



ITIL[®] Foundation VERSION 5

Global Best Practice



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

Sample Paper 2

Questions


Unlock
exclusive benefits
with PeopleCert Plus!

Join Now!



Official Training Materials





Published by PeopleCert International Limited
Published in Cyprus
Publication printed in Greece or reproduced electronically in Greece

Version 5.0 (February 2026)

Copyright © 2022-2026 PeopleCert International Limited and its affiliates (“PeopleCert”)

All rights reserved. No part of this document or the information in it may be copied, distributed, disclosed or used other than as authorized by PeopleCert. Information identified as being under a Creative Commons license may be used in accordance with that license. ITIL®, PRINCE2®, DEVOPS INSTITUTE®, LANGUAGECERT®, and the Swirl logo are registered trademarks of PeopleCert.

Disclaimer

This publication is designed to provide helpful information to the recipient. Although care has been taken by PeopleCert in preparation of this publication, no representation or warranty (either express or implied) is given by PeopleCert with respect to the completeness, accuracy or suitability of the information or advice contained within it, and PeopleCert shall not be held responsible for any loss or damage whatsoever relating to such information or advice.

Instructions

1. You should attempt all 40 multiple choice questions (MCQ).
Each question is worth one mark.
2. There is only one correct answer per question.
3. You need to answer at least 26 questions correctly to pass the exam.
4. Mark your answers on the answer sheet provided (if paper-based).
5. You have 60 minutes to complete this exam.
6. This is a '**closed book**' exam. No material other than the exam paper is allowed.

1. What is the **PRIMARY** purpose of a product in ITIL 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

2. 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

3. 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

4. A printer is delivered to a customer, while ongoing maintenance and support are provided by the supplier.
Which combination of service interactions is shown in this situation?
 - A. Access to resources and service actions
 - B. Service offering and service actions
 - C. Transfer of goods and service actions
 - D. Transfer of goods and service journey

5. How does 'access to resources' support value co-creation in a service interaction?
 - A. By allowing consumers to use provider resources
 - B. By transferring responsibility for resources to consumers
 - C. By limiting resource use to internal teams
 - D. By replacing service actions with automation

6. Which of the following is **TRUE** about value co-creation?
 - A. Value is created only by the service provider and delivered to the consumer
 - B. Value is defined and consumed by a service provider
 - C. Value is created independently of service relationships
 - D. Value is created jointly through interactions between service providers and service consumers

7. How do 'utility' and 'warranty' together support value co-creation?
 - A. Utility focuses on cost control, while warranty focuses on risk avoidance
 - B. Utility and warranty apply only to products, not services
 - C. Utility ensures the service is fit for use, while warranty ensures it is fit for purpose
 - D. Utility ensures the service is fit for purpose, while warranty ensures it is fit for use

8. Why does ITIL consider outcomes, costs, and risks together when explaining value co-creation?
- 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
9. 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
10. Which role authorizes budget for a service in a service relationship?
- A. Customer
 - B. User
 - C. Sponsor
 - D. Product vendor
11. What is service quality **MOST** concerned with?
- A. How well a service meets agreed requirements and expectations
 - B. How quickly incidents are resolved
 - C. The speed of service development
 - D. The social responsibility of a service provider
12. Which of the following is typically used to establish a shared understanding of expected and achieved service quality?
- A. Product specification
 - B. Service Level Agreement
 - C. Product and service roadmaps
 - D. Service level requirements
13. How does the 'information and technology' dimension support effective product and service management?
- A. By enabling the use of data, information, and technology required to deliver services
 - B. By defining organizational roles and responsibilities needed for product development
 - C. By defining workflows and activities required for product development
 - D. By managing relationships with external suppliers
14. 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

15. Why are 'value streams and processes' important in product and service management?
- A. They specify the tools used for service monitoring
 - B. They show how activities are coordinated to create and deliver value
 - C. They define organizational hierarchies and reporting lines
 - D. They describe supplier agreements and help manage contracts
16. 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
17. Which set **CORRECTLY** lists the components of the ITIL Value System?
- A. Value streams, projects, releases, incidents, changes
 - B. Guiding principles, governance, discover, deliver
 - C. Products, services, customers, suppliers, partners
 - D. Guiding principles, governance, value chain, management practices, continual improvement
18. A team is developing a new digital service. Instead of delivering all features at once, they release a small set of features, gather user feedback, and adjust the next release based on what they learn.
- Which ITIL Guiding Principle is the team applying in this situation?
- A. Keep it simple and practical
 - B. Focus on value
 - C. Progress iteratively with feedback
 - D. Collaborate and promote visibility
19. 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
20. What does the ITIL Guiding Principle 'think and work holistically' emphasize?
- A. Considering all components of the value system when making decisions
 - B. Assigning responsibility for improvements to a single team
 - C. Ensuring all activities result in value creation for the stakeholders
 - D. Automating repetitive and manual tasks
21. 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

