Product Questions: 80

Version: 6.0

Question: 1

Which type of service relationship typically focuses on support and efficiency through standardized services?

A. Basic relationship

B. Cooperative relationship

C. Collaborative relationship

D. Partner relationship

Answer: A

Explanation:

A basic relationship is the correct answer because in ITIL 5 it usually involves a more standardized form of interaction between provider and consumer. The focus is on delivering agreed services efficiently, reliably, and with clear expectations, rather than on deep joint planning or shared governance. In a basic relationship, the service provider typically defines much of the service structure, and the consumer uses the service according to agreed terms. This model works well when services are repeatable, predictable, and designed for scale. By contrast, cooperative and collaborative relationships involve greater interaction, shared decision-making, and more active coordination between the organizations. Therefore, when the goal is support and efficiency through standardized services, the relationship type that best matches that ITIL description is the basic relationship.

Question: 2

What is an incident in IT services?

A. Any change of state significant for management

B. An unplanned interruption to a service or reduction in service quality

C. A cause of one or more interruptions

D. A flaw or vulnerability in a service

Answer: B

Explanation:

An incident is defined in ITIL as an unplanned interruption to a service or a reduction in the quality of a service. That is why option B is correct. The key idea is that an incident affects normal service performance and requires timely attention to restore expected service levels. Option A describes an event, which is any change of state that has significance for service management. Option C describes a problem, which is the cause or potential cause of one or more incidents. Option D refers more closely to a known error, defect, or vulnerability. ITIL separates these terms carefully because each one supports a different management activity. Incident management is focused on restoring service quickly, while problem management seeks deeper root causes and longer-term prevention.

Question: 3

What distinguishes 'continuous deployment' from 'continuous delivery?

A. Continuous deployment prevents frequent releases

B. Continuous delivery requires manual code integration

C. Continuous deployment automatically deploys changes to production

D. Continuous delivery eliminates testing activities

Answer: C

Explanation:

Continuous deployment is distinct from continuous delivery because it automatically moves validated changes into the live production environment. That is why option C is correct. In continuous delivery, changes are integrated, tested, and made ready for release, but a deliberate business or operational decision may still be required before deployment to production. In continuous deployment, that final manual release decision is removed, and successful changes flow directly into use. This requires strong automation, testing discipline, monitoring, and confidence in the deployment pipeline. Option B is incorrect because continuous delivery does not require manual code integration; integration is normally frequent and automated. Option D is also wrong because testing becomes more important, not less. ITIL aligns these practices with modern value stream

optimization and reliable change flow.

Question: 4

Why do ITIL practice guides follow a standardized structure across all practices?

A. To make it easier for organizations to understand and apply different practices

B. To ensure all practices are implemented in the same sequence

C. To enforce uniform tooling and technology choices

D. To limit the flexibility of practice adoption

Answer: A

Explanation:

ITIL practice guides use a standardized structure to make the guidance easier to understand, compare, and apply across different organizational contexts. That is why option A is correct. A consistent structure helps learners and practitioners quickly locate key areas such as purpose, key concepts, workflows, measures, roles, competencies, information and technology, and capability development. This improves usability without forcing identical implementation. ITIL does not require organizations to implement every practice in the same sequence, nor does it prescribe one mandatory set of tools. In fact, ITIL strongly supports adaptation to context. The standard format provides clarity and coherence while still allowing flexibility. This is especially helpful in product and service management, where many practices interact and need to be understood as part of a broader management system.

Question: 5

Which dimension is concerned with management of relationships with external organizations?

A. Partners and suppliers

B. Information and technology

C. Organizations and people

D. Value streams and processes

Answer: A

Explanation:

The correct answer is partners and suppliers because this ITIL dimension focuses on an organization's relationships with external parties involved in creating, delivering, supporting, or improving products and services. These may include suppliers, strategic partners, outsourced providers, and other contributors in the wider service ecosystem. ITIL emphasizes that no organization operates alone, so managing agreements, dependencies, expectations, and collaboration with third parties is essential. This dimension also considers sourcing strategies, levels of integration, risk, capability availability, and service coordination across networks. The other dimensions focus on different areas: organizations and people addresses structure, culture, and competencies; information and technology addresses data and enabling technologies; and value streams and processes addresses workflows and how work is organized to create value. Therefore, external relationship management sits within partners and suppliers.

Question: 6

What is the primary role of a digital service?

A. To define processes and workflows for value creation

B. To enable value co-creation by facilitating customer outcomes

C. To replace product management practices with service management

D. To ensure compliance with policies and external regulations

Answer: B

Explanation:

A digital service primarily exists to enable value co-creation by facilitating the outcomes that customers want to achieve. That is why option B is correct. In ITIL, a service helps consumers achieve desired outcomes without them needing to manage all the specific costs and risks themselves. A digital service does this through digital products, technology resources, service actions, and access mechanisms that support users and customers. Processes and workflows may help deliver the service, but they are not the service's primary purpose. Likewise, compliance may be important, but it is a supporting requirement rather than the core role. ITIL consistently defines service management around value, outcomes, and stakeholder needs. Therefore, the central purpose of a digital service is to help consumers achieve meaningful results through managed, technology-enabled service relationships.

Question: 7

Which of the following is NOT one of the steps in value stream mapping?

A. Value stream identification

B. Mapping of the 'as-is' value stream

C. Mapping a 'to-be' value stream

D. Value stream management

Answer: D

Explanation:

Value stream management is not one of the actual steps in value stream mapping, so option D is correct. In ITIL, value stream mapping typically includes identifying the value stream, mapping the current or “as-is” flow, analyzing bottlenecks and waste, and often designing an improved or “to-be” flow. These activities help an organization understand how work, information, and artifacts move across teams to create value. Value stream management is broader than mapping. It includes the ongoing governance, monitoring, optimization, and improvement of value streams over time. In other words, mapping is an important technique within the wider discipline of managing value streams. ITIL treats mapping as a way to visualize and analyze workflows, while management ensures performance, adaptation, and continual improvement of those workflows.

