

100%パステートITIL ITIL-5-Foundationテスト難易度 &完璧なShikenPASS -認定試験のリーダー



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あなたは進歩を遂げたいですか。あなたはどのようにして勉強するのかわかりますか。この時、おそらく私たちのITIL-5-Foundation試験準備資料の助けが必要でしょう。私たちのITIL-5-Foundation試験準備資料を使用している人の99%がすでに望む証明書を持っていました。私たちのITIL-5-Foundation試験準備資料を買う限り、あなたも成功できます！

>> ITIL-5-Foundationテスト難易度 <<

ITIL-5-Foundation模擬試験問題集、ITIL-5-Foundation全真模擬試験

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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"> 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 2	<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 3	<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 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"> 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。

ITIL Foundation (Version 5) 認定 ITIL-5-Foundation 試験問題 (Q59-Q64):

質問 # 59

Which governance activity is focused on ensuring adherence with policies and strategic direction?

- A. Evaluate
- B. Discover
- **C. Monitor**
- D. Direct

正解: C

解説:

Monitor is the governance activity focused on ensuring adherence with policies, expectations, and strategic direction, which makes option C correct. In ITIL governance, evaluate is used to assess stakeholder needs, environmental conditions, and performance information. Direct is used to establish direction, priorities, and policies. Monitor checks whether actual performance, behavior, and results align with what has been directed and required. It is therefore the activity most closely associated with oversight, compliance, assurance, and accountability. Discover is not one of the governance activities in the ITIL Value System. Monitoring is essential because strategy and policies only create value when the organization confirms they are being followed and that the intended outcomes are being achieved. This keeps governance connected to performance, risk, and continual improvement.

質問 # 60

How does 'access to resources' support value co-creation in a service interaction?

- A. By limiting resource use to internal teams
- **B. By allowing consumers to use provider resources**
- C. By transferring responsibility for resources to consumers
- D. By replacing service actions with automation

正解: B

解説:

Access to resources supports value co-creation by allowing consumers to use provider resources under agreed terms, which makes option B correct. In ITIL, not every service interaction requires transfer of ownership or direct provider action every time. Sometimes the value comes from enabling consumers to access applications, data, infrastructure, knowledge bases, or equipment that remain under provider control. The consumer gains the ability to use these resources to achieve outcomes without needing to own and manage all of them directly. This helps optimize costs, risks, and effort. It does not mean transferring responsibility for all resources to the consumer, nor does it imply restricting usage to internal teams. It also does not eliminate service actions entirely, because support and other activities may still be needed. Access to resources is one important form of service relationship.

質問 # 61

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

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

正解: A

解説:

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 A 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.

質問 # 62

Which concept is illustrated when an employee is granted permission to the company's new file-sharing platform for daily use?

- A. Access to resources
- **B. Utility**
- C. Goods
- D. Warranty

正解: B

解説:

The best answer is utility because the question describes a service providing functionality that meets a need.

Granting an employee permission to use a file-sharing platform enables them to store, access, and collaborate on information for daily work. In ITIL, utility is about what the service does and whether it is fit for purpose.

The platform's usefulness lies in giving the employee the capability they need. Access to resources may seem close, but the focus of the question is the practical value of the service capability being made available.

Warranty would concern how well the platform performs, such as availability or security. Goods are physical or digital items transferred to the consumer. Since this example highlights useful functionality that supports work, utility is the strongest and most accurate answer.

質問 # 63

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

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

正解: B

解説:

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.

質問 # 64

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ITIL-5-Foundation模擬試験問題集: <https://www.shikenpass.com/ITIL-5-Foundation-shiken.html>

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