

ITIL ITIL-5-Foundation専門試験 & ITIL-5-Foundation 関連問題資料



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>> ITIL ITIL-5-Foundation専門試験 <<

ITIL-5-Foundation関連問題資料 & ITIL-5-Foundationトレーニング

ITILのITIL-5-Foundation認定試験はMogiExamの最優秀な専門家チームが自分の知識と業界の経験を利用してどんどん研究した、満足ITIL認証受験生の需要に満たすの書籍がほかのサイトにも見えますが、MogiExamの商品が最も保障があって、君の最良の選択になります。

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">ITIL Management Practices: Introduces the purpose and core concepts of ITIL's 34 management practices across General, Service, and Technical categories.
トピック 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.
トピック 3	<ul style="list-style-type: none">Continual Improvement Model: Covers the seven-step structured approach for driving and sustaining organizational improvement over time.
トピック 4	<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.
トピック 5	<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.
トピック 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.

トピック 7	<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.
トピック 8	<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.
トピック 9	<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.

ITIL Foundation (Version 5) 認定 ITIL-5-Foundation 試験問題 (Q55-Q60):

質問 # 55

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

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

正解: B

解説:

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 evolves and remains effective over time. The other options list important concepts, but not the formal components of the Value System. ITIL uses this model to integrate governance and management into one practical framework.

質問 # 56

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

- A. By transferring responsibility for resources to consumers
- B. By allowing consumers to use provider resources
- C. By limiting resource use to internal teams
- 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 A 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 # 57

What refers to a detailed document outlining the requirements and characteristics of a product?

- A. Service request
- B. Change request
- C. Product specification

- D. Product prototype

正解: C

解説:

A product specification is the detailed document that outlines the requirements and characteristics of a product, which makes option D correct. In ITIL, the specification helps create a shared understanding of what the product is expected to do, how it should behave, what constraints apply, and what quality or acceptance criteria must be met. It serves as a reference point for design, build, testing, transition, and later improvement.

A prototype is different because it is an early model used to explore or validate ideas. A change request is a formal proposal for a change, and a service request is a user request for a standard service action or access. By clearly documenting requirements and critical characteristics, the product specification supports consistency, communication, and effective lifecycle management.

質問 # 58

Which of the following is typically used to establish a shared understanding of expected and achieved service quality?

- A. Product and service roadmaps
- B. Service level requirements
- C. Product specification
- **D. Service level agreement**

正解: D

解説:

A service level agreement is typically used to establish a shared understanding of expected and achieved service quality, so option B is correct. ITIL explains that service quality is often translated into service level metrics and documented through agreements between provider and customer. An SLA identifies the services covered, the agreed service levels, and how those levels will be measured and reviewed. This creates clarity around utility, warranty, sustainability, and experience expectations. A product specification describes product requirements, while service level requirements are usually inputs used to shape a future agreement rather than the formal shared understanding itself. Roadmaps show future direction and planning. Therefore, the SLA is the most appropriate mechanism for defining, communicating, and monitoring the agreed quality of a service relationship.

質問 # 59

A team is developing a new digital service. Instead of delivering all features at once, they release a small set of features, gather user feedback, and adjust the next release based on what they learn. Which ITIL Guiding Principle is the team applying in this situation?

- A. Collaborate and promote visibility
- **B. Progress iteratively with feedback**
- C. Focus on value
- D. Keep it simple and practical

正解: B

解説:

The team is applying the guiding principle "progress iteratively with feedback," so option C is correct. ITIL recommends moving in manageable steps rather than attempting to deliver everything in one large release. By releasing a small set of features first, the team reduces risk, gets faster learning, and avoids investing heavily in assumptions that may prove incorrect. Gathering user feedback allows them to refine priorities and make the next release more valuable and relevant. This principle is especially useful in complex or uncertain environments where needs may evolve and outcomes cannot be perfectly predicted in advance. While focus on value and collaboration are also important here, the clearest principle illustrated is iterative progress supported by feedback. It helps improve adaptability, responsiveness, and overall service quality.

質問 # 60

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