



ITIL

Exam Questions ITIL-5-Foundation

ITIL Foundation (Version 5)

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NEW QUESTION 1

Which is a key success metric for the ??transition?? activity?

- A. Number and impact of incidents and performance deviations
- B. Quality of the resources and services sourced from suppliers
- C. Negative impact of changes on service availability and performance
- D. Service performance against the agreed SLA targets

Answer: C

NEW QUESTION 2

Who is responsible for the procurement and use of services?

- A. Service provider
- B. Digital product vendor
- C. Service consumer
- D. Sponsors

Answer: C

NEW QUESTION 3

How should the ITIL Guiding Principles be combined when an organization is making a decision?

- A. By using all the guiding principles equally when making any decision
- B. By selecting one guiding principle to follow as the main basis for every decision
- C. By considering each guiding principle to understand its relevance before applying it
- D. By using the ??keep it simple and practical?? principle and one or two others that are relevant to the specific decision

Answer: C

NEW QUESTION 4

What is the customer of a service responsible for?

- A. Using the service
- B. Defining the service requirements
- C. Provisioning the service
- D. Authorizing the budget for the service

Answer: B

NEW QUESTION 5

Why do many digital service providers aim to reduce or eliminate service actions?

- A. To strengthen direct personal engagement between users and support staff
- B. To ensure every service interaction is handled manually for better control
- C. To comply with financial and regulatory policies
- D. To streamline operations and increase consistency by relying more on automation

Answer: D

NEW QUESTION 6

Which statement about a basic relationship is true?

- A. It operates across operational, tactical, and strategic organizational levels
- B. It typically involves out-of-the-box services offered to customers
- C. Services are usually customized to meet the needs of customers
- D. It focuses on innovation and business growth

Answer: B

NEW QUESTION 7

Which of the following helps to understand the internal state of a complicated system by analysing its external outputs?

- A. Continuous integration
- B. Continuous delivery
- C. Observability
- D. Site Reliability Engineering

Answer: C

NEW QUESTION 8

Which dimension of product and service management focuses on implementing a system of rules, policies, and standards to manage data assets?

- A. Partners and suppliers
- B. Organizations and people
- C. Information and technology
- D. Value streams and processes

Answer: C

NEW QUESTION 9

Which of the following activities BEST represents transfer of goods in a service offering?

- A. A cloud user accesses shared online storage
- B. A service provider supplies new laptops to the customer
- C. A customer receives advice from a helpdesk agent
- D. A team attends a virtual training session

Answer: B

NEW QUESTION 10

Which is the purpose of the ??transition?? activity?

- A. To seamlessly introduce new products into operational environments
- B. To ensure continual alignment of the product roadmap with the needs of service consumers
- C. To create prototypes and specifications for products and services
- D. To develop, integrate, and test digital products

Answer: A

NEW QUESTION 10

Which ITIL Guiding Principle emphasizes understanding how all parts of an organization function together as an integrated system?

- A. Think and work holistically
- B. Focus on value
- C. Keep it simple and practical
- D. Progress iteratively with feedback

Answer: A

NEW QUESTION 12

Which activity has the purpose of developing, integrating, and testing digital products to transform designs into functional solutions?

- A. Support
- B. Build
- C. Discover
- D. Operate

Answer: B

NEW QUESTION 15

Which lifecycle management activity is responsible for resolving incidents?

- A. Support
- B. Design
- C. Operate
- D. Transition

Answer: A

NEW QUESTION 17

What BEST describes the concept of utility?

- A. The assurance that helps determine whether a service is fit for use
- B. The functionality offered by a product or service to meet a particular need
- C. The assurance that a product or service will meet agreed requirements
- D. The functional and emotional interactions with a service and provider as perceived by a stakeholder

Answer: B

Explanation:

The correct answer is B. ITIL Version 5 defines utility as the functionality offered by a product or service to meet a particular need. Utility can be summarized as ??what the service does?? and is used to determine whether a service is fit for purpose. A service has utility when it supports the performance of the consumer, removes constraints from the consumer, or does both. For example, a booking application has utility if it allows customers to search for vehicles, make reservations, manage payments, and complete their journey effectively. Option A is incorrect because ??fit for use?? is linked to warranty, not utility. Option C is also warranty, because warranty is the assurance that a product or service will meet agreed requirements, such as availability, capacity, security, and continuity. Option D describes experience, especially user or customer experience, which concerns functional and emotional interactions with the service and provider as perceived by the stakeholder.

NEW QUESTION 20

Which of the following statements about value streams is INCORRECT?

- A. Value streams are enabled and supported by the organization's value chain
- B. Value streams should exclude suppliers
- C. Value streams continue to evolve over time
- D. Value streams can involve multiple practices

Answer: B

NEW QUESTION 21

Which BEST describes service actions?

- A. A combination of digital resources that provide consumer value
- B. Actions enabling value through digital products without transferring ownership
- C. Actions performed by a service provider or jointly with a consumer
- D. Consumer's access to a provider's resources according to agreed terms

Answer: C

NEW QUESTION 26

How can continual improvement of value streams be achieved?

- A. By eliminating external dependencies altogether
- B. By creating new value streams for every product or service
- C. By improving the management practices that support and enable value streams
- D. By directly controlling variability in workflows

Answer: C

NEW QUESTION 29

After assessing its current customer service performance, a telecom company sets a target to reduce average call times from 10 minutes to 3 minutes within six months.

