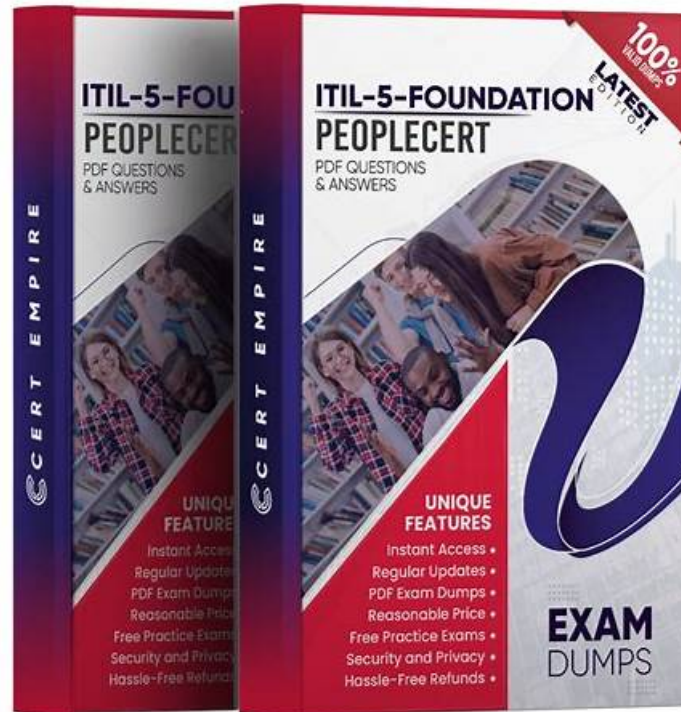


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ITIL ITIL-5-Foundation Exam Syllabus Topics:

Section	Objectives
Guiding Principles	- Think and Work Holistically - Focus on Value - Keep It Simple and Practical - Progress Iteratively with Feedback - Start Where You Are - Collaborate and Promote Visibility - Optimize and Automate
The ITIL Service Value System (SVS)	- Overview of the SVS - Opportunity, Demand, and Value
ITIL Service Value Chain	- Deliver & Support - Design & Transition - Obtain/Build - Improve - Engage - Plan
Key Concepts of Service Management	- Value and Value Co-Creation - Service Relationships

The Four Dimensions of Service Management	- Partners and Suppliers - Value Streams and Processes - Information and Technology - Organizations and People
ITIL Practices Overview (Foundational Level)	- Change Enablement - Service Desk - Continual Improvement - Incident Management - Service Level Management

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ITIL ITIL-5-Foundation Prüfung Übungen und Antworten

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ITIL Foundation (Version 5) ITIL-5-Foundation Prüfungsfragen mit Lösungen (Q35-Q40):

35. Frage

A team is developing a new digital service. Instead of delivering all features at once, they release a small set of features, gather user feedback, and adjust the next release based on what they learn. Which ITIL Guiding Principle is the team applying in this situation?

- A. Focus on value
- B. Keep it simple and practical
- **C. Progress iteratively with feedback**
- D. Collaborate and promote visibility

Antwort: C

Begründung:

The team is applying the guiding principle "progress iteratively with feedback," so option C is correct. ITIL recommends moving in manageable steps rather than attempting to deliver everything in one large release. By releasing a small set of features first, the team reduces risk, gets faster learning, and avoids investing heavily in assumptions that may prove incorrect. Gathering user feedback allows them to refine priorities and make the next release more valuable and relevant. This principle is especially useful in complex or uncertain environments where needs may evolve and outcomes cannot be perfectly predicted in advance. While focus on value and collaboration are also important here, the clearest principle illustrated is iterative progress supported by feedback. It helps improve adaptability, responsiveness, and overall service quality.

36. Frage

Which of the following dimension of product and service management addresses organizational and cross- organizational workflows?

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

Antwort: D

Begründung:

The dimension that addresses organizational and cross-organizational workflows is value streams and processes, so option D is correct. ITIL uses this dimension to focus on how work is organized, coordinated, and performed to enable value creation. It includes flows of activities, information, and artifacts within the organization and across organizational boundaries. This dimension is especially important because value is often created through complex interactions among multiple teams, suppliers, and systems. By

understanding processes and mapping value streams, organizations can identify delays, bottlenecks, and waste while improving coordination and outcomes. Partners and suppliers focuses on external relationships, organizations and people focuses on structure and skills, and information and technology focuses on enabling systems and data. The workflow dimension is therefore value streams and processes.

37. Frage

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 share common goals and risks while collaborating to achieve desired outcomes**
- D. They rely only on suppliers for technical resources without collaboration

Antwort: C

Begründung:

The correct answer is D. In ITIL Version 5, the "partners and suppliers" dimension covers an organization's relationships with other organizations involved in the discovery, design, build, transition, operation, delivery, support, and continual improvement of products and services. ITIL explains that relationships between organizations may involve different levels of formality and integration. At one end, there may be formal contracts with clear separation of responsibilities. At the other end, there may be flexible partnerships in which the parties share common goals and risks and collaborate to achieve desired outcomes. This makes option D the best answer. Option A is incorrect because flexible partnerships require cooperation, not independence. Option B describes a strict contractual arrangement rather than a flexible partnership. Option C is also incorrect because it limits the relationship to technical resources and excludes collaboration. ITIL emphasizes that organizations often work in complex service networks, so effective collaboration with partners and suppliers is essential for value creation.

38. Frage

Which of the following is a part of purpose of ' deliver ' activity?

- A. Obtaining supplier resources
- B. Monitoring support systems
- C. Designing product prototypes
- **D. Managing user onboarding**

Antwort: D

Begründung:

Managing user onboarding is part of the purpose of the deliver activity, so option A is correct. ITIL explains that deliver focuses on providing services to users, maintaining service quality, managing onboarding and offboarding, and gathering consumer feedback. This activity is concerned with the actual provision of agreed services and the service relationship at the user level. Monitoring support systems belongs more to operate. Designing prototypes belongs to design. Obtaining supplier resources belongs to acquire. Deliver is especially important because it is where many users directly experience the service. User onboarding is a clear example because it involves enabling users to begin using the service properly, often including access setup, guidance, request fulfillment, and communication. This directly supports service consumption and the achievement of user outcomes.

39. Frage

Which dimension of product and service management is directly influenced by leadership commitment to psychological safety and continual learning?

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

Antwort: A

Begründung:

The organizations and people dimension is directly influenced by leadership commitment to psychological safety and continual learning, so option D is correct. ITIL explains that culture, leadership, skills, communication, structure, and behavior all sit within this dimension. A psychologically safe environment allows people to speak up about risks, learn from mistakes, ask for help, and contribute ideas without fear.

Continual learning strengthens competence, adaptability, and improvement. These factors shape how teams work together and how effectively they can support value creation. While all dimensions can be affected indirectly by leadership, this one is most directly concerned with the human and cultural side of management.

Partners and suppliers focuses on external relationships, information and technology on technical enablement, and value streams and processes on workflow design and coordination.

40. Frage

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