

# ITIL-5-Foundation 시험문제모음 & ITIL-5-Foundation 최신덤프 공부자료



Itexamdump의 ITIL ITIL-5-Foundation 덤프로 시험을 준비하면 ITIL ITIL-5-Foundation 시험패스를 예약한 것과 같습니다. 가장 최근 출제된 ITIL ITIL-5-Foundation 시험문제를 바탕으로 만들어진 적응을 최고인 덤프로서 간단한 시험패스는 더는 꿈이 아닙니다. 덤프는 pdf파일과 온라인서비스로 되어있는데 pdf버전은 출력가능하고 온라인버전은 휴대폰에서도 작동 가능합니다.

## ITIL ITIL-5-Foundation 시험요강:

주제	소개
주제 1	<ul style="list-style-type: none"> <li>ITIL Management Practices: Introduces the purpose and core concepts of ITIL's 34 management practices across General, Service, and Technical categories.</li> </ul>
주제 2	<ul style="list-style-type: none"> <li>ITIL Guiding Principles: Introduces the seven universal principles that guide decision-making and collaboration across any organizational context.</li> </ul>
주제 3	<ul style="list-style-type: none"> <li>Digital Product and Service Management Concepts: Covers how digital products and services create and deliver value across their lifecycle in fast-changing, technology-driven environments.</li> </ul>
주제 4	<ul style="list-style-type: none"> <li>The Four Dimensions of Product and Service Management: Ensures holistic service management by examining People, Technology, Partners, and Value Streams as interconnected factors.</li> </ul>
주제 5	<ul style="list-style-type: none"> <li>The Digital Product and Service Lifecycle: Covers the eight-stage lifecycle model from Discover through Retire replacing ITIL 4's service value chain with end-to-end guidance.</li> </ul>

>> ITIL-5-Foundation 시험문제모음 <<

## 최신 ITIL-5-Foundation 시험문제모음 시험덤프

Itexamdump는 여러분의 IT 전문가 꿈을 이루어드리는 사이트입니다. Itexamdump는 여러분이 우리 자료로 관심 가는 인증 시험에 응시하여 안전하게 자격증을 취득할 수 있도록 도와드립니다. 아직도 ITIL ITIL-5-Foundation 인증 시험으로 고민하시고 계십니까? ITIL ITIL-5-Foundation 인증 시험 가이드를 사용하실 생각은 없나요? Itexamdump는 여러분에 편리를 드릴 수 있습니다. Itexamdump의 자료는 시험 대비 최고의 덤프로 시험패스는 문제 없습니다. Itexamdump의 각종 인증 시험 자료는 모두 기출문제와 같은 것으로 덤프보고 시험패스는 문제 없습니다. Itexamdump의 퍼펙트한 덤프인 Microsoft ITIL-5-Foundation 인증 시험 자료의 문제와 답만 열심히 공부하면 여러분은 완전 안전히 ITIL ITIL-5-Foundation 인증 자격증을 취득하실 수 있습니다.

## 최신 ITIL Foundation Level ITIL-5-Foundation 무료 샘플문제 (Q63-Q68):

### 질문 # 63

Which of the following is TRUE regarding services and desired outcomes?

- A. Services always result in positive effects without exceptions

- B. Services may have unintended and surprising outcomes, both positive and negative
- C. Services guarantee that all intended outcomes will be achieved
- D. Services completely eliminate risks associated with achieving outcomes

**정답: B**

**설명:**

Services may have unintended and surprising outcomes, both positive and negative, so option D is correct.

ITIL recognizes that services help facilitate desired outcomes, but they do not guarantee them. Outcomes depend on many factors, including the consumer's context, usage patterns, constraints, and interactions with the provider. Services may optimize costs and risks, but they do not remove them entirely. Likewise, even well-designed services can create unexpected side effects, dependencies, or new forms of risk. Sometimes those effects are beneficial, and sometimes they are harmful. This is why ITIL emphasizes continual improvement, stakeholder feedback, service relationships, and holistic thinking. Understanding that services can create both intended and unintended consequences helps organizations manage expectations realistically and improve how products and services are designed, delivered, and supported over time.

**질문 # 64**

Which governance activity is focused on ensuring adherence with policies and strategic direction?

