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Exam : **ITILFND V5**

Title : ITIL Foundation (Version 5)

Version : DEMO

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

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

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

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

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