

ITIL-5-Foundation資格模擬、ITIL-5-Foundation受験資料更新版



あなたのIT領域での能力を証明したいのですか。もっと多くの認可と就職機会を貰いたいのですか。ITILのITIL-5-Foundation試験はあなたの必要のある証明です。IT業界でのほとんどの人はITILのITIL-5-Foundation試験の重要性を知っています。だれでもエネルギーは限られていますから、短い時間でITILのITIL-5-Foundation試験に合格したいなら、我々Fast2testの提供するソフトはあなたを助けることができます。豊富な問題と分析で作るソフトであなたはITILのITIL-5-Foundation試験に合格することができます。

あなたが会社員であろうと、学生であろうと、主婦であろうと、時間はあなたの最も重要な資源です。Fast2testは、最小限の労力で最短時間でITIL試験に合格するための包括的なサービスプラットフォームです。ITIL Foundation (Version 5)にもあるように、ITIL-5-Foundation 1インチの金は1インチの時間です。ITIL-5-Foundation学習ガイドが効率的であればあるほど、候補者はそれをより愛し、恩恵を受けます。ITIL Foundation (Version 5)学習トレントの助けを借りて、最初の試行でも20~30時間だけ試験に合格できると言っても過言ではありません。また、お客様のさまざまな研究の興味や趣味に応えるために、PDF、Fast2testソフトウェア、オンラインのAPPなど、試験資料のバージョンを選択できます。

>> ITIL-5-Foundation資格模擬 <<

ITIL-5-Foundation受験資料更新版 & ITIL-5-Foundation合格受験記

Fast2testは正確な選択を与えて、君の悩みを減らして、もし早くITIL ITIL-5-Foundation認証をとりたければ、早くFast2testをショッピングカートに入れましょう。あなたにとっても良い指導を確保できて、試験に合格するのを助けて、Fast2testからすぐにあなたの通行証をとりまします。

ITIL ITIL-5-Foundation 認定試験の出題範囲:

トピック	出題範囲
トピック 1	<ul style="list-style-type: none">バリューストリームのマッピングと管理: バリューストリームを特定、マッピング、最適化して、流れを改善し、ボトルネックを減らし、成果を向上させる方法を指導します。

トピック 2	<ul style="list-style-type: none"> 継続的改善モデル：組織の改善を長期にわたって推進し、維持するための7段階の構造化されたアプローチを網羅しています。
トピック 3	<ul style="list-style-type: none"> 拡張モジュール：AIガバナンス（オプション）：倫理的、法令遵守、責任あるAI導入に関するオプションモジュールで、リスク、透明性、規制上の考慮事項を網羅しています。
トピック 4	<ul style="list-style-type: none"> ITILサービスバリューシステム（SVS）：指導原則、ガバナンス、バリューチェーン活動、継続的改善が、統合されたフレームワークとしてどのように連携して機能するかを説明します。
トピック 5	<ul style="list-style-type: none"> ITILの基本原則：あらゆる組織環境における意思決定と協働を導く7つの普遍的な原則を紹介します。
トピック 6	<ul style="list-style-type: none"> 製品・サービス管理の4つの側面：人材、テクノロジー、パートナー、バリューストリームを相互に関連する要素として検討することで、包括的なサービス管理を実現します。
トピック 7	<ul style="list-style-type: none"> デジタル製品・サービス管理の概念：急速に変化するテクノロジー主導の環境において、デジタル製品とサービスがライフサイクル全体を通してどのように価値を創造し、提供するかを解説します。
トピック 8	<ul style="list-style-type: none"> 価値共創とサービス関係：成果、コスト、リスク、顧客体験のバランスを取りながら、提供者、消費者、利害関係者の間でどのように協働的に価値が創造されるかを考察する。

ITIL Foundation (Version 5) 認定 ITIL-5-Foundation 試験問題 (Q27-Q32):

質問 #27

Which of the following BEST describes an operating model?

