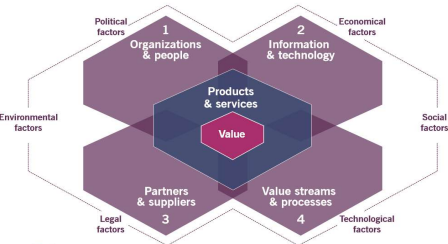


The ITIL® Foundation Exam (version 5) Key Elements

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The Four Dimensions (4 questions)



The Guiding Principles (5 questions)

Guiding principles: recommendations that guide an organization in almost all circumstances and help an organization adopt and adapt service management



“Know your customer”

Who is the service consumer?
What value do they get from the service?
All activity should add value to one or more stakeholders

“Don’t throw the baby out with the bathwater!”

Don’t start from scratch. Evaluate the current state and re-use what you can

“The elephant task”

Comprehend the whole but do something. The ecosystem is constantly changing, so feedback is essential. Fast does not mean incomplete.

“Follow the work”

Map workflow across the organisation. Inhibited by silos. Identifies bottlenecks and excess capacity. Uncovers and eliminates waste.

“Look at the big picture”

Recognise the complexity of systems and the environment. Take into account the four dimensions. Collaboration is key.

“Less is more”

Use the minimum steps to achieve the objective (Lean). Focus on the outcome. Keep it simple! Do less, better

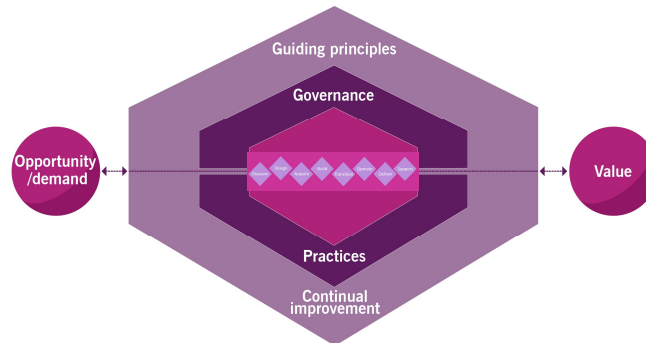
“Walk before you run”

Assess the current state. Simplify → Optimise → Automate. Don’t automate for its own sake

Topics outlined in red are new or updated for ITIL v5 Foundation

The ITIL Value System (5 or 6 Questions)

A model representing how all the components and activities of an organization work together to facilitate value creation through digital products and services. Ensures that the organization continually and sustainably co-creates value with all stakeholders through the use and management of products and services



Governance: the system by which an organization is directed and controlled
Practice: a set of organizational resources and capabilities designed and adopted for performing work or accomplishing an objective

Definitions related to Management Practices (3 or 4 Questions)

Term	Definition
Change	The addition, modification, or removal of anything that could have a direct or indirect effect on products and services
Disaster	A sudden unplanned event that causes great damage or serious loss to an organization, impacting critical business functions
Error	A flaw or vulnerability that may cause incidents
Event	Any change of state that has significance for the management of a service or other configuration item
Incident	An unplanned interruption to a service or reduction in the quality of a service
Known error	A problem that has been analyzed but has not been resolved
Problem	A cause, or potential cause, of one or more incidents
Release	A version of a product, service, or other configuration item, or a collection of configuration items, that is made available for use
Service level	A set of metrics that define expected/achieved service quality
Service request	A request from a user or a user’s authorized representative that initiates a service action which has been agreed as a normal part of service delivery

Glossary of General ITIL Terms and Definitions (12 Questions)

Term	Definition
Consumer roles	Customer: defines the requirements for products and services and takes responsibility for the outcomes of service consumption User: uses the services Sponsor: authorizes the budget for service consumption
Continual improvement	A recurring organizational activity performed at all levels of an organization to ensure that the organization continually meets stakeholders’ expectations
Continuous delivery	An approach to software development in which software can be released to production at any time
Continuous deployment	An approach to software development in which changes go through the pipeline and are automatically put into the live environment, enabling multiple production deployments per day. Continuous deployment relies on continuous delivery
Continuous integration	A software engineering method where developers regularly merge their code changes into a central repository, after which automated builds and tests are run.
Digital product	A combination of an organization’s resources based on digital technology and designed to offer value to consumers
Digital product vendor	An organization responsible for the creation and continual improvement of digital products and related service offerings
Digital product & svc management	A set of specialized organizational capabilities for enabling value for customers in the form of digital products and services
Digital service	A service that fully or largely relies on digital products
Operating model	A conceptual and/or visual representation of how an organization co-creates value with its customers and other stakeholders, as well as how it runs itself
Outcome	A result desired by a stakeholder. One or more outputs creates an outcome
Output	A tangible or intangible deliverable
Product	A configuration of an organization’s resources designed to offer value for a consumer
Relationships	Basic relationship: Operational. Focus on support and efficiency Cooperative relationship: Operational & tactical. Focus on improvement & effectiveness Collaborative relationship or Partnership: Operational, tactical and strategic. Focus on innovation and growth
Risk	A possible event that can cause harm/loss or make it more difficult to achieve objectives
Service	A means of enabling value co-creation by facilitating outcomes that customers want without the customer having to manage specific costs and risks
Service journey	The sum of activities and interactions performed by organizations engaged in service relationships to fulfil their roles as a service provider and a service consumer
Service level management	- Utility (functionality, ‘fit for purpose’) - Warranty (assurance, ‘fit for use’) - Sustainability: The assurance that a product or service meets and will continue to meet the requirements for environmental stewardship, social progress, & economic growth - User experience (UX): The sum of the functional and emotional interactions with a service and service provider as perceived by a service user
Service offering	A formal description of one or more services designed to address the needs of a target consumer group. May include goods, access to resources, and service actions
Service quality	The characteristics of a service relevant to its ability to satisfy stated and implied needs
Service value	The perceived benefits, usefulness, and importance of a service

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IT Service Management: Improving business performance & outcomes through better IT delivery and support practices with ITIL proven leading practice guidance

ITIL is good-practice guidance and not an industry standard. It is intended for organisations to take and use as needed via an 'Adopt and adapt' approach