- A. Discover
- B. Monitor
- C. Direct
- D. Evaluate

**정답: B**

**설명:**

Monitor is the governance activity focused on ensuring adherence with policies, expectations, and strategic direction, which makes option C correct. In ITIL governance, evaluate is used to assess stakeholder needs, environmental conditions, and performance information. Direct is used to establish direction, priorities, and policies. Monitor checks whether actual performance, behavior, and results align with what has been directed and required. It is therefore the activity most closely associated with oversight, compliance, assurance, and accountability. Discover is not one of the governance activities in the ITIL Value System. Monitoring is essential because strategy and policies only create value when the organization confirms they are being followed and that the intended outcomes are being achieved. This keeps governance connected to performance, risk, and continual improvement.

**질문 # 65**

Which term describes ' what an organization does for its consumers and other stakeholders and why?'

- A. Value chain
- B. Operating model
- C. Organization ' s purpose
- D. Value stream

**정답: C**

**설명:**

An organization's purpose describes what it does for its consumers and other stakeholders and why it exists, so option D is correct. In ITIL, purpose provides the fundamental reason for the organization's existence and connects its activities to value creation. It explains the broader intent behind products, services, and relationships. A value stream is a series of steps used to create and deliver value in a specific context. A value chain is the set of high-level lifecycle activities that enables value through products and services. An operating model shows how the organization arranges its capabilities, workflows, and resources to fulfill its purpose. Purpose is therefore the most foundational concept among these. It defines the "why," while the other concepts describe how value is organized, managed, and delivered in practice.

**질문 # 66**

What distinguishes ' continuous deployment ' from ' continuous delivery?'

- A. Continuous deployment automatically deploys changes to production

- B. Continuous deployment prevents frequent releases
- C. Continuous delivery eliminates testing activities
- D. Continuous delivery requires manual code integration

정답: A

설명:

Continuous deployment is distinct from continuous delivery because it automatically moves validated changes into the live production environment. That is why option C is correct. In continuous delivery, changes are integrated, tested, and made ready for release, but a deliberate business or operational decision may still be required before deployment to production. In continuous deployment, that final manual release decision is removed, and successful changes flow directly into use. This requires strong automation, testing discipline, monitoring, and confidence in the deployment pipeline. Option B is incorrect because continuous delivery does not require manual code integration; integration is normally frequent and automated. Option D is also wrong because testing becomes more important, not less. ITIL aligns these practices with modern value stream optimization and reliable change flow.

질문 # 67

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

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

정답: A

설명:

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.

질문 # 68

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Itexamdump는 여러분이 ITIL인증ITIL-5-Foundation시험 패스와 추후사업에 모두 도움이 되겠습니다. Itexamdump제품을 선택함으로써 여러분은 시간과 돈을 절약하는 일석이조의 득을 얻을 수 있습니다. ITIL인증ITIL-5-Foundation 인증 시험패스는 아주 어렵습니다. 자기에 맞는 현명한 학습자로 선택은 성공의 지름길을 내딛는 첫발입니다. 퍼펙트한 자료만이 ITIL인증ITIL-5-Foundation시험에서 성공할 수 있습니다. Itexamdump시험문제와 답이야말로 퍼펙트한 자료이죠. Itexamdump ITIL인증ITIL-5-Foundation인증시험자료는 100% 패스보장을 드립니다

ITIL-5-Foundation최신 덤프공부자료 : <https://www.itexamdump.com/ITIL-5-Foundation.html>

- ITIL-5-Foundation시험패스 가능 덤프  ITIL-5-Foundation최신 업데이트 공부자료  ITIL-5-Foundation퍼펙트 최신 덤프자료  ( [www.dumptop.com](http://www.dumptop.com) ) 은  ITIL-5-Foundation   무료 다운로드를 받을 수 있는 최고의 사이트입니다 ITIL-5-Foundation최신 업데이트 공부자료
- 최신버전 ITIL-5-Foundation시험문제모음 덤프는 ITIL Foundation (Version 5) 시험을 단번에 패스하는 필수자료  검색만 하면[ [www.itdumpskr.com](http://www.itdumpskr.com) ]에서[ ITIL-5-Foundation ]무료 다운로드ITIL-5-Foundation인증덤프샘플 다운
- ITIL-5-Foundation퍼펙트 덤프 샘플문제 다운  ITIL-5-Foundation인증덤프공부자료  ITIL-5-Foundation인기자격증 최신시험 덤프자료 \* “ [www.pass4test.net](http://www.pass4test.net) ”에서 검색만 하면  ITIL-5-Foundation    를 무료로 다운로드할 수 있습니다 ITIL-5-Foundation완벽한 시험자료
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