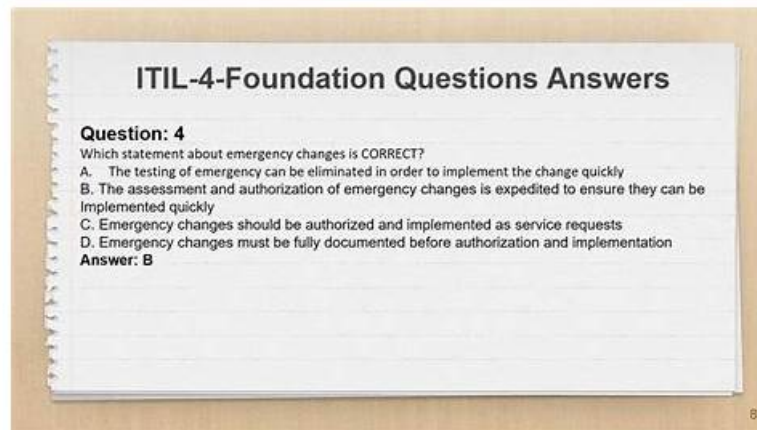


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## ITIL Foundation (Version 5) Sample Questions (Q61-Q66):

### NEW QUESTION # 61

How does the ' information and technology ' dimension support effective product and service management?

- A. By managing relationships with external suppliers
- **B. By enabling the use of data, information, and technology required to deliver services**
- C. By defining workflows and activities required for product development
- D. By defining organizational roles and responsibilities needed for product development

**Answer: B**

Explanation:

The information and technology dimension supports product and service management by enabling the data, information, and technology needed to create, deliver, support, and improve services. That is why option A is correct. ITIL emphasizes that this dimension includes applications, infrastructure, automation, analytics, AI, monitoring, communication tools, and the governance of information assets. It also includes data quality, usability, access, security, and technology capability. These elements help organizations make informed decisions, support workflows, and enable digital products and services. Roles and responsibilities

belong primarily to organizations and people. Workflow structure belongs to value streams and processes. External relationships belong to partners and suppliers. Therefore, the dimension focused on the technological and informational foundation of management and service delivery is information and technology.

#### NEW QUESTION # 62

What is service quality most concerned with?

- A. The speed of service development
- B. How quickly incidents are resolved
- C. The social responsibility of a service provider
- D. How well a service meets agreed requirements and expectations

**Answer: D**

Explanation:

Service quality is most concerned with how well a service meets agreed requirements and expectations, so option A is correct. ITIL defines service quality as the sum of the characteristics of a service that are relevant to its ability to satisfy stated and implied needs. This means quality is broader than speed of incident resolution alone. It includes utility, warranty, sustainability, and user experience, depending on the context of the service relationship. Social responsibility may be part of sustainability, but it does not on its own define overall service quality. Likewise, rapid development does not guarantee quality. ITIL encourages organizations to translate expectations into service level metrics and manage the service accordingly.

Therefore, service quality is fundamentally about meeting what has been agreed and what stakeholders genuinely need.

#### NEW QUESTION # 63

Which role authorizes budget for a service in a service relationship?

- A. Product vendor
- B. Customer
- C. User
- D. Sponsor

**Answer: D**

Explanation:

The sponsor is the role that authorizes the budget for a service, so option C is correct. In ITIL, different stakeholders in a service relationship have different responsibilities. The customer defines requirements and is accountable for the outcomes of service consumption. Users are the people who actually use the service. The sponsor is the person or group that authorizes funding and provides financial support for the service. This role is important because value co-creation depends not only on usage and outcomes, but also on the commitment of resources needed to obtain and sustain the service. A product vendor may provide or support a product, but that does not automatically make them the budget authority in the consumer organization. Therefore, the sponsor is the role most clearly linked to budget authorization.

#### NEW QUESTION # 64

Which metric is MOST appropriate for assessing the success of the ' build ' value chain activity?

- A. Number of incidents resolved within agreed targets
- B. Percentage of service requests fulfilled on first contact
- C. Customer satisfaction score after service delivery
- D. Quality of the product solutions

**Answer: D**

Explanation:

The most appropriate metric for assessing the success of the build activity is the quality of the product solutions, so option D is correct. Build is concerned with creating or modifying solution components so they are fit for intended use in later lifecycle stages. Measures for build therefore focus on the quality, completeness, maintainability, and suitability of what is produced. The other options are associated with different activities. Incident resolution within targets is more relevant to support. Customer satisfaction after service delivery is more relevant to deliver and service experience. First-contact fulfillment is also a service delivery or support

measure. ITIL encourages organizations to choose metrics that match the purpose of each value chain activity. Since build is about producing sound product components, the quality of those solutions is the clearest measure of success.

#### NEW QUESTION # 65

Which of the following is NOT a success metric of 'discover' activity?

- A. Strategic fit of the organization's products and service offerings
- B. Market relevance of the products and service offerings
- C. Service performance against the agreed SLA targets
- D. Stakeholder satisfaction with products and service offerings

**Answer: C**

Explanation:

Service performance against agreed SLA targets is not a success metric of the discover activity, so option C is correct. Discover is concerned with understanding stakeholder needs, market context, strategic direction, opportunities, and the relevance of product and service offerings. Suitable success measures therefore include strategic fit, market relevance, and stakeholder satisfaction with offerings. SLA performance, however, is typically associated with live service delivery and service quality management, especially within deliver, operate, and service level management. It measures how well an existing service performs against agreed targets, not how effectively the organization is exploring needs and opportunities. ITIL separates these concerns so that organizations can evaluate discovery work based on alignment and insight rather than operational results that happen later in the lifecycle.

#### NEW QUESTION # 66

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