

Exam Questions ITIL-5-Foundation

ITIL Foundation (Version 5)

<https://www.2passeasy.com/dumps/ITIL-5-Foundation/>



NEW QUESTION 1

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 2

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 3

Which statement regarding a partnership relationship is TRUE?

- A. It focuses mainly on operational efficiency and uses standardized contracts
- B. It focuses on the operational and tactical levels, not on the strategic level
- C. It provides commercial off-the-shelf services for a wide range of consumers
- D. It involves bespoke services with a focus on innovation and growth

Answer: D

Explanation:

ITIL Version 5 describes partnership as a relationship in which two organizations work closely together to achieve common goals and objectives. In its comparison of service relationship types, the most collaborative end of the spectrum is associated with bespoke or custom services, stronger mutual dependency, higher trust, and a shared focus on innovation, growth, and long-term objectives. The document contrasts this with more basic or transactional relationships, which tend to use standard contracts and standardized services aimed at broad markets. This makes option D the correct answer. Option A reflects a more basic or commercially standardized relationship rather than a partnership. Option B is incorrect because partnerships often extend into strategic alignment, not just operational or tactical coordination. Option C describes mass-market, off-the-shelf service provision, which ITIL associates with more standardized service relationships, not partnerships. Because ITIL links partnerships with closer collaboration, shared goals, and often more bespoke arrangements, D is the exact answer that best fits the official description.

NEW QUESTION 4

What is a value stream?

- A. A set of organizational resources and capabilities to achieve an objective
- B. A series of steps an organization undertakes to enable value for consumers through management of products and services
- C. A tangible or intangible deliverable of an activity
- D. A configuration of an organization's resources designed to offer value for a consumer

Answer: B

Explanation:

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." That wording maps directly to option B. The book also explains that value streams represent the actual sequence of activities as performed in real life, rather than a purely theoretical workflow. In other words, while the value chain gives the high-level set of lifecycle activities, the value stream shows how those activities are combined in a specific context to enable or restore value for consumers and other stakeholders. This is why option A is incorrect: it describes a management practice, which is a set of organizational resources and capabilities designed to perform work or accomplish an objective. Option C is the definition of an output, and option D is the definition of a product. ITIL further notes that organizations should identify, map, analyse, and continually improve value streams because they reflect how work and information actually flow across the organization. Therefore, B is the exact verified answer.

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

How should an organization apply the ITIL Guiding Principles?

- A. Sequentially, according to a fixed order of priority
- B. As optional suggestions that can be ignored
- C. By relying on just one or two principles for efficiency
- D. By considering the relevance of each principle in each situation

Answer: D

Explanation:

The correct answer is D. ITIL Version 5 states that the ITIL Guiding Principles are recommendations that can guide an organization in all circumstances, regardless of changes in goals, strategies, type of work, or management structure. ITIL also states that organizations should not use only one or two principles. Instead, they should consider the relevance of each principle and how the principles complement each other. There is no fixed order or hierarchy among the principles; they are all equally important to the ITIL Value System, although some may be more critical than others in a specific situation. Therefore, option A is incorrect because the principles are not applied sequentially in a fixed order. Option B is incorrect because the principles are not casual suggestions to ignore; they provide decision-making guidance. Option C is incorrect because relying on only a few principles can lead to imbalance. The best approach is contextual, holistic, and practical application.

NEW QUESTION 7

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

- A. To seamlessly introduce new products into operational environments
- B. To ensure continual alignment of product roadmaps 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

Explanation:

The correct answer is A. ITIL Version 5 states that the purpose of the ??transition?? activity is to seamlessly introduce new or updated products into operational environments and to ensure effective onboarding or offboarding of suppliers. Built solutions and some acquired resources must be safely and efficiently moved into the live environment, a consumer environment, or a marketplace. The transition activity may involve deployment, release, supplier onboarding, decommissioning, and preparation for operation, delivery, and support. Option B is not correct because continual alignment of the product roadmap with consumer needs is more closely linked to discovery and ongoing product management. Option C describes the ??design?? activity, where prototypes and product or service specifications are created. Option D describes the ??build?? activity, whose purpose is to develop, integrate, and test digital products. Therefore, the best answer is A, because transition is about moving new or changed products into operational use smoothly and safely.

NEW QUESTION 8

The purpose of the ??deliver?? activity is to:

- A. Align service offerings with organizational strategy
- B. Develop and integrate functional solutions
- C. Resolve incidents and ensure disaster recovery
- D. Provide services and manage user onboarding/offboarding

Answer: D

NEW QUESTION 9

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 10

Which statement regarding the relationship between management practices and value chain activities is correct?

