

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

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 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 4

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 5

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 6

How should an organization apply the ITIL Guiding Principles?

- A. Sequentially, according to a fixed order of priority
- B. As optional suggestions that can be ignored
- C. By relying on just one or two principles for efficiency
- D. By considering the relevance of each principle in each situation

Answer: D

Explanation:

The correct answer is D. ITIL Version 5 states that the ITIL Guiding Principles are recommendations that can guide an organization in all circumstances, regardless of changes in goals, strategies, type of work, or management structure. ITIL also states that organizations should not use only one or two principles. Instead, they should consider the relevance of each principle and how the principles complement each other. There is no fixed order or hierarchy among the principles; they are all equally important to the ITIL Value System, although some may be more critical than others in a specific situation. Therefore, option A is incorrect because the principles are not applied sequentially in a fixed order. Option B is incorrect because the principles are not casual suggestions to ignore; they provide decision-making guidance. Option C is incorrect because relying on only a few principles can lead to imbalance. The best approach is contextual, holistic, and practical application.

NEW QUESTION 7

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 8

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 9

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 10

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 14

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 15

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 17

Which of the following describes a sponsor within a consumer organization?

- A. A person or group that has its own functions and authorities
- B. A person or group that authorizes a change
- C. The role that defines the requirements for a service
- D. The role that authorizes the budget for service consumption

Answer: D

NEW QUESTION 21

The board of directors approves a new digital strategy and instructs management to prioritize investment in cloud infrastructure to support future growth. Which governance activity does this represent?

- A. Monitor
- B. Evaluate
- C. Direct
- D. Engage stakeholders

Answer: C

NEW QUESTION 22

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 24

Which of the following is a key success metric for the ??transition?? activity?

- A. Speed of normal service restoration
- B. Quality of the resources and services outsourced from suppliers
- C. Service performance against the agreed SLA targets
- D. Number and impact of transition errors

Answer: D

Explanation:

In ITIL Version 5, the ??transition?? activity is part of the Product and Service Lifecycle and is specifically concerned with introducing new or updated products into operational environments smoothly and safely. The official table for the transition activity lists its success metrics, and one of them is explicitly ??number and impact of transition errors.?? That wording directly matches option D. The same section also identifies other transition metrics such as transition cycle, negative impact of transition on service availability and performance, adherence to the product roadmap and relevant guidelines, and stakeholder satisfaction with the transition process and results. This makes D the exact verified answer, while the other options belong to different activities. For example, service performance against agreed SLA targets is listed under the ??deliver?? activity, and quality of outsourced resources and services belongs to ??acquire.?? Speed of normal service restoration is associated with support or incident-related thinking, not transition. Therefore, the only answer that exactly reflects the transition activity??s documented success metrics is option D.

NEW QUESTION 25

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 28

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 29

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 34

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