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Peoplecert ITIL Foundation (Version 5) Sample Questions (Q88-Q93):

NEW QUESTION # 88

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

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

Answer: D

Explanation:

The operating model element that refers to third parties contributing to value creation activities is partners and suppliers, as it describes how external organizations support the service provider through goods, services, and expertise to help create and deliver value.

NEW QUESTION # 89

Why does the ITIL Continual Improvement Model begin by defining the vision?

- A. To identify improvement actions and assign responsibilities
- B. To confirm whether previous improvement initiatives were successful
- C. To document current performance metrics before changes are made
- **D. To ensure improvement efforts are aligned with the organization's objectives**

Answer: D

Explanation:

The continual improvement model begins by defining the vision to ensure that improvement efforts align with organizational objectives, so option B is correct. Without a clear understanding of the desired direction, teams may improve the wrong things, optimize locally, or invest effort in changes that do not support strategy or stakeholder value. The vision acts as the anchor for later questions such as where the organization is now, where it wants to be, how it will get there, and how progress will be measured. ITIL emphasizes that improvement should not be random or isolated. It should support the wider purpose, priorities, and desired outcomes of the organization.

Current performance metrics and actions matter, but they come after the vision has clarified what success actually means in context.

NEW QUESTION # 90

How does the 'organizations and people' dimension contribute to effective product and service management?

- A. By defining the technologies used to deliver services
- B. By automating workflows across value streams
- C. By managing relationships with external organizations
- **D. By ensuring skills, culture, and communication support value creation**

Answer: D

Explanation:

The organizations and people dimension contributes by ensuring that skills, culture, structure, leadership, and communication support value creation, so option A is correct. ITIL emphasizes that effective product and service management depends not only on processes and tools, but also on human capability and organizational behavior. This dimension includes roles, responsibilities, authority, competencies, culture, collaboration, psychological safety, and continual learning. When these elements are healthy and aligned with strategy, teams are better able to make decisions, adapt to change, manage complexity, and work across boundaries. Defining technologies belongs to information and technology. Managing external relationships belongs to partners and suppliers. Automating workflows relates more to process and technology considerations. Therefore, the human and cultural foundation of effective management is the organizations and people dimension.

NEW QUESTION # 91

Which of the following activities BEST represents transfer of goods in a service offering?

- A. A team attends a virtual training session
- **B. A service provider supplies new laptops to the customer**

- C. A customer receives advice from a helpdesk agent
- D. A cloud user accesses shared online storage

Answer: B

Explanation:

Transfer of goods involves the provision of ownership of physical items from the service provider to the consumer. Supplying new laptops represents the transfer of tangible goods as part of the service offering.

NEW QUESTION # 92

Which role takes responsibility for the outcomes of service consumption?

- A. Service provider
- **B. Customer**
- C. Sponsor
- D. Organization

Answer: B

Explanation:

The customer takes responsibility for the outcomes of service consumption, so option C is correct. In ITIL, the customer is the person or organization that defines requirements and is accountable for the outcomes enabled by the service. This is different from the sponsor, who authorizes budget, and different from users, who interact with the service directly. The service provider is responsible for delivering and supporting the service, but it cannot fully control the consumer's outcomes because those outcomes also depend on how the service is used within the consumer's environment. This distinction is important in service relationships because value is co-created, not simply delivered one-way. By placing accountability for outcomes with the customer, ITIL reflects the shared nature of value creation and the need for active participation on both sides.

NEW QUESTION # 93

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