

ITIL Exams

ITILFND-V5

ITIL Foundation (Version 5)

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Question: 1

Which element of the operating model refers to third parties contributing to value creation activities?

- A. Partners and suppliers
- B. Value streams and processes
- C. Value chain
- D. Organizations and people

Answer: A

Question: 2

What does sustainability assure in the context of a service or product?

- A. The service will meet the agreed requirements
- B. The service will continually meet requirements for environmental responsibility
- C. The service delivers the required functionality to meet business needs
- D. The service supports the performance of the consumer

Answer: B

Question: 3

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

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

Answer: D

Question: 4

Which of the following BEST describes an operating model?

- A. A set of rules that ensures consistent decision-making and accountability within the organization
- B. A recommendation that guides an organization's actions and decisions in all circumstances
- C. A set of organizational resources designed for performing specific work or achieving a particular objective
- D. A conceptual and visual representation of how an organization co-creates value with its customers

Answer: D

Question: 5

How do service providers contribute to the creation of service value for consumers?

- A. They reduce risks and provide resources through specialization
- B. They eliminate the need for consumers to use any resources
- C. They replace consumers' responsibilities with their own services
- D. They determine the financial outcomes for consumers directly

Answer: A

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