

ITIL ITIL-5-Foundation Questions Answers - ITIL-5-Foundation Test Registration



After taking a bird's eye view of applicants' issues, Real4exams has decided to provide them with the real ITIL-5-Foundation Questions. These ITIL ITIL-5-Foundation dumps pdf is according to the new and updated syllabus so they can prepare for ITIL Foundation (Version 5) (ITIL-5-Foundation) certification anywhere, anytime, with ease. A team of professionals has made the product of Real4exams after much hard work with their complete potential so the candidates can prepare for ITIL Foundation (Version 5) (ITIL-5-Foundation) practice test in a short time.

ITIL ITIL-5-Foundation Exam Syllabus Topics:

Topic	Details
Topic 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.
Topic 2	<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.
Topic 3	<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.
Topic 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.
Topic 5	<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 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.

Topic 7	<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 8	<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 9	<ul style="list-style-type: none"> Continual Improvement Model: Covers the seven-step structured approach for driving and sustaining organizational improvement over time.

>> ITIL ITIL-5-Foundation Questions Answers <<

ITIL-5-Foundation Questions Answers | High Pass Rate - Real4exams

Three versions for ITIL-5-Foundation training materials are available, and you can choose the most suitable one according to your own needs. ITIL-5-Foundation PDF version is printable, and you can print them into hard one and take them with you, you can also study anywhere and anyplace. ITIL-5-Foundation Soft test engine can install in more than 200 computers, and it has two modes for practice. ITIL-5-Foundation Soft test engine can also simulate the real exam environment, so that your confidence for the exam will be strengthened. ITIL-5-Foundation Online test engine is convenient and easy to learn. You can have a review of what you have learned through this version.

ITIL Foundation (Version 5) Sample Questions (Q32-Q37):

NEW QUESTION # 32

Which of the following statements about value streams is INCORRECT?

- A. Value streams can involve multiple practices
- B. Value streams should exclude suppliers
- C. Value streams are enabled and supported by the organization's value chain
- D. Value streams continue to evolve over time

Answer: B

Explanation:

Option B is the incorrect statement. ITIL does not say value streams should exclude suppliers. In fact, value streams can extend across organizational boundaries and often include interactions with partners and suppliers, especially where third parties contribute to discovery, design, build, transition, operation, delivery, or support. The book presents service networks and cross-organizational workflows as normal features of modern product and service management. ITIL also explains that value streams are context-specific combinations of management activities within the organization's value chain, and that these value streams should be identified, mapped, analysed, and continually improved. This ongoing improvement implies that value streams evolve over time, so option C is true. Since management practices enable and support value chain activities, and these activities are combined into value streams, option D is also true because multiple practices can contribute to a single value stream. Option A is acceptable in the exam sense because value streams are formed from the organization's value chain activities and supported by practices. Therefore, the only incorrect statement is B, because excluding suppliers would contradict ITIL's holistic and cross-organizational view of value creation.

NEW QUESTION # 33

An IT support engineer assisting a user in configuring their laptop is an example of which concept?

- A. Transfer of goods
- B. Access to resources
- C. Service actions
- D. Sustainability

Answer: C

Explanation:

This is an example of service actions, which makes option B correct. In ITIL, service relationships can involve access to resources,

transfer of goods, and service actions. Service actions are activities performed by the provider, or jointly by provider and consumer, to help users achieve outcomes. Assisting a user with configuring a laptop clearly involves active support and direct interaction, so it fits the service actions category. It is not transfer of goods, because the key interaction is not about handing over a physical item. It is not sustainability, which relates to environmental, social, and economic responsibility. It is also not simply access to resources, because the engineer is doing more than just granting access. The assistance itself is the value-creating action in this scenario.

NEW QUESTION # 34

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

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

Answer: D

Explanation:

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.

NEW QUESTION # 35

Which of the following activities BEST represents transfer of goods in a service offering?

- A. A customer receives advice from a helpdesk agent
- B. A cloud user accesses shared online storage
- C. A team attends a virtual training session
- **D. A service provider supplies new laptops to the customer**

Answer: D

Explanation:

ITIL Version 5 describes three forms of service relationships during delivery: access to resources, transfer of goods, and service actions. Transfer of goods refers to situations in which goods are provided to users as part of the service. In the deliver activity section, examples include non-returnable equipment and supplies, manuals, and access keys. Among the options, supplying new laptops to the customer best represents transfer of goods, so B is the correct answer. Option A is clearly access to resources because the user is accessing shared online storage. Options C and D are service actions because they involve support, training, or advice provided by the service provider. ITIL also notes that in some cases something may appear to be transfer of goods but is actually access to resources if ownership remains with the provider. However, in exam-style interpretation, "supplies new laptops to the customer" is the best available match to transfer of goods.

Therefore, using the ITIL framework's service interaction categories, B is the strongest and verified answer.

NEW QUESTION # 36

Which set correctly lists the components of the ITIL Value System (VS)?

- **A. Guiding principles, governance, value chain, management practices, continual improvement**
- B. Products, services, customers, suppliers, partners
- C. Guiding principles, governance, discover, deliver
- D. Value streams, projects, releases, incidents, changes

Answer: A

Explanation:

The correct components of the ITIL Value System are guiding principles, governance, value chain, management practices, and