- A. A conceptual and visual representation of how an organization co-creates value with its customers
- B. A recommendation that guides an organization's actions and decisions in all circumstances
- C. A set of rules that ensures consistent decision-making and accountability within the organization
- D. A set of organizational resources designed for performing specific work or achieving a particular objective

正解： A

解説:

The ITIL Version 5 glossary defines an operating model as "a conceptual and/or visual representation of how an organization co-creates value with its customers and other stakeholders, as well as how the organization runs itself." Option D matches this definition most closely, so it is the correct answer. The other options describe different ITIL concepts. Option A sounds more like governance, policy, or control mechanisms.

Option B describes a guiding principle, since ITIL says guiding principles are recommendations that can guide an organization in all circumstances. Option C describes a management practice, which ITIL defines as a set of organizational capabilities designed for performing work or accomplishing an objective. The operating model is broader than any individual practice or policy because it shows the overall way the organization functions and creates value. Since the official wording explicitly uses "conceptual and/or visual representation" and "co-creates value," option D is the exact and verified choice according to the ITIL 5 Foundation glossary.

質問 #28

What is the PRIMARY purpose of the 'acquire' activity?

- A. Provide services and manage user onboarding
- B. Resolve incidents and fulfil recovery procedures
- C. Secure and allocate necessary resources efficiently
- D. Create functional prototypes for testing

正解： C

解説:

The primary purpose of the acquire activity is to secure and allocate the necessary resources efficiently, so option B is correct. In

ITIL, value creation depends on having the right people, technologies, suppliers, components, information, and services available when needed. The acquire activity supports this by sourcing, obtaining, and allocating resources in line with strategy, architecture, and operational demand. It may involve procurement, supplier coordination, access arrangements, or other forms of resource acquisition. Incident recovery belongs more to support. User onboarding belongs to deliver. Creating prototypes belongs to design. Acquire is important because value streams cannot perform effectively if critical resources are missing, delayed, poor in quality, or misaligned with requirements. It helps ensure that the organization has the inputs needed to build, operate, and improve products and services.

質問 # 29

The purpose of the "deliver" activity is to:

- A. Resolve incidents and ensure disaster recovery
- B. Develop and integrate functional solutions
- C. Provide services and manage user onboarding/offboarding
- D. Align service offerings with organizational strategy

正解: C

解説:

The correct answer is D. In the ITIL Product and Service Lifecycle, the "deliver" activity is concerned with providing services to users and customers and managing their onboarding and offboarding. Delivery focuses on ensuring that users can access and consume the agreed services, that service levels are managed, and that service interactions support value creation. Option A is incorrect because aligning products and service offerings with organizational strategy is the purpose of the "discover" activity. Option B is incorrect because developing, integrating, and testing digital products is the purpose of the "build" activity. Option C is incorrect because resolving incidents and performing disaster recovery procedures is the purpose of the "support" activity. The deliver activity is therefore the lifecycle activity most directly concerned with ongoing service provision to consumers, including user onboarding and offboarding, service level fulfilment, and enabling service consumption in line with agreements and expectations.

質問 # 30

What influences whether a service is perceived as valuable by a consumer?

- A. The extent to which the positive effects of the service outweigh the negative ones
- B. The amount of money the service provider invests in resources
- C. The number of providers delivering the service to the consumer
- D. The service provider 's ability to minimize their operational costs

正解: A

解説:

A service is perceived as valuable when its positive effects outweigh its negative effects for the consumer.

That is why option C is correct. In ITIL, value is not defined only by what the provider delivers. It depends on the consumer's perception of benefits, usefulness, and importance. Consumers evaluate whether the service helps them achieve desired outcomes while optimizing associated costs and risks. Even a technically strong service may be seen as low value if it is hard to use, unreliable, expensive, or creates unwanted effort.

Conversely, a service with well-balanced utility, warranty, sustainability, and experience may be seen as highly valuable. Provider investment or internal efficiency alone does not determine value. ITIL places emphasis on outcomes and stakeholder perception, which is why consumer judgment about net positive effect is central.

質問 # 31

A printer is delivered to a customer, while ongoing maintenance and support are provided by the supplier.

Which combination of service interactions is shown in this situation?

- A. Access to resources and service actions
- B. Transfer of goods and service actions
- C. Service offering and service actions
- D. Transfer of goods and service journey

