



ITIL

Exam Questions ITIL-5-Foundation

ITIL Foundation (Version 5)

NEW QUESTION 1

What is the customer of a service responsible for?

- A. Using the service
- B. Defining the service requirements
- C. Provisioning the service
- D. Authorizing the budget for the service

Answer: B

NEW QUESTION 2

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 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 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

Which dimension of product and service management focuses on implementing a system of rules, policies, and standards to manage data assets?

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

Answer: C

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

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 of the following BEST describes a release?

- A. The addition, modification, or removal of anything that could affect services
- B. A version of a product, service, or other configuration item made available for use
- C. An unplanned interruption to a service or reduction in the quality of a service
- D. A cause, or potential cause, of one or more incidents

Answer: B

NEW QUESTION 10

Which lifecycle management activity is responsible for resolving incidents?

- A. Support
- B. Design
- C. Operate
- D. Transition

Answer: A

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 13

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 17

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

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 22

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 24

Which of the following terms BEST describes a change?

- A. An unplanned interruption to a service or reduction in the quality of a service
- B. The addition, modification, or removal of anything that could have an effect on products and services
- C. Any component that needs to be managed in order to deliver an IT service
- D. An underlying cause of one or more incidents

Answer: B

NEW QUESTION 27

Which BEST describes the principle of ??keep it simple and practical???

- A. Solutions should be designed to handle exceptions through rules
- B. Every product should include as many features as possible to handle all exceptions
- C. All exceptions must be addressed with unique and detailed processes
- D. Add as many steps as possible to ensure every exception is fully controlled

Answer: A

NEW QUESTION 28

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 30

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 32

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 35

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 36

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 38

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 41

What does the ??partners and suppliers?? chapter of an ITIL Official Practice Guide provide?

- A. Dependencies on third parties
- B. Capability levels, criteria, and recommendations for self-assessment
- C. Purpose and description of the practice
- D. Key information, automation, and tooling for a practice

Answer: A

NEW QUESTION 44

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 49

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 51

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 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 59

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