automate monitoring or manage stakeholders.

https://www.peoplecert.org/news-and-announcements/value-stream-management-organizational-improvement
https://www.peoplecert.org/-/media/folders-reorganized/pdfs/devops-blueprints/Value-Stream-Management-Foundation_Certification_Blueprint.pdf

✗ **A** To automate service monitoring
Value stream mapping is used to examine how work flows and reveal opportunities for improvement. Automating monitoring may be a separate improvement, but it is not the mapping's main purpose.

https://www.peoplecert.org/news-and-announcements/value-stream-management-organizational-improvement
https://www.peoplecert.org/-/media/folders-reorganized/pdfs/devops-blueprints/Value-Stream-Management-Foundation_Certification_Blueprint.pdf

✓ **B** To identify and prioritize improvement opportunities
Mapping the end-to-end flow makes inefficiencies, bottlenecks, and waste visible. This gives the organization a basis for identifying and prioritizing changes that improve value delivery.

https://www.peoplecert.org/news-and-announcements/value-stream-management-organizational-improvement
https://www.peoplecert.org/-/media/folders-reorganized/pdfs/devops-blueprints/Value-Stream-Management-Foundation_Certification_Blueprint.pdf

✗ **C** To enhance and support management practices
Improved management practices may result from broader organizational improvement, but this wording does not state the specific purpose of value stream mapping. The mapping is primarily a way to expose and prioritize opportunities in the value stream.

https://www.peoplecert.org/news-and-announcements/value-stream-management-organizational-improvement
https://www.peoplecert.org/-/media/folders-reorganized/pdfs/devops-blueprints/Value-Stream-Management-Foundation_Certification_Blueprint.pdf

✗ **D** To control external stakeholders directly
Value stream mapping helps an organization understand and improve the flow of work; it does not give it direct control over external stakeholders. Stakeholders may be involved in value delivery, but controlling them is not the mapping's purpose.

Question 15

Single choice · Domain: D6 ITIL and AI

What does observability enable in digital product and service management?

A. Understanding system behaviour through outputs such as logs, metrics, and traces
B. Ensuring changes are approved before being deployed
C. Automatically preventing incidents from occurring
D. Improving service reliability through engineering practices

Answer: A. Understanding system behaviour through outputs such as logs, metrics, and traces

Explanation

Observability enables teams to understand a system's internal behaviour by examining the outputs it produces, including logs, metrics, and traces. This helps them investigate and make sense of what is happening in a digital product or service. It does not itself approve deployments, prevent every incident, or refer broadly to all reliability engineering practices.

https://www.peoplecert.org/-/media/folders-reorganized/pdfs/devops-blueprints/Observability-Foundation-Blueprint.pdf

✓ **A** Understanding system behaviour through outputs such as logs, metrics, and traces
This describes observability: using system outputs such as logs, metrics, and traces to understand what the system is doing. That understanding supports investigation of service behaviour.

https://www.peoplecert.org/-/media/folders-reorganized/pdfs/devops-blueprints/Observability-Foundation-Blueprint.pdf

✗ **B** Ensuring changes are approved before being deployed
This describes change approval or governance, not observability. Observability provides information about system behaviour; it does not ensure that a change receives approval before deployment.

✗ **C** Automatically preventing incidents from occurring
Observability helps teams see and understand system behaviour, but it does not automatically prevent incidents. Preventive controls and engineering practices may reduce risk, but that is not what observability means.

✗ **D** Improving service reliability through engineering practices
Engineering practices can improve reliability, but this is broader than the specific purpose of observability. Observability focuses on understanding system behaviour through its outputs.

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Question 16

Single choice · Domain: D7 ITIL and Other Frameworks

What is continuous integration?

A. Automatically releasing every code change into production
B. Regularly merging code into a central repository with automated builds and tests
C. The ability to track and evaluate service value
D. A method of ensuring ultra-scalable systems through operations engineering

Answer: B. Regularly merging code into a central repository with automated builds and tests

Explanation

Continuous integration (CI) is the practice of frequently merging code changes into a shared central repository and using automated builds and tests to check those changes. This helps detect integration problems early. It does not mean that every change is automatically released to production; that describes continuous deployment more closely.

✗ **A** Automatically releasing every code change into production
This describes automatic deployment or release, not continuous integration. CI focuses on integrating code and validating it with automated builds and tests; a release to production is not required.

✓ **B** Regularly merging code into a central repository with automated builds and tests
This captures the core of continuous integration: developers integrate changes frequently in a shared repository, and automation builds and tests the code to identify problems early.

✗ **C** The ability to track and evaluate service value
Tracking and evaluating service value is unrelated to the software development practice of continuously integrating and testing code.

✗ **D** A method of ensuring ultra-scalable systems through operations engineering
This describes a broad systems or operations engineering goal, not continuous integration. CI specifically concerns frequent code integration and automated validation.

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