

365 Days Of Free Updates To ITIL ITIL-5-Foundation Exam Questions

ITIL Foundation Sample Questions:

01. Which of the following is concerned with policy and direction?

- a) Capacity management
- b) Governance
- c) Service design
- d) Service level management

02. Software and technology are examples of which of the four Ps?

- a) Processes
- b) Performance
- c) Products
- d) Partners

03. Who normally chairs a change advisory board (CAB)?

- a) Change initiator
- b) Service owner
- c) Change manager
- d) Business relationship manager

04. Which process will regularly analyze incident data to identify discernable trends?

- a) Service level management
- b) Problem management
- c) Change management
- d) Event management

05. What is the MAIN reason for a service provider to understand the five aspects of service design?

- a) To prevent security breaches in mission critical services
- b) To ensure a holistic, results-driven approach

Dumpexams ITIL-5-Foundation exam certification training materials is not only the foundation for you to success, but also can help you play a more effective role in the IT industry. With efforts for years, the passing rate of Dumpexams ITIL-5-Foundation Certification Exam has reached as high as 100%. If you failed ITIL-5-Foundation exam with our ITIL-5-Foundation exam dumps, we will give a full refund unconditionally

ITIL ITIL-5-Foundation Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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 5	<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 6	<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 7	<ul style="list-style-type: none"> • Continual Improvement Model: Covers the seven-step structured approach for driving and sustaining organizational improvement over time.

>> New ITIL-5-Foundation Practice Materials <<

Pass-Sure New ITIL-5-Foundation Practice Materials & Leading Offer in Qualification Exams & 100% Pass-Rate ITIL-5-Foundation Exam Bootcamp

Now there are many IT training institutions which can provide you with ITIL certification ITIL-5-Foundation exam related training material, but usually through these website examinees do not gain detailed material. Because the materials they provide are specialized for ITIL Certification ITIL-5-Foundation Exam, so they didn't attract the examinee's attention.

ITIL Foundation (Version 5) Sample Questions (Q72-Q77):

NEW QUESTION # 72

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

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

Answer: C

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 # 73

What distinguishes 'continuous deployment' from 'continuous delivery'?

- A. Continuous deployment automatically deploys changes to production
- B. Continuous delivery eliminates testing activities
- C. Continuous deployment prevents frequent releases
- D. Continuous delivery requires manual code integration

Answer: A

Explanation:

Continuous deployment is distinct from continuous delivery because it automatically moves validated changes into the live production environment. That is why option C is correct. In continuous delivery, changes are integrated, tested, and made ready for release, but a deliberate business or operational decision may still be required before deployment to production. In continuous deployment, that final manual release decision is removed, and successful changes flow directly into use. This requires strong automation, testing discipline, monitoring, and confidence in the deployment pipeline. Option B is incorrect because continuous delivery does not require manual code integration; integration is normally frequent and automated. Option D is also wrong because testing becomes more

important, not less. ITIL aligns these practices with modern value stream optimization and reliable change flow.

NEW QUESTION # 74

How does ITIL describe the way the Guiding Principles should be applied together?

- A. They replace the need for governance and management practices
- **B. They should be used collectively and balanced based on the situation**
- C. They should be applied one at a time in a fixed sequence
- D. They should be applied independent of each other

Answer: B

Explanation:

ITIL describes the guiding principles as something that should be used collectively and balanced based on the situation, which makes option D correct. They are not a checklist to follow in a rigid order, and they do not replace governance, practices, or other parts of the value system. Instead, they support decision-making and behavior across all circumstances. In one situation, focus on value may be especially important. In another, collaboration, iterative progress, or simplicity may need more emphasis. The point is that they work together.

Applying one principle without considering the others can create imbalance or poor outcomes. This flexible approach allows the principles to remain useful across different industries, organizational types, and contexts. Their value lies in judgment, not mechanical sequence.

NEW QUESTION # 75

Which option is CORRECT in the context of a digital product and a digital service?

- A. A digital product replaces the need for services
- B. A digital service is limited to internal IT systems
- **C. A digital service enables value through the use of digital products**
- D. A digital service is independent of a digital product

Answer: C

Explanation:

A digital service enables value through the use of digital products, so option A is correct. ITIL explains that digital services largely or fully rely on digital products, which are combinations of an organization's resources based on digital technology and designed to offer value. The service is what facilitates outcomes for consumers, while the product provides the underlying capabilities, technology, interfaces, data, and resources that make that possible. A digital product does not replace the need for services because service management is still required to support delivery, operation, support, and improvement. A digital service is not limited to internal IT systems, since it can serve internal or external consumers. It is also not independent of a digital product, because the product typically underpins the service relationship and service experience.

NEW QUESTION # 76

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

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

Answer: D

Explanation:

The correct components of the ITIL Value System are guiding principles, governance, value chain, management practices, and continual improvement, so option D is correct. The ITIL Value System provides the overall model for how an organization ensures its products and services create value in a coherent, aligned, and adaptable way. The guiding principles provide universal recommendations for decision-making.

Governance ensures direction, evaluation, and monitoring. The value chain defines the high-level activities used across the lifecycle. Management practices provide the capabilities needed to perform work. Continual improvement ensures that the whole system

