

Diese Zertifizierung kann Ihre sehr ausgezeichnete Fähigkeit beweisen. Aber diese Prüfung ist sehr schwierig wie die Wichtigkeit der Prüfungen. Aber sorgen Sie sich bitte nicht um den Erfolg, weil Pass4Test Ihnen helfen, diese ITIL ITIL-5-Foundation Prüfung zu bestehen.

ITIL Foundation (Version 5) ITIL-5-Foundation Prüfungsfragen mit Lösungen (Q65-Q70):

65. Frage

Why does the ITIL Continual Improvement Model begin by defining the vision?

- A. To document current performance metrics before changes are made
- B. To confirm whether previous improvement initiatives were successful
- C. To identify improvement actions and assign responsibilities
- **D. To ensure improvement efforts are aligned with the organization ' s objectives**

Antwort: D

Begründung:

The continual improvement model begins by defining the vision to ensure that improvement efforts align with organizational objectives, so option B is correct. Without a clear understanding of the desired direction, teams may improve the wrong things, optimize locally, or invest effort in changes that do not support strategy or stakeholder value. The vision acts as the anchor for later questions such as where the organization is now, where it wants to be, how it will get there, and how progress will be measured. ITIL emphasizes that improvement should not be random or isolated. It should support the wider purpose, priorities, and desired outcomes of the organization. Current performance metrics and actions matter, but they come after the vision has clarified what success actually means in context.

66. Frage

Which statement regarding the relationship between management practices and value chain activities is correct?

- **A. Each value chain activity is supported and enabled by several management practices**
- B. Value chain activities and management practices operate independently of each other
- C. Management practices replace the need for value chain activities
- D. Each management practice supports one value chain activity

Antwort: A

Begründung:

The correct answer is A. ITIL Version 5 explains that value chain activities are activities performed by organizations to manage digital products and services through their lifecycle. Each of these activities is enabled and supported by several management practices. Management practices provide the organizational resources and capabilities needed to perform work and accomplish objectives. They include competencies, processes, methods, techniques, technology tools, and involvement of partners and suppliers. Option B is incorrect because a single management practice may support multiple value chain activities. For example, practices such as continual improvement, relationship management, risk management, and change enablement may contribute to several different lifecycle or value chain activities. Option C is incorrect because practices do not replace value chain activities; they enable them. Option D is incorrect because value chain activities and management practices are closely connected within the ITIL Value System. Together, they support effective, efficient, and value-focused product and service management.

67. Frage

Which ITIL concept includes governance, practices, and continual improvement?

- A. The ' focus on value ' ITIL Guiding Principle
- B. The ' deliver ' and ' support ' value chain activities
- **C. The ITIL Value System**
- D. The ' value streams and processes ' dimension

Antwort: C

Begründung:

The ITIL concept that includes governance, practices, and continual improvement is the ITIL Value System, so option A is correct.

The Value System is the overarching model that shows how all major ITIL components work together to enable value creation. It includes guiding principles, governance, the value chain, management practices, and continual improvement. This integrated structure helps organizations align strategic direction with operational execution while remaining adaptable and focused on value. The deliver and support activities are only two parts of the value chain, not the whole system. A guiding principle is only one component of the Value System. A dimension is a perspective used to ensure holistic consideration. Therefore, the only option that fully includes governance, practices, and continual improvement is the ITIL Value System.

68. Frage

What is the customer of a service responsible for?

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

Antwort: A

Begründung:

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.

69. Frage

Which aspect of an Official ITIL Practice Guide describes the roles, competencies, and responsibilities needed for a specific practice?

- A. Partners and suppliers
- B. Capability assessment and development
- C. Organizations and people
- D. General information

Antwort: C

Begründung:

The organizations and people aspect of an Official ITIL Practice Guide describes the roles, competencies, and responsibilities needed for a specific practice, so option C is correct. This reflects the Four Dimensions model, where organizations and people focuses on leadership, structure, culture, roles, skills, and communication. In a practice guide, this aspect helps organizations understand what human capabilities and accountabilities are necessary to apply the practice effectively. Capability assessment and development is more about measuring and improving maturity or capability over time. General information provides overview content. Partners and suppliers focuses on external relationships and contributions. Since the question asks specifically about roles, competencies, and responsibilities, the organizations and people section is the most accurate answer. ITIL uses this structure to keep practice guidance holistic and practical.

70. Frage

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