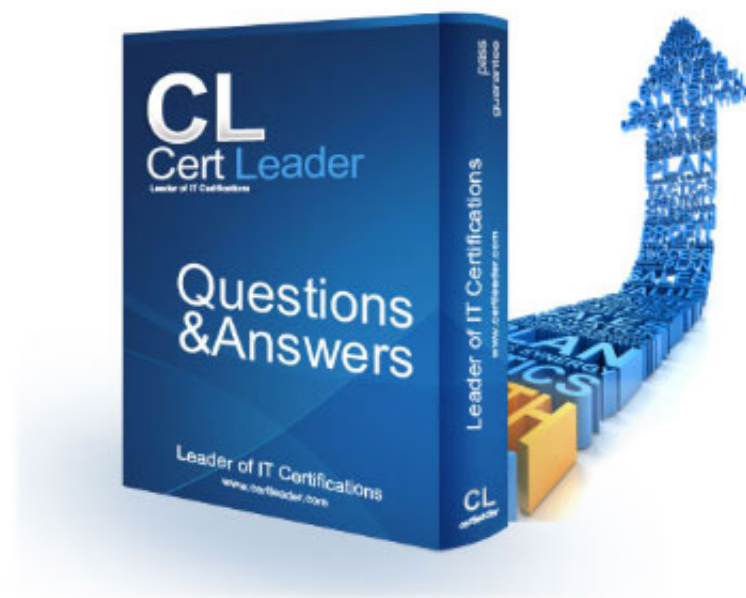


ITIL-5-Foundation Dumps

ITIL Foundation (Version 5)

<https://www.certleader.com/ITIL-5-Foundation-dumps.html>



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

How should the ITIL Guiding Principles be combined when an organization is making a decision?

- A. By using all the guiding principles equally when making any decision
- B. By selecting one guiding principle to follow as the main basis for every decision
- C. By considering each guiding principle to understand its relevance before applying it
- D. By using the ??keep it simple and practical?? principle and one or two others that are relevant to the specific decision

Answer: C

NEW QUESTION 3

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 4

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 5

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 6

Which activity focuses on securing and allocating necessary resources efficiently?

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

Answer: 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

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 9

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 10

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

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 12

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 15

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 18

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 23

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 25

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 26

How do ITIL Guiding Principles and continual improvement affect governance activities within the ITIL Value System?

- A. They are optional elements that organizations may choose to ignore without impacting governance
- B. They provide a framework for defining governance principles and ensure ongoing improvement aligns with stakeholder expectations
- C. They focus exclusively on financial performance and do not relate to governance oversight
- D. They apply only to management practices and do not influence governance activities

Answer: B

NEW QUESTION 30

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 34

Which dimension of digital product and service management ensures that people working in an organization have sufficient skills to support anticipated needs?

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

Answer:

A

NEW QUESTION 37

Which of the following is an example of a service action?

- A. A cloud service provider giving users access to virtual machines
- B. A user accessing a streaming platform to watch movies
- C. A software company delivering a hardware security token to the customer
- D. A digital learning platform conducting a live online training session for users

Answer: D

NEW QUESTION 38

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 42

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 47

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 52

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 55

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 56

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 61

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