



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

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 3

Which element of the operating model refers to third parties contributing to value creation activities?

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

Answer: A

Explanation:

To answer this correctly, focus on the meaning of the ??partners and suppliers?? dimension. ITIL says this dimension encompasses an organization??s relationships with other organizations that are involved in discovery, design, build, transition, operation, delivery, support, and continual improvement of products and services. It also includes contracts and other agreements with those third parties. Since the question asks which element refers to third parties contributing to value creation activities, partners and suppliers is the clear match. Value streams and processes is about workflows and how activities are organized. The value chain is the high-level set of product and service management activities, not specifically third-party participation. Organizations and people refers to internal structure, culture, roles, skills, and competencies. ITIL also emphasizes that most organizations operate in complex service networks and often depend on suppliers or partners for resources, services, expertise, or operational support. That reinforces why third-party contribution is treated as a dedicated dimension rather than just a minor part of the model. For this reason, A is the exact verified answer according to the ITIL 5 description of the operating model and four dimensions.

NEW QUESTION 4

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 5

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 6

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 7

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 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

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 10

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 12

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 15

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 17

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 19

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 23

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