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QUESTIONS & ANSWERS
DEMO VERSION
(LIMITED CONTENT)

Question 1

Question Type: MultipleChoice

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

Options:

- 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

Explanation:

The organizations and people dimension contributes by ensuring that skills, culture, structure, leadership, and communication support value creation, so option A is correct. ITIL emphasizes that effective product and service management depends not only on processes and tools, but also on human capability and organizational behavior. This dimension includes roles, responsibilities, authority, competencies, culture, collaboration, psychological safety, and continual learning. When these elements are healthy and aligned with strategy, teams are better able to make decisions, adapt to change, manage complexity, and work across boundaries. Defining technologies belongs to information and technology. Managing external relationships belongs to partners and suppliers. Automating workflows relates more to process and technology considerations. Therefore, the human and cultural foundation of effective management is the organizations and people dimension.

Question 2

Question Type: MultipleChoice

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

Options:

- 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

Explanation:

The ITIL concept that includes governance, practices, and continual improvement is the ITIL Value System, so option A is correct. The Value System is the overarching model that shows how all major ITIL components work together to enable value creation. It includes guiding principles, governance, the value chain, management practices, and continual improvement. This integrated structure helps organizations align strategic direction with operational execution while remaining adaptable and focused on value. The deliver and support activities are only two parts of the value chain, not the whole system. A guiding principle is only one component of the Value System. A dimension is a perspective used to ensure holistic consideration. Therefore, the only option that fully includes governance, practices, and continual improvement is the ITIL Value System.

Question 3

Question Type: MultipleChoice

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

Options:

- 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

Explanation:

The main purpose of the discover activity is to align product capabilities with consumer needs and organizational strategy, so option C is correct. Discover is concerned with understanding the market, stakeholders, opportunities, constraints, and strategic direction before design and build work begins. It helps the organization identify what should be created or improved and why that matters. This includes gathering insights, understanding service consumers, exploring demand, and confirming relevance. Developing and testing products belongs more to build and related activities. Securing resources belongs to acquire. Maintaining and monitoring products belongs to operate. Discover is valuable because it reduces the risk of building the wrong thing and helps ensure that product and service decisions are grounded in value, context, and strategic fit rather than assumptions alone.

Question 4

Question Type: MultipleChoice

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

Options:

- 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

Explanation:

ITIL considers outcomes, costs, and risks together because value is created when desired outcomes are achieved while associated costs and risks are optimized, so option A is correct. A service does not create value simply because it exists or because it provides functionality. Consumers evaluate value based on whether the service helps them achieve meaningful results and whether the effort, expense, constraints, and uncertainty involved are acceptable. If a service enables outcomes but introduces excessive risk or cost, value may be low. Likewise, minimizing risk without enabling outcomes does not create much value. This balanced view is central to ITIL's definition of service value. It explains why service relationships must consider utility, warranty, experience, sustainability, and the wider context of service consumption rather than focusing on one factor alone.

Question 5

Question Type: MultipleChoice

What does a service journey describe?

Options:

- 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

Explanation:

A service journey describes the end-to-end interactions between a service provider and a service consumer, which makes option A correct. ITIL uses this concept to help organizations understand the full consumer experience across the stages of discovering, accessing, using, receiving support for, and continuing with a service. It includes visible touchpoints, interactions, perceptions, and moments that shape user experience and value realization. It is not the same as internal workflows, which belong more to value streams and processes. It is also not the same as the product lifecycle or the formal sequence of value chain activities. By understanding the service journey, organizations can improve service design, communication, support, and experience from the consumer perspective rather than only from an internal operational viewpoint.

Question 6

Question Type: MultipleChoice

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

Which concept does this commitment represent?

Options:

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

Answer:

D

Explanation:

This commitment represents sustainability, so option D is correct. ITIL includes sustainability as one of the important categories of service level and service quality consideration. It refers to the assurance that a product or service meets requirements related to environmental stewardship, social progress, and economic growth. Examples include responsible sourcing, low carbon footprint, use of recycled or recyclable materials, clean energy, ethical employment practices, and transparent supply chains. Utility is about what the service does. Warranty is about how well it performs. User experience is about how the user perceives interactions with the service and provider. Since the scenario specifically mentions recyclable components, emissions reduction, and supply chain transparency, it clearly reflects sustainability as defined in ITIL 5.

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