



ITIL

Exam Questions ITIL-5-Foundation

ITIL Foundation (Version 5)

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NEW QUESTION 1

Why is project management important in ITIL?

- A. To manage routine operational activities and service requests
- B. To define governance authority across the ITIL Value System
- C. To deliver time-bound initiatives that introduce new or changed services
- D. To enable structured delivery of change while services continue to operate

Answer: C

NEW QUESTION 2

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 3

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 4

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 5

Which is the main form of service interaction between service consumers and digital services?

- A. Transfer of goods
- B. Delivery of goods
- C. Access to resources
- D. Service actions

Answer: C

Explanation:

The correct answer is C. ITIL Version 5 explains that a service offering may include three forms of interaction between a service consumer and a service: transfer of goods, service actions, and access to resources. Access to resources means that the service consumer gains access to the service provider's resources and uses them according to agreed terms and conditions. ITIL specifically states that access to resources is the main form of service interaction between service consumers and digital services. Examples include access to applications, platforms, web resources, networks, equipment, and cloud-based resources. Option A, transfer of goods, is rare but possible in digital services, such as equipment or consumables. Option B, delivery of goods, is not one of the three primary ITIL categories; delivery of goods is an example of a service action. Option D, service actions, are common in industries such as education or transport but are relatively rare in digital services compared with access to resources.

NEW QUESTION 6

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 7

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 8

What is the primary focus of the 'start where you are' ITIL Guiding Principle?

- A. Reduce complexity by focusing on doing fewer things, but doing them better
- B. Ensure that each iteration aligns with the concept of a Minimum Viable Product
- C. Assessing the existing resources before making decisions
- D. Encourage all staff to clearly understand who their customers are

Answer: C

NEW QUESTION 9

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 10

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 10

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 15

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 20

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 21

Which chapter of an ITIL Official Practice Guide provides recommendations for the successful automation of the practice?

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

Answer: A

Explanation:

ITIL Official Practice Guides all follow a common structure, and the Foundation book includes a table showing the chapters and their contents. In that structure, the ??information and technology?? chapter contains key information used by the practice and ??automation and tooling, including recommendations for successful automation of the practice.?? That line is explicit, which makes option A the correct answer. The other chapters have different purposes. ??Value streams and processes?? covers the processes, activities, and contribution of the practice to service value streams. ??Organizations and people?? focuses on roles, competencies, responsibilities, organizational solutions, and teams. ??Partners and suppliers?? addresses dependencies on third parties and support from them. Because the question asks specifically where the recommendations for successful automation appear, the answer must be the chapter where ITIL explicitly places automation guidance. The book also mentions appendices and Official Practice Guides as sources for automation tools, but the formal chapter in each guide for automation recommendations is ??information and technology.?? Therefore, A is the exact verified answer.

NEW QUESTION 26

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 30

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