22. How does ITIL describe the way the Guiding Principles should be applied together?
- A. They should be applied one at a time in a fixed sequence
 - B. They replace the need for governance and management practices
 - C. They should be applied independent of each other
 - D. They should be used collectively and balanced based on the situation
23. Which governance activity is focused on ensuring adherence with policies and strategic direction?
- A. Evaluate
 - B. Direct
 - C. Monitor
 - D. Discover
24. Which of the following is a part of purpose of 'deliver' activity?
- A. Managing user onboarding
 - B. Monitoring support systems
 - C. Designing product prototypes
 - D. Obtaining supplier resources
25. Which activity has the **PRIMARY** responsibility for maintaining and monitoring digital products and supporting systems?
- A. Deliver
 - B. Support
 - C. Operate
 - D. Transition
26. Which activity ensures that new or changed products are seamlessly introduced in the live environment?
- A. Build
 - B. Transition
 - C. Deliver
 - D. Operate
27. What is the purpose of the 'support' activity?
- A. To assist users and maintain service performance
 - B. To design service architectures
 - C. To build solution components
 - D. To discover new business opportunities
28. 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

29. 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
30. 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
31. What is a problem?
- A. An unplanned service interruption
 - B. Root cause of one or more incidents
 - C. A service access request from users
 - D. An incident that impacts critical services
32. An organization wants to evaluate how well the 'transition' value chain activity is performing.
- Which metric would **BEST** support this evaluation?
- A. Success rate of releases deployed into the live environment
 - B. Number of ideas generated for new services
 - C. Average cost per service request
 - D. Percentage of value streams mapped
33. Which metric is **MOST** appropriate for assessing the success of the 'build' value chain activity?
- A. Number of incidents resolved within agreed targets
 - B. Customer satisfaction score after service delivery
 - C. Percentage of service requests fulfilled on first contact
 - D. Quality of the product solutions
34. How do value chain activities support an organization's purpose?
- A. By turning strategic intent into coordinated workflows that enable outcomes for stakeholders
 - B. By defining governance controls and decision-making authority across management levels
 - C. By standardizing operational procedures aligning them to the organization's purpose to improve consistency and efficiency
 - D. By setting predefined service quality targets to direct what the operational workflows should achieve
35. Why are management practices important for value chain activities?
- A. They define the organization's purpose and strategy
 - B. They enable value chain activities by providing the required capabilities
 - C. They ensure activities are performed in a fixed order
 - D. They replace value chain activities with standardized processes

36. Why do ITIL Official 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
37. How do ITIL Official Practice Guides benefit organizations managing digital products and services?
- A. By prescribing mandatory tools and technologies for service management
 - B. By separating product management guidance from service management guidance
 - C. By supporting organizations in developing product and service management capabilities
 - D. By defining a fixed maturity level that organizations must achieve
38. Why does the ITIL Continual Improvement Model begin by defining the vision?
- A. To document current performance metrics before changes are made
 - B. To ensure improvement efforts are aligned with the organization's objectives
 - C. To identify improvement actions and assign responsibilities
 - D. To confirm whether previous improvement initiatives were successful
39. 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
40. What does ITIL emphasize as a key difference between 'value stream mapping' and 'value stream management'?
- A. Mapping identifies how value flows, while management ensures the value stream performs effectively over time
 - B. Mapping is used only for reporting, while management is used only for auditing
 - C. Mapping applies to services, while management applies to products
 - D. Mapping focuses on cost control, while management focuses on risk avoidance



Thank you for completing this course!

Please take a few minutes to give us your feedback on your experiences and learning from the course by completing the online course evaluation survey [here](#).



PeopleCert has been accredited by Lloyd's Register, UK (now LRQA), in accordance with ISO 14001 for Environmental Management since 2006. Recognized through numerous awards, we remain committed to ESG leadership and the preservation of our planet.