Which continual improvement step are they performing?

- A. Take action
- B. Where do we want to be?
- C. What is the vision?
- D. Where are we now?

Answer: B

Explanation:

The correct answer is B. In the ITIL continual improvement model, 'where are we now?' is the step used to assess the current state and establish a baseline. In the question, the telecom company has already assessed its current performance and knows that average call time is 10 minutes. The next step is 'where do we want to be?' because the organization is defining the target state: reducing average call times to 3 minutes within six months. This step establishes measurable objectives and helps the organization understand the gap between the current state and the desired future state. Option A, 'take action,' would occur later, when the organization implements improvement plans. Option C, 'what is the vision?' defines the high-level direction and purpose of improvement. Option D, 'where are we now?' describes assessing the current situation, which has already been done in this scenario. Therefore, setting a specific improvement target is the 'where do we want to be?' step.

NEW QUESTION 33

Which BEST describes the principle of 'keep it simple and practical'?

- A. Solutions should be designed to handle exceptions through rules
- B. Every product should include as many features as possible to handle all exceptions
- C. All exceptions must be addressed with unique and detailed processes
- D. Add as many steps as possible to ensure every exception is fully controlled

Answer: A

NEW QUESTION 36

The board of directors approves a new digital strategy and instructs management to prioritize investment in cloud infrastructure to support future growth. Which governance activity does this represent?

- A. Monitor
- B. Evaluate
- C. Direct
- D. Engage stakeholders

Answer: C

NEW QUESTION 41

Which dimension of digital product and service management ensures that people working in an organization have sufficient skills to support anticipated needs?

- A. Organizations and people

- B. Value streams and processes
- C. Information and technology
- D. Partners and suppliers

Answer: A

NEW QUESTION 42

Which of the following is an example of a service action?

- A. A cloud service provider giving users access to virtual machines
- B. A user accessing a streaming platform to watch movies
- C. A software company delivering a hardware security token to the customer
- D. A digital learning platform conducting a live online training session for users

Answer: D

NEW QUESTION 44

Which value chain activity is assessed by evaluating the quality of the resources and services sourced from a third party?

- A. Build
- B. Design
- C. Acquire
- D. Discover

Answer: C

NEW QUESTION 49

Which of the following statements about the Four Dimensions of product and service management is CORRECT?

- A. Each dimension on its own is sufficient to achieve the desired outcomes
- B. All Four Dimensions are critical to effective and efficient facilitation of value
- C. All Four Dimensions apply only to product design and not to management practices
- D. All Four Dimensions focus mainly on the activities of the service value chain

Answer: B

NEW QUESTION 51

Which of the following is an example of access to resources?

- A. An employee attends a training session delivered by an instructor
- B. A technician performs on-site installation of equipment
- C. A supplier delivers new laptops to the customer's office
- D. A user is granted permission to use a cloud-based application

Answer: D

NEW QUESTION 56

Which of the following is a key success metric for the 'transition' activity?

- A. Speed of normal service restoration
- B. Quality of the resources and services outsourced from suppliers
- C. Service performance against the agreed SLA targets
- D. Number and impact of transition errors

Answer: D

Explanation:

In ITIL Version 5, the 'transition' activity is part of the Product and Service Lifecycle and is specifically concerned with introducing new or updated products into operational environments smoothly and safely. The official table for the transition activity lists its success metrics, and one of them is explicitly 'number and impact of transition errors.' That wording directly matches option D. The same section also identifies other transition metrics such as transition cycle, negative impact of transition on service availability and performance, adherence to the product roadmap and relevant guidelines, and stakeholder satisfaction with the transition process and results. This makes D the exact verified answer, while the other options belong to different activities. For example, service performance against agreed SLA targets is listed under the 'deliver' activity, and quality of outsourced resources and services belongs to 'acquire.' Speed of normal service restoration is associated with support or incident-related thinking, not transition. Therefore, the only answer that exactly reflects the transition activity's documented success metrics is option D.

NEW QUESTION 59

What is a service request?

- A. A flaw or vulnerability in a product or system
- B. A user-initiated action that triggers an agreed service
- C. A cause of one or more service incidents
- D. A change of state significant for management

Answer: B

NEW QUESTION 62

Which is a series of steps that an organization undertakes to enable value for consumers through management of products and services?

- A. Product and service lifecycle
- B. Service journey
- C. Value stream
- D. Value stream mapping

Answer: C

Explanation:

The correct answer is C. ITIL Version 5 defines a value stream as a series of steps that an organization uses to create and deliver products and services to a service consumer. In Chapter 6, ITIL also explains that a value stream is a series of steps an organization undertakes to enable value for consumers through the management of products and services. Value streams represent the actual sequence of activities performed, rather than only a designed process or theoretical model. They also include the flow of work, information, and artifacts across one or more organizations. Option A is incorrect because the product and service lifecycle describes the stages and management activities across the life of a product or service. Option B is incorrect because the service journey describes interactions between service provider and service consumer. Option D is incorrect because value stream mapping is a technique used to visually represent and analyse value streams; it is not the value stream itself.

NEW QUESTION 64

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