

# Pass Guaranteed Quiz 2026 ITIL-5-Foundation: The Best ITIL Foundation (Version 5) Reliable Test Blueprint



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## ITIL ITIL-5-Foundation Exam Syllabus Topics:

| Topic   | Details   |
|---------|---|
| Topic 1 | <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>       |
| Topic 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>  |
| Topic 3 | <ul style="list-style-type: none"><li>• Extension Module: AI Governance (Optional): An optional module addressing ethical, compliant, and responsible AI adoption, covering risk, transparency, and regulatory considerations.</li></ul>            |
| Topic 4 | <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>  |
| Topic 5 | <ul style="list-style-type: none"><li>• Value Co-Creation and Service Relationships: Explores how value is created collaboratively between providers, consumers, and stakeholders while balancing outcomes, costs, risks, and experience.</li></ul> |
| Topic 6 | <ul style="list-style-type: none"><li>• Value Stream Mapping and Management: Teaches how to identify, map, and optimize value streams to improve flow, reduce bottlenecks, and enhance delivery outcomes.</li></ul>                                 |

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### ITIL Foundation (Version 5) Sample Questions (Q66-Q71):

#### NEW QUESTION # 66

Which is a key success metric for the "transition" activity?

- A. Negative impact of changes on service availability and performance
- B. Number and impact of incidents and performance deviations
- C. Service performance against the agreed SLA targets
- D. Quality of the resources and services sourced from suppliers

**Answer: A**

Explanation:

The correct answer is C. In the ITIL Product and Service Lifecycle, the purpose of the "transition" activity is to seamlessly introduce new or updated products into operational environments and to ensure effective onboarding or offboarding of suppliers. Built solutions and some acquired resources must be safely and efficiently moved into the live environment. ITIL Version 5 identifies several key success metrics for transition, including transition cycle, negative impact of transition on service availability and performance, number and impact of transition errors, adherence to the product roadmap, and stakeholder satisfaction with the transition process and results. Option C is the closest correct answer, although the wording should refer to "transition" rather than only "changes." Option A is a metric for the "operate" activity. Option B is more closely related to "acquire." Option D is a metric for "deliver," where services are measured against agreed SLA targets. Transition success is mainly judged by whether deployment or onboarding occurs smoothly without harming live service availability or performance.

#### NEW QUESTION # 67

Which statement BEST describes service quality?

- A. The assurance that a service will meet agreed requirements and is fit for use
- B. A documented agreement between a service provider and a customer
- C. The sum of the characteristics of a service that are relevant to its ability to satisfy stated and implied needs
- D. The functionality provided by a product or service to meet a particular need

**Answer: C**

Explanation:

A useful way to answer this is by eliminating the near-matches. ITIL defines service quality as "the sum of the characteristics of a service that are relevant to its ability to satisfy stated and implied needs." That matches option C exactly. Option B is the definition of utility, which ITIL summarizes as what the service does and whether it is fit for purpose. Option C is a Service Level Agreement, a documented agreement between provider and customer. Option D is warranty, which ITIL explains as the assurance that a product or service will meet agreed requirements and be fit for use. These distinctions matter in ITIL because service quality is broader than just warranty or utility alone. The framework also places service quality within service level management and service level definitions, showing that quality reflects the overall characteristics relevant to stakeholder needs, not just performance promises or functionality. Since option A aligns precisely with the glossary wording and the others map to different official terms, A is the only correct and verified answer.

#### NEW QUESTION # 68

Which dimension of service management is concerned with ensuring that a company's structure supports the fulfilment of strategic goals?

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

**Answer: C**

Explanation:

The correct answer is A. The "organizations and people" dimension of ITIL Version 5 is concerned with how an organization is structured and managed, as well as its roles, responsibilities, systems of authority, communication, culture, skills, and competencies. ITIL states that the way an organization is structured and managed should be well defined and should support its overall strategy and operating model. This makes option A the best answer. Option B, "value streams and processes," focuses on the activities, workflows, and processes used to enable value for stakeholders. Option C, "partners and suppliers," focuses on relationships with external organizations, contracts, suppliers, and service networks. Option D, "information and technology," focuses on the information, data, knowledge, and technologies used in products, services, and management systems. Although all four dimensions must be considered holistically, strategic alignment of organizational structure is specifically addressed by the organizations and people dimension.

#### **NEW QUESTION # 69**

Why do many digital service providers aim to reduce or eliminate service actions?

- **A. To streamline operations and increase consistency by relying more on automation**
- B. To ensure every service interaction is handled manually for better control
- C. To comply with financial and regulatory policies
- D. To strengthen direct personal engagement between users and support staff

**Answer: A**

Explanation:

ITIL Version 5 explains that many digital products designed for the mass market are built to require no delivery actions such as manual service actions or transfer of goods. Instead, access is initiated by the customer and the process is fully automated. The text notes that this limits the deliver activity largely to establishing formal service relationships, monitoring quality, and collecting feedback. This directly supports option D: organizations aim to reduce or eliminate service actions to streamline operations and improve consistency through automation. The logic is that fewer manual interactions reduce friction, increase repeatability, and allow services to scale more effectively. Option A runs counter to this model because more direct personal engagement usually increases manual service actions. Option B is also the opposite of ITIL's automation-oriented design approach. Option C may matter in some contexts, but it is not the main reason ITIL gives for reducing service actions. Because ITIL explicitly describes highly automated delivery models that minimize manual service interactions, D is the most accurate and verified answer.

#### **NEW QUESTION # 70**

How do service providers contribute to the creation of service value for consumers?

- **A. They reduce risks and provide resources through specialization**
- B. They replace consumers' responsibilities with their own services
- C. They determine the financial outcomes for consumers directly
- D. They eliminate the need for consumers to use any resources

**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

