

ITIL-5-Foundation: ITIL Foundation (Version 5) Dumps & PassGuide ITIL-5-Foundation Examen



Mit der Ankunft der Informationsepoche im 21. Jahrhunderts wird das ITIL ITIL-5-Foundation Zertifikat auch unerlässlich in der IT-Branche. Ob Sie ein Anfänger oder ein Pendler sind, können Sie Ihre erwünschte Ergebnisse nur mit Hälfte der Bemühungen von anderen erzielen, denn es gibt bei ZertSoft für Sie maßgeschneiderte Fragenkataloge zur ITIL ITIL-5-Foundation Zertifizierungsprüfung. ZertSoft wird Ihnen begleiten, für den Traum zu kämpfen. Worauf warten Sie noch?

ITIL ITIL-5-Foundation Prüfungsplan:

Thema	Einzelheiten
Thema 1	<ul style="list-style-type: none"> Value Co-Creation and Service Relationships: Explores how value is created collaboratively between providers, consumers, and stakeholders while balancing outcomes, costs, risks, and experience.
Thema 2	<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.
Thema 3	<ul style="list-style-type: none"> 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.
Thema 4	<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.
Thema 5	<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.
Thema 6	<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.

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Ich glaube, egal in welcher Branche erwarten alle Beschäftigte eine gute Berufsaussichten. In der konkurrenzfähigen IT-Branche gilt es auch. Die Fachleute in der IT-Branche erwarten eine gute Beförderungsmöglichkeit. Viele IT-Fachleute sind sich klar, dass die ITIL ITIL-5-Foundation Zertifizierungsprüfung Ihren Traum verwirklichen kann. Und ZertSoft ist solch eine Website, die Ihnen zum Bestehen der ITIL ITIL-5-Foundation Zertifizierungsprüfung verhilft.

ITIL Foundation (Version 5) ITIL-5-Foundation Prüfungsfragen mit

Lösungen (Q24-Q29):

24. Frage

An organization is planning to improve an existing service and wants to understand its current performance before making any changes. According to the principle "start where you are," what could an organization consider when observing current performance of the service?

- A. Avoid applying risk management when reusing existing processes
- B. Identify who the consumer is and why they use the service
- C. Select the right message and method to communicate with stakeholders
- **D. Involve people who have little or no prior knowledge of the service**

Antwort: D

25. Frage

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

- A. It defines the complete path of the customer's service journey
- B. It includes only the activities visible to the service provider
- C. It applies exclusively to modern, technology-based digital service models
- **D. It represents all aspects visible between provider and consumer organizations**

Antwort: D

Begründung:

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.

26. Frage

What is the MAIN purpose of using feedback throughout improvement iterations?

- A. To prevent the need for further adjustments once work has started
- B. To confirm that all stakeholder opinions are in agreement
- **C. To ensure that improvement actions remain relevant and effective in changing circumstances**
- D. To avoid changes in project priorities during implementation

Antwort: C

Begründung:

The main purpose of feedback during improvement iterations is to ensure that actions remain relevant and effective as circumstances change, so option B is correct. ITIL promotes iterative progress because environments, stakeholder needs, risks, and information often change during work. Feedback helps teams learn what is working, what is not, and what should be adjusted before moving further. It is not realistic to expect all stakeholders to fully agree at every point, and feedback does not eliminate the need for future adjustments. Instead, it supports better decisions, earlier correction, and more effective alignment with value. This approach reduces waste and improves adaptability. It is closely connected to the guiding principle "progress iteratively with feedback," which encourages organizations to move in manageable steps and use learning continuously to refine outcomes.

27. Frage

How does the 'organizations and people' dimension contribute to effective product and service management?

- A. By managing relationships with external organizations

- B. By defining the technologies used to deliver services
- C. By automating workflows across value streams
- D. By ensuring skills, culture, and communication support value creation

Antwort: D

Begründung:

The organizations and people dimension contributes by ensuring that skills, culture, structure, leadership, and communication support value creation, so option A is correct. ITIL emphasizes that effective product and service management depends not only on processes and tools, but also on human capability and organizational behavior. This dimension includes roles, responsibilities, authority, competencies, culture, collaboration, psychological safety, and continual learning. When these elements are healthy and aligned with strategy, teams are better able to make decisions, adapt to change, manage complexity, and work across boundaries. Defining technologies belongs to information and technology. Managing external relationships belongs to partners and suppliers. Automating workflows relates more to process and technology considerations. Therefore, the human and cultural foundation of effective management is the organizations and people dimension.

28. Frage

Which dimension of product and service management promotes conducting safe-to-fail experiments in complex situations?

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

Antwort: D

29. Frage

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Viele meiner Freunde im IT-Bereich haben viel Zeit und Energie für die ITIL ITIL-5-Foundation Zertifizierungsprüfung verwendet. Aber sie haben sich nicht am Kurs oder Training im Internet beteiligt. Für sie ist es schwer, die ITIL ITIL-5-Foundation Prüfung zu bestehen. Und die Erfolgsquote ist auch sehr niedrig. Glücklicherweise bietet ZertSoft die zuverlässigen ITIL ITIL-5-Foundation Prüfungsmaterialien. Die Schulungsunterlagen von ZertSoft beinhalten die Simulationssoftware und die Prüfungsfragen- und antworten. Wir würden die besten Prüfungsfragen und Antworten zur ITIL-5-Foundation Zertifizierungsprüfung bieten, um Ihre Bedürfnisse abzudecken.

ITIL-5-Foundation Lernhilfe: <https://www.zertsoft.com/ITIL-5-Foundation-pruefungsfragen.html>

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