



# ITIL® Foundation Bridge

VERSION 5

Global Best Practice



For all organizations and people aiming to create value with digital products and services!

## Sample Paper 1

Questions


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## Instructions

1. You should attempt all 20 multiple choice questions (MCQs).  
Each question is worth one mark.
2. There is only one correct answer per question.
3. You need to answer at least 13 questions correctly to pass the exam.
4. Mark your answers on the answer sheet provided (if paper-based).
5. You have 30 minutes to complete this exam.
6. This is a '**closed book**' exam. No material other than the exam paper is allowed.

1. Which concept is illustrated when an employee is granted permission to the company's new file-sharing platform for daily use?
  - A. Warranty
  - B. Goods
  - C. Utility
  - D. Access to resources
  
2. An IT support engineer assisting a user in configuring their laptop is an example of which concept?
  - A. Transfer of goods
  - B. Service actions
  - C. Sustainability
  - D. Access to resources
  
3. 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
  
4. 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
  
5. Which dimension of product and service management is directly influenced by leadership commitment to psychological safety and continual learning?
  - A. Partners and suppliers
  - B. Value streams and processes
  - C. Information and technology
  - D. Organizations and people
  
6. Which of the following dimension of product and service management addresses organizational and cross-organizational workflows?
  - A. Partners and suppliers
  - B. Information and technology
  - C. Organizations and people
  - D. Value streams and processes

7. Why should organizations consider the interaction of ITIL Guiding Principles?
  - A. Because principles are interdependent and complement each other
  - B. Because one principle is always superior to the rest
  - C. Because principles must be applied in a strict order
  - D. Because one principle is usually sufficient for any situation
8. What is the role of a governing body in an organization?
  - A. It is accountable for performance and compliance at the highest level
  - B. It is responsible for day-to-day operations
  - C. It manages the technical details of digital products directly
  - D. It focuses exclusively on financial reporting
9. Which of the following is **NOT** a success metric of the '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
10. 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
11. 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
12. 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
13. Which of the following is **NOT** one of the digital product and service lifecycle management activities?
  - A. Build
  - B. Design
  - C. Discover
  - D. Obtain

14. What is the **MAIN** purpose of the 'discover' activity?
- A. To 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
15. Which lifecycle management activity is focused on creating prototypes and specifications?
- A. Design
  - B. Deliver
  - C. Support
  - D. Transition
16. 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
17. Which lifecycle management activity focuses on minimizing the impact of incidents and disasters when they happen?
- A. Transition
  - B. Operate
  - C. Support
  - D. Design
18. How is the ITIL AI Capability Model intended to be used by organizations?
- A. To benchmark AI tools against predefined industry standards
  - B. To assess readiness and identify areas for improvement in using AI
  - C. To automate governance decisions across the ITIL Value System
  - D. To prioritize AI investments based on financial return
19. What **BEST** describes a Service Level Agreement (SLA)?
- A. A legal contract between two vendors regulating financial penalties
  - B. A documented agreement between a service provider and a customer that identifies services and their agreed levels
  - C. An informal discussion between users and service providers about expectations
  - D. A guideline document for internal IT teams without customer involvement
20. 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





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