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Q&A

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Exam : **ITIL 5 Foundation**

Title : ITIL Foundation (Version 5)

Version : DEMO

1.Which type of service relationship typically focuses on support and efficiency through standardized services?
A. Basic relationship
B. Cooperative relationship
C. Collaborative relationship
D. Partner relationship
Answer: A
Explanation:
A basic relationship is the correct answer because in ITIL 5 it usually involves a more standardized form of interaction between provider and consumer. The focus is on delivering agreed services efficiently, reliably, and with clear expectations, rather than on deep joint planning or shared governance. In a basic relationship, the service provider typically defines much of the service structure, and the consumer uses the service according to agreed terms. This model works well when services are repeatable, predictable, and designed for scale. By contrast, cooperative and collaborative relationships involve greater interaction, shared decision-making, and more active coordination between the organizations. Therefore, when the goal is support and efficiency through standardized services, the relationship type that best matches that ITIL description is the basic relationship.

2.What is an incident in IT services?
A. Any change of state significant for management
B. An unplanned interruption to a service or reduction in service quality
C. A cause of one or more interruptions
D. A flaw or vulnerability in a service
Answer: B
Explanation:
An incident is defined in ITIL as an unplanned interruption to a service or a reduction in the quality of a service. That is why option B is correct. The key idea is that an incident affects normal service performance and requires timely attention to restore expected service levels.
Option A describes an event, which is any change of state that has significance for service management.
Option C describes a problem, which is the cause or potential cause of one or more incidents.
Option D refers more closely to a known error, defect, or vulnerability. ITIL separates these terms carefully because each one supports a different management activity. Incident management is focused on restoring service quickly, while problem management seeks deeper root causes and longer-term prevention.

3.What distinguishes 'continuous deployment' from 'continuous delivery?
A. Continuous deployment prevents frequent releases
B. Continuous delivery requires manual code integration
C. Continuous deployment automatically deploys changes to production
D. Continuous delivery eliminates testing activities
Answer: C
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.

4.Why do ITIL practice guides follow a standardized structure across all practices?
A. To make it easier for organizations to understand and apply different practices
B. To ensure all practices are implemented in the same sequence
C. To enforce uniform tooling and technology choices
D. To limit the flexibility of practice adoption
Answer: A
Explanation:
ITIL practice guides use a standardized structure to make the guidance easier to understand, compare, and apply across different organizational contexts. That is why option A is correct. A consistent structure helps learners and practitioners quickly locate key areas such as purpose, key concepts, workflows, measures, roles, competencies, information and technology, and capability development. This improves usability without forcing identical implementation. ITIL does not require organizations to implement every practice in the same sequence, nor does it prescribe one mandatory set of tools. In fact, ITIL strongly supports adaptation to context. The standard format provides clarity and coherence while still allowing flexibility. This is especially helpful in product and service management, where many practices interact and need to be understood as part of a broader management system.

5.Which dimension is concerned with management of relationships with external organizations?
A. Partners and suppliers
B. Information and technology
C. Organizations and people
D. Value streams and processes
Answer: A
Explanation:
The correct answer is partners and suppliers because this ITIL dimension focuses on an organization’s relationships with external parties involved in creating, delivering, supporting, or improving products and services. These may include suppliers, strategic partners, outsourced providers, and other contributors in the wider service ecosystem. ITIL emphasizes that no organization operates alone, so managing agreements, dependencies, expectations, and collaboration with third parties is essential. This dimension also considers sourcing strategies, levels of integration, risk, capability availability, and service coordination across networks. The other dimensions focus on different areas: organizations and people addresses structure, culture, and competencies; information and technology addresses data and enabling technologies; and value streams and processes addresses workflows and how work is organized to create value. Therefore, external relationship management sits within partners and

suppliers.