

# ITILFNDv5題庫更新資訊 - ITILFNDv5考試證照



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## 最新的 Peoplecert Certification ITILFNDv5 免費考試真題 (Q122-Q127):

### 問題 #122

Which statement BEST explains the relationship between an organization's purpose and its operating model?

- A. The operating model replaces the organization's purpose once the value chain is defined
- B. The purpose and operating model are unrelated because one focuses on customers and the other on internal processes
- C. The operating model defines the organization's financial strategy to achieve its purpose
- **D. The organization's purpose determines why it exists, while the operating model shows how it fulfills that purpose**

答案：D

解題說明：

The best explanation is that the organization's purpose determines why it exists, while the operating model shows how it fulfills that

purpose, so option B is correct. In ITIL, purpose provides the reason for being, the value intent, and the basis for strategic direction. The operating model then describes how the organization arranges its capabilities, workflows, resources, practices, and interactions to turn that purpose into real value. These two concepts are closely connected. The operating model does not replace purpose, and it is broader than only financial strategy. It also cannot be separated from customer and stakeholder concerns because its whole role is to support value creation. By linking purpose and operating model, ITIL helps organizations align intent, structure, behavior, and execution in a coherent way.

#### 問題 #123

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

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

答案： D

解題說明：

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.

#### 問題 #124

How does the 'information and technology' dimension support effective product and service management?

- A. By enabling the use of data, information, and technology required to deliver services
- B. By defining workflows and activities required for product development
- C. By defining organizational roles and responsibilities needed for product development
- D. By managing relationships with external suppliers

答案： A

解題說明：

The information and technology dimension supports product and service management by enabling the data, information, and technology needed to create, deliver, support, and improve services. That is why option A is correct. ITIL emphasizes that this dimension includes applications, infrastructure, automation, analytics, AI, monitoring, communication tools, and the governance of information assets. It also includes data quality, usability, access, security, and technology capability. These elements help organizations make informed decisions, support workflows, and enable digital products and services. Roles and responsibilities belong primarily to organizations and people. Workflow structure belongs to value streams and processes. External relationships belong to partners and suppliers. Therefore, the dimension focused on the technological and informational foundation of management and service delivery is information and technology.

#### 問題 #125

Which value chain activity ensures a shared understanding of the current status and required direction for all products and services?

- A. Deliver and support
- B. Plan
- C. Improve
- D. Design and transition

答案： B

## 問題 #126

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

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

答案: A

## 問題 #127

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