- A. Each value chain activity is supported and enabled by several management practices
- B. Each management practice supports one value chain activity
- C. Management practices replace the need for value chain activities
- D. Value chain activities and management practices operate independently of each other

Answer: A

Explanation:

The correct answer is A. ITIL Version 5 explains that value chain activities are activities performed by organizations to manage digital products and services through their lifecycle. Each of these activities is enabled and supported by several management practices. Management practices provide the organizational resources and capabilities needed to perform work and accomplish objectives. They include competencies, processes, methods, techniques, technology tools, and involvement of partners and suppliers. Option B is incorrect because a single management practice may support multiple value chain activities. For example, practices such as continual improvement, relationship management, risk management, and change enablement may contribute to several different lifecycle or value chain activities. Option C is incorrect because practices do not replace value chain activities; they enable them. Option D is incorrect because value chain activities and management practices are closely connected within the ITIL Value System. Together, they support effective, efficient, and value-focused product and service management.

NEW QUESTION 10

How do service providers contribute to the creation of service value for consumers?

- A. They reduce risks and provide resources through specialization
- B. They eliminate the need for consumers to use any resources
- C. They replace consumers?? responsibilities with their own services
- D. They determine the financial outcomes for consumers directly

Answer: A

Explanation:

ITIL explains service value by connecting outcomes, costs, and risks. In that explanation, service providers help consumers achieve outcomes and, in doing so, take on some of the associated costs and risks. The book also states that service providers are usually specialized in certain types of services, and this specialization gives them access to the resources, knowledge, skills, and experience needed to deliver quality and assurance. That is why option A is the correct answer. Option B goes too far because consumers still need resources of their own to consume services. Option C is misleading because the consumer still has responsibilities in a service relationship; the provider does not replace the consumer entirely. Option D is incorrect because service providers influence value but do not directly determine the consumer's financial outcomes. ITIL's core definition of a service is also relevant here: a service facilitates outcomes without the consumer having to manage specific costs and risks. When the question asks how providers contribute to service value, ITIL's answer is specialization plus reduction or management of consumer costs and risks, which is captured best by A.

NEW QUESTION 11

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 15

A telecom provider designs an enterprise package that combines internet, VoIP, network security, and technical support. Which concept does this illustrate?

- A. Transfer of goods
- B. Service action
- C. Access to resources
- D. Service offering

Answer: D

Explanation:

This is best understood by looking at how ITIL defines a service offering. The glossary says that a service offering is ??a formal description of one or more services designed to address the needs of a target consumer group?? and may include goods, access to resources, and service actions. In the question, the telecom provider is packaging multiple services together for enterprise customers: internet, VoIP, security, and support. That is precisely the kind of bundled, target-consumer-oriented description that ITIL calls a service offering. Option A is too narrow because transfer of goods is only one possible form of interaction. Option B is also too narrow because technical support may include service actions, but the question is about the whole package. Option C covers only access to resources, which might apply to internet or network access, but again does not describe the full combined package. ITIL distinguishes between products, services, and service offerings for exactly this reason. Since the example is a bundled formal service package aimed at a target group, D is the correct verified answer.

NEW QUESTION 17

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 21

Which of the following BEST describes a release?

- A. The addition, modification, or removal of anything that could affect services
- B. A version of a product, service, or other configuration item made available for use
- C. An unplanned interruption to a service or reduction in the quality of a service
- D. A cause, or potential cause, of one or more incidents

Answer: B

NEW QUESTION 24

Which lifecycle management activity is responsible for resolving incidents?

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

Answer: A

NEW QUESTION 25

What is an error?

- A. A reduction in the quality of a service
- B. An unplanned interruption to a service

- C. An event causing critical loss
- D. A flaw or vulnerability in a service

Answer: D

NEW QUESTION 29

Which BEST describes the ??think and work holistically?? ITIL Guiding Principle?

- A. Encourage all staff to clearly understand who their customers are
- B. Ensure that each iteration aligns with the concept of a Minimum Viable Product
- C. Reduce complexity by focusing on doing fewer things but doing them better
- D. Identify patterns in interactions between system elements to anticipate needs

Answer: D

NEW QUESTION 31

An organization is planning to improve an existing service and wants to understand its current performance before making any changes. According to the principle ??start where you are,?? what could an organization consider when observing current performance of the service?

- A. Involve people who have little or no prior knowledge of the service
- B. Select the right message and method to communicate with stakeholders
- C. Identify who the consumer is and why they use the service
- D. Avoid applying risk management when reusing existing processes

Answer: A

NEW QUESTION 34

What is Site Reliability Engineering (SRE)?

- A. Regularly merging code into a shared repository
- B. Applying a strategy to avoid sudden unplanned events that might cause organizational damage
- C. Evaluating how reliable a product is against its specifications
- D. Applying software engineering to infrastructure and operations problems

Answer: D

NEW QUESTION 39

Which of the following terms BEST describes a change?