Question: 8

What influences whether a service is perceived as valuable by a consumer?

A. The service provider's ability to minimize their operational costs

B. The number of providers delivering the service to the consumer

C. The extent to which the positive effects of the service outweigh the negative ones

D. The amount of money the service provider invests in resources

Answer: C

Explanation:

A service is perceived as valuable when its positive effects outweigh its negative effects for the consumer. That is why option C is correct. In ITIL, value is not defined only by what the provider delivers. It depends on the consumer’s perception of benefits, usefulness, and importance. Consumers evaluate whether the service helps them achieve desired outcomes while optimizing associated costs and risks. Even a technically strong service may be seen as low value if it is hard to use, unreliable, expensive, or creates unwanted effort. Conversely, a service with well-balanced

utility, warranty, sustainability, and experience may be seen as highly valuable. Provider investment or internal efficiency alone does not determine value. ITIL places emphasis on outcomes and stakeholder perception, which is why consumer judgment about net positive effect is central.

Question: 9

How does an enabling value stream contribute to value creation?

A. By supporting the effective operation of core value streams

B. By replacing the need for core value streams

C. By defining customer outcomes and service expectations

D. By acting as the primary interface with service consumers

Answer: A

Explanation:

An enabling value stream contributes to value creation by supporting the operation and performance of core value streams. That is why option A is correct. Core value streams directly create or deliver value for service consumers, while enabling value streams provide the capabilities, resources, coordination, or support needed for those core streams to function effectively. Examples may include procurement, onboarding, internal platform management, or knowledge management processes that do not directly serve the customer at the final interaction point but are essential for smooth service creation and delivery. ITIL takes a holistic view of value creation and recognizes that many important workflows are indirect. These supporting streams do not replace core value streams, but they strengthen them by improving reliability, speed, quality, and consistency across the wider operating model.

Question: 10

Which lifecycle activity is focused on creating prototypes and specifications?

A. Design

B. Deliver

C. Support

D. Transition

Answer: A

Explanation:

The design activity is focused on creating prototypes and specifications, so option A is correct. In the ITIL product and service lifecycle, design translates ideas, needs, and requirements into structured solution concepts that can be built, tested, and transitioned. This includes defining product characteristics, user interactions, architectural approaches, acceptance criteria, and service quality considerations. Prototypes may be created to explore concepts, reduce uncertainty, and validate assumptions before larger investment. Specifications provide the documented requirements and characteristics that guide development and later lifecycle activities. Deliver and support happen later and focus on providing and assisting services in use. Transition is concerned with introducing new or changed products and services into the live environment. Therefore, the lifecycle activity most closely associated with prototypes and specifications is design.

Question: 11

What refers to a detailed document outlining the requirements and characteristics of a product?

A. Change request

B. Service request

C. Product prototype

D. Product specification

Answer: D

Explanation:

A product specification is the detailed document that outlines the requirements and characteristics of a product, which makes option D correct. In ITIL, the specification helps create a shared understanding of what the product is expected to do, how it should behave, what constraints apply, and what quality or acceptance criteria must be met. It serves as a reference point for design, build, testing, transition, and later improvement. A prototype is different because it is an early model used to explore or validate ideas. A change request is a formal proposal for a change, and a service request is a user request for a standard service action or access. By clearly documenting requirements and critical characteristics, the product specification supports consistency, communication, and effective lifecycle management.

Question: 12

How should the ITIL Guiding Principle 'optimize and automate' be applied?

A. By replacing people with technology across all functions

B. By optimizing processes before automating them

C. By automating all activities immediately

D. By automating processes before optimizing them

Answer: B

Explanation:

The guiding principle “optimize and automate” should be applied by optimizing processes before automating them, so option B is correct. ITIL warns against automating poor or unnecessary activities because automation can make waste faster and more expensive instead of improving value. Organizations should first understand the workflow, remove unnecessary complexity, simplify where possible, and confirm that the process supports desired outcomes. Only then should they automate appropriate parts of the work. Automation should complement human capabilities, not blindly replace people in every function. Some activities still require judgment, empathy, creativity, and contextual understanding. This principle reflects ITIL’s broader emphasis on practicality, value, and continual improvement. Optimization ensures the work is worth doing, and automation then helps deliver it more efficiently, consistently, and at scale.

Question: 13

Which governance activity is focused on ensuring adherence with policies and strategic direction?

A. Evaluate

B. Direct

C. Monitor

D. Discover

Answer: C

Explanation:

Monitor is the governance activity focused on ensuring adherence with policies, expectations, and strategic direction, which makes option C correct. In ITIL governance, evaluate is used to assess stakeholder needs, environmental conditions, and performance information. Direct is used to establish direction, priorities, and policies. Monitor checks whether actual performance, behavior,

and results align with what has been directed and required. It is therefore the activity most closely associated with oversight, compliance, assurance, and accountability. Discover is not one of the governance activities in the ITIL Value System. Monitoring is essential because strategy and policies only create value when the organization confirms they are being followed and that the intended outcomes are being achieved. This keeps governance connected to performance, risk, and continual improvement.

Question: 14

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

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: 15

Which option is CORRECT in the context of a digital product and a digital service?

A. A digital service enables value through the use of digital products

B. A digital product replaces the need for services

C. A digital service is limited to internal IT systems

D. A digital service is independent of a digital product