

ITIL

Exam Questions ITIL-5-Foundation

ITIL Foundation (Version 5)



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

Which type of risk is imposed on consumers by a service?

- A. Lack of staff availability in the consumer organization
- B. The service provider ceasing to operate
- C. Failure of hardware owned and managed by the consumer
- D. Requirement for consumer staff training to use the service effectively

Answer: B

Explanation:

The correct answer is B. ITIL Version 5 explains that service consumers are concerned with two types of risk. The first type is risk reduced or fully removed from the consumer by the service. Examples include failure of the consumer??s own server hardware or lack of staff availability. These risks are part of the provider??s value proposition because the service helps the consumer avoid or reduce them. The second type is risk imposed on the consumer by the service, also called risks of service consumption. ITIL gives examples such as the service provider ceasing to operate or experiencing a security breach. Therefore, option B is correct. Option A and option C are examples of risks that a service may reduce or remove for the consumer. Option D is not a risk in this context; it is better understood as a cost imposed on the consumer, because ITIL lists staff training as part of the total cost of consuming a service.

NEW QUESTION 3

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 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

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 6

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 7

What does sustainability assure in the context of a service or product?

- A. The service will meet the agreed requirements
- B. The service will continually meet requirements for environmental responsibility
- C. The service delivers the required functionality to meet business needs
- D. The service supports the performance of the consumer

Answer: B

Explanation:

ITIL Version 5 defines sustainability as ??the assurance that a product or service meets and will continue to meet the requirements for environmental stewardship, social progress, and economic growth.?? Among the answer choices, option B is the closest and best fit because it reflects the continuing obligation to meet environmental responsibility requirements. ITIL presents sustainability as one of the major service level categories, alongside utility, warranty, and experience. Utility refers to what the service does and whether it meets a need. Warranty is the assurance that the service will meet agreed requirements and be fit for use. Sustainability goes beyond those areas and includes environmental, social, and economic responsibility over time. That is why option A actually reflects warranty, not sustainability, while C aligns more closely with utility, and D is part of the explanation of utility supporting consumer performance. Since the question asks what sustainability assures, the ITIL definition clearly points to continued compliance with sustainability-related requirements, making B the verified correct answer.

NEW QUESTION 8

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 9

Which of the following is NOT one of the digital product and service lifecycle management activities?

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

Answer: B

NEW QUESTION 10

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 10

Which is NOT one of the four categories of service level metrics?

- A. Warranty
- B. Utility
- C. Sustainability
- D. Governance

Answer: D

NEW QUESTION 14

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 15

In the ??partners and suppliers?? dimension, what does it mean when organizations form flexible partnerships?

- A. They avoid cooperation to maintain complete independence
- B. They operate strictly through formal contracts with no shared responsibilities
- C. They rely only on suppliers for technical resources without collaboration
- D. They share common goals and risks while collaborating to achieve desired outcomes

Answer: D

NEW QUESTION 17

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 20

Which BEST defines a digital service?

- A. A combination of an organization??s resources based on digital technology and designed to offer value to consumers
- B. A means of enabling value for consumers through digital products without ownership transfer
- C. The adoption and integration of digital technologies into all areas of an organization
- D. Maintaining and improving the effective, efficient, and convenient use of information

Answer: B

NEW QUESTION 22

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 25

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 29

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 30

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