- A. An unplanned interruption to a service or reduction in the quality of a service
- B. The addition, modification, or removal of anything that could have an effect on products and services
- C. Any component that needs to be managed in order to deliver an IT service
- D. An underlying cause of one or more incidents

Answer: B

NEW QUESTION 41

A team is gathering customer feedback and measuring current service response times to understand its existing performance. Which step of the ITIL Continual Improvement Model does this activity represent?

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

Answer: A

NEW QUESTION 45

Which of the following describes a sponsor within a consumer organization?

- A. A person or group that has its own functions and authorities
- B. A person or group that authorizes a change
- C. The role that defines the requirements for a service
- D. The role that authorizes the budget for service consumption

Answer: D

NEW QUESTION 46

What enables the digital product and service management activities of an organization?

- A. Value stream steps
- B. Management practices
- C. Vision and operating model
- D. Value chain

Answer: B

NEW QUESTION 50

What is a product/service prototype?

- A. A request that triggers an agreed service action
- B. The process of releasing new or updated products to users
- C. An initial version of a product or service demonstrating its basic form and functionality
- D. A finalized product/service specification approved for development

Answer: C

NEW QUESTION 53

What is the purpose of the ITIL AI Capability Model?

- A. To describe how service providers, service consumers, and other parties interact with AI to co-create value
- B. To describe how organizations can assess and develop capabilities for effective use of AI
- C. To prescribe specific AI technologies required for service development and management
- D. To measure the performance of AI-enabled services against predefined service levels

Answer: B

Explanation:

The correct answer is B. In ITIL Version 5, the ITIL AI Capability Model, also described as the 6C Model, is used to explain how AI can enable product and service management. The model provides a functional classification of AI solutions and helps organizations understand and communicate the range of possible AI applications. It also supports AI governance by helping organizations tailor risk profiles, controls, and countermeasures to the specific functions of AI solutions. The model includes six AI capabilities: creation, curation, clarification, cognition, communication, and coordination. Therefore, its purpose is not to prescribe specific AI technologies or measure AI-enabled services against service levels. It is also not mainly a service relationship model describing interactions between providers and consumers. Instead, it helps organizations understand, assess, and develop their ability to use AI effectively and responsibly in digital product and service management. This supports better decision-making, automation, governance, and value creation.

NEW QUESTION 54

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 58

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 61

Which dimension of product and service management promotes conducting safe-to-fail experiments in complex situations?

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

Answer: B

NEW QUESTION 65

When applying the ??collaborate and promote visibility?? principle to an organization??s initiative, which is NOT a necessary action?

- A. Ensuring everyone involved in the initiative agrees about it before initiating
- B. Making decisions about the initiative on visible data

- C. Considering different methods of communication for the different audiences
- D. Communicating information about the initiative to other parts of the organization

Answer: A

NEW QUESTION 70

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 75

Which is an approach to software development in which software can be released to production at any time after a decision is made by the team?

- A. Continuous deployment
- B. Continuous integration
- C. Continuous delivery
- D. DevOps

Answer: C

Explanation:

The wording in the question aligns directly with ITIL's glossary entry for continuous delivery. ITIL defines continuous delivery as "a set of techniques and tools that enables software updates to be deployed to production at any time." It further notes that frequent deployments are possible, but deployment decisions are still taken case by case, usually because the organization prefers a slower rate of deployment. That matches the scenario where release can happen any time after a team decision is made. By contrast, continuous deployment goes one step further: every change that passes automated tests is automatically deployed without additional authorization. Continuous integration is earlier in the pipeline and focuses on frequently merging code changes and running automated builds and tests. DevOps is broader and describes a cultural and operational approach, not this specific release mechanism. Because the question emphasizes release to production at any time after a decision by the team, the correct and verified answer is continuous delivery, which corresponds to option C.

NEW QUESTION 78

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 82

.....

THANKS FOR TRYING THE DEMO OF OUR PRODUCT

Visit Our Site to Purchase the Full Set of Actual ITIL-5-Foundation Exam Questions With Answers.

We Also Provide Practice Exam Software That Simulates Real Exam Environment And Has Many Self-Assessment Features. Order the ITIL-5-Foundation Product From:

<https://www.2passeasy.com/dumps/ITIL-5-Foundation/>

Money Back Guarantee

ITIL-5-Foundation Practice Exam Features:

- * ITIL-5-Foundation Questions and Answers Updated Frequently
- * ITIL-5-Foundation Practice Questions Verified by Expert Senior Certified Staff
- * ITIL-5-Foundation Most Realistic Questions that Guarantee you a Pass on Your FirstTry
- * ITIL-5-Foundation Practice Test Questions in Multiple Choice Formats and Updatesfor 1 Year