

ITIL-5-Foundation Actual Exam Dumps & ITIL-5-Foundation Test Collection



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ITIL ITIL-5-Foundation Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> ITIL Management Practices: Introduces the purpose and core concepts of ITIL's 34 management practices across General, Service, and Technical categories.
Topic 2	<ul style="list-style-type: none"> ITIL Guiding Principles: Introduces the seven universal principles that guide decision-making and collaboration across any organizational context.
Topic 3	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> The ITIL Service Value System (SVS): Explains how guiding principles, governance, value chain activities, and continual improvement work together as one integrated framework.
Topic 5	<ul style="list-style-type: none"> 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 6	<ul style="list-style-type: none"> Continual Improvement Model: Covers the seven-step structured approach for driving and sustaining organizational improvement over time.
Topic 7	<ul style="list-style-type: none"> Value Stream Mapping and Management: Teaches how to identify, map, and optimize value streams to improve flow, reduce bottlenecks, and enhance delivery outcomes.
Topic 8	<ul style="list-style-type: none"> Extension Module: AI Governance (Optional): An optional module addressing ethical, compliant, and responsible AI adoption, covering risk, transparency, and regulatory considerations.

Pass Guaranteed Quiz Fantastic ITIL-5-Foundation - ITIL Foundation (Version 5) Actual Exam Dumps

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ITIL Foundation (Version 5) Sample Questions (Q79-Q84):

NEW QUESTION # 79

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

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

Answer: C

Explanation:

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.

NEW QUESTION # 80

A team is developing a new digital service. Instead of delivering all features at once, they release a small set of features, gather user feedback, and adjust the next release based on what they learn. Which ITIL Guiding Principle is the team applying in this situation?

- A. Collaborate and promote visibility
- B. Focus on value
- C. Keep it simple and practical
- D. Progress iteratively with feedback

Answer: D

Explanation:

The team is applying the guiding principle "progress iteratively with feedback," so option C is correct. ITIL recommends moving in manageable steps rather than attempting to deliver everything in one large release. By releasing a small set of features first, the team reduces risk, gets faster learning, and avoids investing heavily in assumptions that may prove incorrect. Gathering user feedback allows them to refine priorities and make the next release more valuable and relevant. This principle is especially useful in complex or uncertain environments where needs may evolve and outcomes cannot be perfectly predicted in advance. While focus on value and collaboration are also important here, the clearest principle illustrated is iterative progress supported by feedback. It helps improve adaptability, responsiveness, and overall service quality.

NEW QUESTION # 81

Which statement about the ' band of visibility ' is CORRECT?

- A. It applies exclusively to modern, technology-based digital service models
- B. It includes only the activities visible to the service provider
- C. It defines the complete path of the customer ' s service journey

- **D. It represents all aspects visible between provider and consumer organizations**

Answer: D

Explanation:

The band of visibility represents the aspects of service interaction that are visible between the provider and consumer organizations, so option C is correct. In ITIL, it helps distinguish visible interactions from internal activities that occur behind the scenes within either organization. This makes it useful for understanding service relationships, responsibilities, interfaces, and experience. It is not limited to the provider's view alone, nor is it restricted only to modern digital services. It also does not equal the full service journey, because the journey covers the broader end-to-end experience of the consumer across many interactions and stages. The band of visibility is specifically about what can be seen and experienced across organizational boundaries. This clarity helps in designing services, managing expectations, and improving collaboration.

NEW QUESTION # 82

According to the 'Focus on value' ITIL Guiding Principle, all organizational activities should link back to what?

- A. Employee satisfaction
- B. Market share dominance
- C. Increased revenue only
- **D. Benefits for organization, its customers, and stakeholders**

Answer: D

Explanation:

According to the ITIL guiding principle "focus on value," all organizational activities should link back to benefits for the organization, its customers, and other stakeholders, so option A is correct. ITIL defines value broadly as perceived benefits, usefulness, and importance. This means value is not limited to financial gain alone. It may include customer outcomes, user experience, sustainability, trust, operational effectiveness, and strategic progress. The principle reminds organizations to ask why an activity is being performed and how it contributes to meaningful results. Increased revenue, employee satisfaction, and market share can all matter, but none of them alone fully represents value. By linking activities to stakeholder benefit, organizations avoid waste, align effort with purpose, and ensure that decisions support value creation rather than internal activity for its own sake.

NEW QUESTION # 83

What does a service journey describe?

- A. The internal workflows and processes of a service provider
- B. The sequence of value chain activities
- C. The end-to-end lifecycle of a product
- **D. End-to-end interactions between a service provider and a service consumer**

Answer: D

Explanation:

A service journey describes the end-to-end interactions between a service provider and a service consumer, which makes option A correct. ITIL uses this concept to help organizations understand the full consumer experience across the stages of discovering, accessing, using, receiving support for, and continuing with a service. It includes visible touchpoints, interactions, perceptions, and moments that shape user experience and value realization. It is not the same as internal workflows, which belong more to value streams and processes.

It is also not the same as the product lifecycle or the formal sequence of value chain activities. By understanding the service journey, organizations can improve service design, communication, support, and experience from the consumer perspective rather than only from an internal operational viewpoint.

NEW QUESTION # 84

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