

最新ITIL-5-Foundation考證 - ITIL-5-Foundation考古題推薦



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ITIL ITIL-5-Foundation 考試大綱：

主題	簡介
主題 1	Value Stream Mapping and Management: Teaches how to identify, map, and optimize value streams to improve flow, reduce bottlenecks, and enhance delivery outcomes.
主題 2	Extension Module: AI Governance (Optional): An optional module addressing ethical, compliant, and responsible AI adoption, covering risk, transparency, and regulatory considerations.
主題 3	ITIL Management Practices: Introduces the purpose and core concepts of ITIL's 34 management practices across General, Service, and Technical categories.
主題 4	The ITIL Service Value System (SVS): Explains how guiding principles, governance, value chain activities, and continual improvement work together as one integrated framework.
主題 5	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.
主題 6	The Four Dimensions of Product and Service Management: Ensures holistic service management by examining People, Technology, Partners, and Value Streams as interconnected factors.
主題 7	Continual Improvement Model: Covers the seven-step structured approach for driving and sustaining organizational improvement over time.

- ITIL Guiding Principles: Introduces the seven universal principles that guide decision-making and collaboration across any organizational context.

>> 最新ITIL-5-Foundation考證 <<

ITIL-5-Foundation考古題推薦， ITIL-5-Foundation資料

ITIL 認證對於具體IT工作職位提供了一個嚴格的技術資格評定方法(筆試或/和操作考試)。對於雇員來說，增加了更多事業機會，對於雇主來說，意味著更強的競爭力。ITIL-5-Foundation 認證的特色在於基於工作職責的技術綱要，該綱要為使你在你的特定IT領域脫穎而出需要掌控的技術提供了明確又合理的標準。ITIL ITIL-5-Foundation 的認證在業界具有很強的權威性，是IT界認可並仰慕的一種專業技術認證。目前 ITIL 的熱門認證有 ITIL-5-Foundation 等！

最新的 ITIL Foundation Level ITIL-5-Foundation 免費考試真題 (Q14-Q19):**問題 #14**

Which statement regarding a partnership relationship is TRUE?

- A. It focuses on the operational and tactical levels, not on the strategic level
- B. It focuses mainly on operational efficiency and uses standardized contracts
- **C. It involves bespoke services with a focus on innovation and growth**
- D. It provides commercial off-the-shelf services for a wide range of consumers

答案： C

解題說明：

ITIL Version 5 describes partnership as a relationship in which two organizations work closely together to achieve common goals and objectives. In its comparison of service relationship types, the most collaborative end of the spectrum is associated with bespoke or custom services, stronger mutual dependency, higher trust, and a shared focus on innovation, growth, and long-term objectives. The document contrasts this with more basic or transactional relationships, which tend to use standard contracts and standardized services aimed at broad markets. This makes option D the correct answer. Option A reflects a more basic or commercially standardized relationship rather than a partnership. Option B is incorrect because partnerships often extend into strategic alignment, not just operational or tactical coordination. Option C describes mass-market, off-the-shelf service provision, which ITIL associates with more standardized service relationships, not partnerships.

Because ITIL links partnerships with closer collaboration, shared goals, and often more bespoke arrangements, D is the exact answer that best fits the official description.

問題 #15

Which BEST describes the principle of "keep it simple and practical" ?

- **A. Solutions should be designed to handle exceptions through rules**
- B. Add as many steps as possible to ensure every exception is fully controlled
- C. Every product should include as many features as possible to handle all exceptions
- D. All exceptions must be addressed with unique and detailed processes

答案： A

解題說明：

The correct answer is A. The ITIL guiding principle "keep it simple and practical" states that organizations should always aim to minimize the number of steps needed to accomplish an objective. ITIL Version 5 recommends applying outcome-based thinking and eliminating any process, product, service, action, or metric that does not increase value or produce a useful outcome. ITIL also warns that trying to create a specific solution for every exception often leads to over-complication. Designers should think about exceptions, but they cannot practically cover them all with detailed procedures. Instead, they should design rules that can handle exceptions generally. This makes option A the best answer. Options B, C, and D directly contradict the principle because they encourage too many features, too many unique processes, and too many steps. ITIL emphasizes simplicity, value, autonomy, trust,

and practical decision-making, especially in complex situations where rigid and overly detailed controls are often ineffective.

問題 #16

A team is gathering customer feedback and measuring current service response times to understand its existing performance. Which step of the ITIL Continual Improvement Model does this activity represent?

- A. Where do we want to be?
- **B. Where are we now?**
- C. What is the vision?
- D. Take action

答案： B

解題說明：

This scenario describes an assessment of the current state, which ITIL places in Step 2 of the Continual Improvement Model: "Where are we now?" The official text says that success depends on "a shared understanding of the starting point," and that a key element in this step is a current state assessment. ITIL adds that this may include evaluating existing products and services, user perception of value, workflows, skills, and available technology. It also says that current state assessments should be performed through objective measurement whenever possible, and where measurement is limited, organizations can use stakeholder stories and structured feedback. The question mentions both customer feedback and measured response times, which are exactly the kinds of inputs ITIL associates with understanding the present baseline.

It is not Step 1, because the team is not defining the vision. It is not Step 3, because they are not yet describing the target state. It is not "take action," because no improvement implementation is being described. The best and fully verified answer is therefore A.

問題 #17

Which of the following describes a sponsor within a consumer organization?

- A. The role that defines the requirements for a service
- B. A person or group that has its own functions and authorities
- C. A person or group that authorizes a change
- **D. The role that authorizes the budget for service consumption**

答案： D

解題說明：

The ITIL Version 5 glossary defines sponsor as "the role that authorizes budget for service consumption." This definition directly matches option D, so D is the correct answer. In service relationships, the sponsor is an important role on the consumer side because consumption of a service requires funding approval and organizational commitment. ITIL distinguishes this role from others involved in requirements, decision-making, or operational use. Option A is closer to the definition of an organization or group structure, not sponsor. Option B refers more to change authorization and would relate to change enablement activities, not consumer budgeting. Option C sounds more like a customer or business representative who defines needs or requirements, rather than the sponsor role itself. Because ITIL uses very precise glossary language for the roles in service relationships, the exact match must be preferred. Therefore, the verified answer is D: the sponsor is the role that authorizes the budget for service consumption.

問題 #18

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

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

答案： B

解題說明：

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.

問題 #19

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現在許多公司正要求員工接受減薪，然而雇員可能抱怨幾年前增加的不足百分之四或五的薪水，持有當前的 IT 認證不能保證您不面對減薪。但擁有特別的認證包括 GAQM、EMC、ISC 證書，就會使員工具有獲得被付高薪的資格。而 Testpdf 為你提供的 ITIL ITIL-5-Foundation 練習題和答案能使你順利通過考試。ITIL ITIL-5-Foundation 考古題是考試之前的模擬考試時很有必要的，也是很有效的。如果你選擇了它，你可以100%通過 ITIL-5-Foundation 考試。

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