

ITIL-5-Foundation New Study Plan | High Pass-Rate Latest Braindumps ITIL-5-Foundation Book: ITIL Foundation (Version 5) 100% Pass



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ITIL Foundation (Version 5) Sample Questions (Q54-Q59):

NEW QUESTION # 54

How do 'utility' and 'warranty' together support value co-creation?

- A. Utility ensures the service is fit for use, while warranty ensures it is fit for purpose
- B. Utility and warranty apply only to products, not services
- C. Utility ensures the service is fit for purpose, while warranty ensures it is fit for use
- D. Utility focuses on cost control, while warranty focuses on risk avoidance

Answer: C

Explanation:

Utility and warranty together support value co-creation because utility makes the service fit for purpose and warranty makes it fit for use, so option D is correct. Utility answers the question, "What does the service do?" It refers to the functionality that helps consumers meet a need or remove a constraint. Warranty answers, "How well does the service perform?" It covers assurance such as availability, capacity, continuity, and security. A service may offer useful functionality, but if it is unreliable or unavailable, it will still fail to create value. Likewise, a stable service with no useful functionality does not help consumers achieve outcomes. ITIL uses both ideas together to explain service quality and service levels. Combined, they help ensure that services are both useful and dependable in real-world use.

NEW QUESTION # 55

Which type of service relationship typically focuses on support and efficiency through standardized services?

- A. Collaborative relationship
- B. Partner relationship
- C. Basic relationship
- D. Cooperative relationship

Answer: C

Explanation:

A basic relationship is the correct answer because in ITIL 5 it usually involves a more standardized form of interaction between provider and consumer. The focus is on delivering agreed services efficiently, reliably, and with clear expectations, rather than on deep joint planning or shared governance. In a basic relationship, the service provider typically defines much of the service structure, and the consumer uses the service according to agreed terms. This model works well when services are repeatable, predictable, and designed for scale. By contrast, cooperative and collaborative relationships involve greater interaction, shared decision-making, and more active coordination between the organizations. Therefore, when the goal is support and efficiency through standardized services, the relationship type that best matches that ITIL description is the basic relationship.

NEW QUESTION # 56

What is the MAIN purpose of value stream mapping in an organization?

- A. To identify and prioritize improvement opportunities
- B. To automate service monitoring
- C. To control external stakeholders directly
- D. To enhance and support management practices

Answer: A

Explanation:

The main purpose of value stream mapping is to identify and prioritize improvement opportunities, which makes option B correct. ITIL presents value stream mapping as a practical way to understand how work actually flows across teams, systems, and organizational boundaries. By visualizing the "as-is" situation, organizations can spot bottlenecks, delays, handoff issues, waste, duplicated effort, and points where value is lost or slowed. This analysis helps them decide where improvements will have the greatest effect. Mapping may also support better collaboration and management practice use, but those are secondary outcomes. It is not mainly about automating monitoring or controlling stakeholders. The real value lies in making the flow of work visible so that improvement efforts can be based on evidence rather than assumptions or isolated local viewpoints.

NEW QUESTION # 57

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

- A. Services may have unintended and surprising outcomes, both positive and negative

- B. Services completely eliminate risks associated with achieving outcomes
- C. Services guarantee that all intended outcomes will be achieved
- D. Services always result in positive effects without exceptions

Answer: A

Explanation:

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.

NEW QUESTION # 58

What is the role of a governing body in an organization?

- A. It focuses exclusively on financial reporting
- B. It is responsible for day-to-day operations
- C. It manages the technical details of digital products directly
- **D. It is accountable for performance and compliance at the highest level**

Answer: D

Explanation:

The governing body is accountable at the highest level for the organization's performance and compliance, so option A is correct. In ITIL, governance ensures that the organization is directed and controlled in a way that aligns with stakeholder expectations, legal and regulatory obligations, and strategic objectives. The governing body does not usually perform day-to-day operations or manage technical product details directly. Instead, it evaluates the environment and stakeholder needs, directs priorities and policies, and monitors performance and conformance. Financial reporting may be one concern, but governance is much broader and includes value creation, risk, compliance, ethics, and strategic oversight. This high-level accountability is essential because it connects leadership intent with responsible management and assures stakeholders that the organization is being guided appropriately.

NEW QUESTION # 59

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