

ITIL

Exam Questions ITIL-5-Foundation

ITIL Foundation (Version 5)



NEW QUESTION 1

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 2

Which BEST explains why an organization might choose to engage external suppliers?

- A. To maintain greater control and visibility over service delivery
- B. To minimize reliance on third-party providers
- C. To remove the need for oversight, governance, and internal management
- D. To obtain capabilities that are difficult to develop internally

Answer: D

NEW QUESTION 3

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 4

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 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

Why are management practices important in digital product and service management?

- A. They define the purpose of the organization
- B. They replace the need for value streams
- C. They provide resources and capabilities to accomplish objectives
- D. They influence the financial outcome of the organization

Answer: C

NEW QUESTION 8

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 9

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 10

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 10

Which dimension of product and service management encourages analysing and decision- making based on understanding different levels of complexity?

- A. Organizations and people
- B. Partners and suppliers
- C. Information and technology

D. Value streams and processes

Answer: D

Explanation:

The correct answer is D. In ITIL Version 5, complexity thinking is discussed in the ??value streams and processes?? dimension. This dimension addresses organizational and cross-organizational workflows, focusing on what activities an organization undertakes and how those activities are organized to enable value effectively and efficiently. ITIL explains that organizations should optimize workflows for complexity because detailed procedures may work well in predictable and stable contexts but can be ineffective or harmful in complex or chaotic contexts. Complexity thinking is defined as an approach to analysis and decision-making based on recognizing and understanding the different levels of complexity in systems and their operating context. Option A focuses on culture, structure, leadership, roles, and competencies. Option B focuses on relationships with other organizations. Option C focuses on data, information, knowledge, and technology. Although complexity affects all dimensions, ITIL places this specific guidance on analysing work contexts and adapting processes under the value streams and processes dimension.

NEW QUESTION 13

Which statement BEST describes service quality?

- A. The sum of the characteristics of a service that are relevant to its ability to satisfy stated and implied needs
- B. The functionality provided by a product or service to meet a particular need
- C. A documented agreement between a service provider and a customer
- D. The assurance that a service will meet agreed requirements and is fit for use

Answer: A

NEW QUESTION 18

Why is it important to seek feedback before, during, and after each iteration?

- A. To document all activities in detail before starting the next iteration
- B. To ensure the project plan remains fixed and unchanged throughout development
- C. To allow the team to follow the original design without interruption
- D. To ensure that each iteration is aligned with changing circumstances

Answer: D

NEW QUESTION 21

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 23

What is the ITIL Value System?

- A. A set of organizational capabilities designed for performing work or accomplishing an objective
- B. A system by which the current and future use of digital technology is governed
- C. A model representing how all the components and activities of an organization work together to facilitate value creation through digital products and services
- D. The entire set of activities that create value through the provision of a product or service

Answer: C

NEW QUESTION 26

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 31

Which term BEST describes a group of people that has its own functions with responsibilities, authorities, and relationships to achieve its objectives?

- A. Organization
- B. Partnership
- C. Culture
- D. Service journey

Answer: A

NEW QUESTION 35

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 37

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 39

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 44

Which of the following BEST describes an outcome in a service relationship?

- A. A result achieved by a stakeholder through the use of at least one output
- B. A tangible or intangible deliverable created during a service activity
- C. A specific task completed by the service provider as part of service delivery
- D. A software product provided to the consumer by the service provider

Answer: A

NEW QUESTION 46

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