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ITIL Foundation (Version 5) Sample Questions (Q78-Q83):

NEW QUESTION # 78

Which of the following is NOT a success metric of 'discover' activity?

- A. Strategic fit of the organization 's products and service offerings
- B. Market relevance of the products and service offerings
- C. Service performance against the agreed SLA targets
- D. Stakeholder satisfaction with products and service offerings

Answer: C

Explanation:

Service performance against agreed SLA targets is not a success metric of the discover activity, so option C is correct. Discover is concerned with understanding stakeholder needs, market context, strategic direction, opportunities, and the relevance of product and service offerings. Suitable success measures therefore include strategic fit, market relevance, and stakeholder satisfaction with offerings. SLA performance, however, is typically associated with live service delivery and service quality management, especially within deliver, operate, and service level management. It measures how well an existing service performs against agreed targets, not

how effectively the organization is exploring needs and opportunities. ITIL separates these concerns so that organizations can evaluate discovery work based on alignment and insight rather than operational results that happen later in the lifecycle.

NEW QUESTION # 79

Which of the following BEST describes an operating model?

- A. A conceptual and visual representation of how an organization co-creates value with its customers
- B. A set of rules that ensures consistent decision-making and accountability within the organization
- C. A set of organizational resources designed for performing specific work or achieving a particular objective
- D. A recommendation that guides an organization's actions and decisions in all circumstances

Answer: A

Explanation:

The ITIL Version 5 glossary defines an operating model as "a conceptual and/or visual representation of how an organization co-creates value with its customers and other stakeholders, as well as how the organization runs itself." Option D matches this definition most closely, so it is the correct answer. The other options describe different ITIL concepts. Option A sounds more like governance, policy, or control mechanisms.

Option B describes a guiding principle, since ITIL says guiding principles are recommendations that can guide an organization in all circumstances. Option C describes a management practice, which ITIL defines as a set of organizational capabilities designed for performing work or accomplishing an objective. The operating model is broader than any individual practice or policy because it shows the overall way the organization functions and creates value. Since the official wording explicitly uses "conceptual and/or visual representation" and "co-creates value," option D is the exact and verified choice according to the ITIL 5 Foundation glossary.

NEW QUESTION # 80

Why are management practices important in digital product and service management?

- A. They replace the need for value streams
- B. They provide resources and capabilities to accomplish objectives
- C. They influence the financial outcome of the organization
- D. They define the purpose of the organization

Answer: B

Explanation:

The correct answer is C. In ITIL Version 5, management practices are sets of organizational resources and capabilities designed for performing work or accomplishing an objective. They are important because they enable and support the organization's value chain activities and help the organization manage specific aspects of digital products, services, and the wider management system. Each practice combines resources from the Four Dimensions of Product and Service Management, including organizations and people, information and technology, partners and suppliers, and value streams and processes. Option A is incorrect because the organization's purpose is defined through strategy, mission, governance, and leadership, not by management practices alone. Option B is incorrect because practices do not replace value streams; instead, they support the activities within value streams and value chain workflows. Option D may be partly true in a broad sense, because good practices can influence financial outcomes, but it is not the main ITIL definition or reason.

Practices provide the capabilities needed to achieve objectives.

NEW QUESTION # 81

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 do we want to be?
- B. Where are we now?
- C. What is the vision?
- D. Take action

Answer: B

Explanation:

This scenario describes an assessment of the current state, which ITIL places in Step 2 of the Continual Improvement Model: "Where are we now?" The official text says that success depends on "a shared understanding of the starting point," and that a key element in this step is a current state assessment. ITIL adds that this may include evaluating existing products and services, user perception of value, workflows, skills, and available technology. It also says that current state assessments should be performed through objective measurement whenever possible, and where measurement is limited, organizations can use stakeholder stories and structured feedback. The question mentions both customer feedback and measured response times, which are exactly the kinds of inputs ITIL associates with understanding the present baseline.

It is not Step 1, because the team is not defining the vision. It is not Step 3, because they are not yet describing the target state. It is not "take action," because no improvement implementation is being described. The best and fully verified answer is therefore A.

NEW QUESTION # 82

What is the customer of a service responsible for?

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

Answer: A

Explanation:

The correct answer is B. ITIL Version 5 explains that a service consumer organization may be represented by three specific roles: customer, user, and sponsor. The customer is the role that defines the requirements for products and services and takes responsibility for the outcomes of service consumption. The user is the role that uses services, so option A describes the user, not the customer. The sponsor is the role that authorizes the budget for service consumption, so option D describes the sponsor, not the customer. Option C is incorrect because provisioning the service is normally the responsibility of the service provider, which ITIL defines as the organization responsible for the delivery and support of services. In many real situations one person may perform more than one role, especially for individual consumers. However, in ITIL terminology, the customer role is specifically linked to defining requirements and being responsible for consumption outcomes.

NEW QUESTION # 83

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