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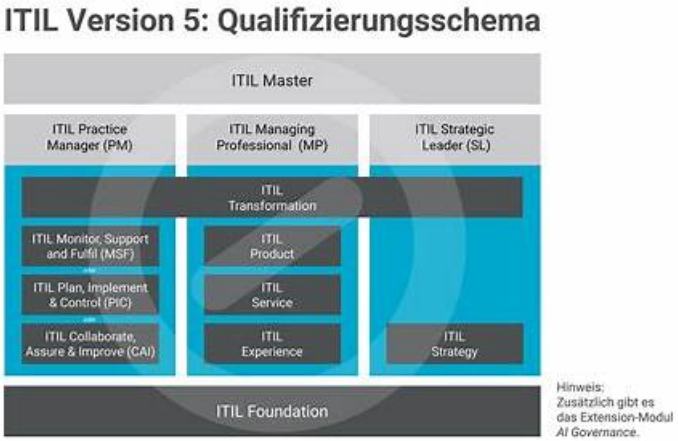

After passing the ITIL Foundation (Version 5) certification exam the successful candidates can gain several personal and professional benefits. Are you ready to gain all these personal and professional benefits? Are you looking for a simple and smart way for fast ITIL-5-Foundation exam preparation? If your answer is yes then you do not need to worry about it. You just need to visit TrainingQuiz and explore the top features of TrainingQuiz ITIL-5-Foundation Dumps Questions. We guarantee you that with the TrainingQuiz ITIL-5-Foundation exam questions, you will get everything that you need for fast and successful ITIL-5-Foundation exam preparation.

ITIL ITIL-5-Foundation Exam Syllabus Topics:

Topic	Details
Topic 1	• The Digital Product and Service Lifecycle: Covers the eight-stage lifecycle model from Discover through Retire replacing ITIL 4's service value chain with end-to-end guidance.
Topic 2	• ITIL Management Practices: Introduces the purpose and core concepts of ITIL's 34 management practices across General, Service, and Technical categories.
Topic 3	• The Four Dimensions of Product and Service Management: Ensures holistic service management by examining People, Technology, Partners, and Value Streams as interconnected factors.
Topic 4	• Continual Improvement Model: Covers the seven-step structured approach for driving and sustaining organizational improvement over time.
Topic 5	• 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.
Topic 6	• The ITIL Service Value System (SVS): Explains how guiding principles, governance, value chain activities, and continual improvement work together as one integrated framework.

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ITIL Foundation (Version 5) Sample Questions (Q58-Q63):

NEW QUESTION # 58
A service provider commits to using recyclable components, reducing carbon emissions, and maintaining transparent supply chains. Which concept does this commitment represent?

- A. Utility
- B. User experience
- C. Warranty
- D. Sustainability

Answer: D

Explanation:
This commitment represents sustainability, so option D is correct. ITIL includes sustainability as one of the important categories of service level and service quality consideration. It refers to the assurance that a product or service meets requirements related to environmental stewardship, social progress, and economic growth.
Examples include responsible sourcing, low carbon footprint, use of recycled or recyclable materials, clean energy, ethical employment practices, and transparent supply chains. Utility is about what the service does.
Warranty is about how well it performs. User experience is about how the user perceives interactions with the service and provider. Since the scenario specifically mentions recyclable components, emissions reduction, and supply chain transparency, it clearly reflects sustainability as defined in ITIL 5.

NEW QUESTION # 59
Which statement regarding a partnership relationship is TRUE?

- A. It focuses on the operational and tactical levels, not on the strategic level
- B. It focuses mainly on operational efficiency and uses standardized contracts
- C. It involves bespoke services with a focus on innovation and growth
- D. It provides commercial off-the-shelf services for a wide range of consumers

Answer: C

Explanation:
ITIL Version 5 describes partnership as a relationship in which two organizations work closely together to achieve common goals and objectives. In its comparison of service relationship types, the most collaborative end of the spectrum is associated with bespoke or custom services, stronger mutual dependency, higher trust, and a shared focus on innovation, growth, and long-term objectives. The document contrasts this with more basic or transactional relationships, which tend to use standard contracts and standardized services aimed at broad markets. This makes option D the correct answer. Option A reflects a more basic or commercially standardized relationship rather than a partnership. Option B is incorrect because partnerships often extend into strategic alignment, not just operational or tactical coordination. Option C describes mass-market, off-the- shelf service provision, which ITIL associates with more standardized service relationships, not partnerships.
Because ITIL links partnerships with closer collaboration, shared goals, and often more bespoke arrangements, D is the exact answer that best fits the official description.

NEW QUESTION # 60
Which ITIL concept includes governance, practices, and continual improvement?

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

Answer: C

Explanation:
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.

NEW QUESTION # 61
Which of the following is an example of a service action ?

- A. A user accessing a streaming platform to watch movies
- B. A cloud service provider giving users access to virtual machines
- C. A software company delivering a hardware security token to the customer
- D. A digital learning platform conducting a live online training session for users

Answer: D

Explanation:
The correct answer is D. In ITIL Version 5, service provision includes several elements: managing the provider's resources configured to deliver the service, ensuring access to those resources for users, fulfilling the agreed service actions, managing service levels, and continual improvement. Service actions are therefore activities performed by the service provider, or jointly with the consumer, as part of the agreed service delivery. A digital learning platform conducting a live online training session is a clear example because the provider is actively performing an agreed action for users. Option A is better described as providing access to a provider's resources, not a service action. Option B describes service consumption by the user, not an action performed by the service provider. Option C is the supply of goods, because a physical hardware token is delivered to the customer. ITIL recognizes that service provision may include supply of goods, but that is not the same as a service action.

NEW QUESTION # 62
Which is the purpose of the "transition" activity?

- A. To develop, integrate, and test digital products
- B. To seamlessly introduce new products into operational environments
- C. To ensure continual alignment of product roadmaps with the needs of service consumers
- D. To create prototypes and specifications for products and services

Answer: B

Explanation:
ITIL Version 5 states that the purpose of the "transition" activity is "to seamlessly introduce new or updated products into operational environments and to ensure effective onboarding/offboarding of suppliers." This wording directly supports option A. The transition activity happens after solutions have been built and tested and focuses on moving them safely into the live environment. ITIL also explains that this may include deployment to the organization's own live environment, a customer environment, or a marketplace, depending on the product architecture. In addition, transition covers onboarding and offboarding suppliers when acquired services or resources become part of delivery, operation, or support. The other options match different lifecycle activities. Option B describes discover, which is about alignment with service-consumer needs and strategy. Option C fits design, where prototypes and specifications are produced. Option D describes build, which is the activity of developing, integrating, and testing digital products. Because ITIL explicitly names seamless introduction into operational environments as the core purpose of transition, A is the exact verified answer.

NEW QUESTION # 63
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