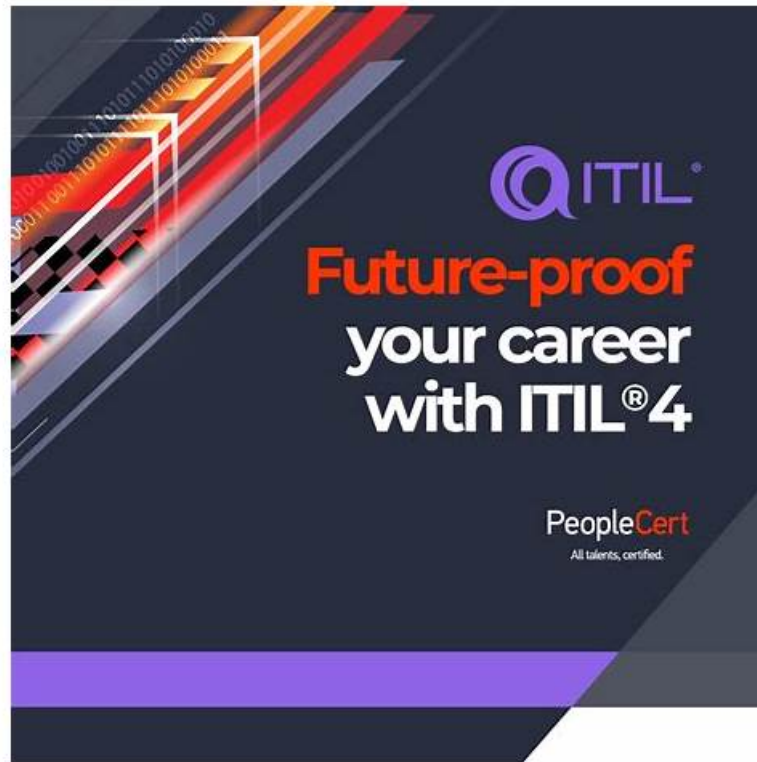


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## Peoplecert ITIL Foundation (Version 5) Sample Questions (Q103-Q108):

### NEW QUESTION # 103

What is the primary role of a digital service?

- A. To replace product management practices with service management
- B. To ensure compliance with policies and external regulations
- C. To define processes and workflows for value creation

- **D. To enable value co-creation by facilitating customer outcomes**

**Answer: D**

Explanation:

A digital service primarily exists to enable value co-creation by facilitating the outcomes that customers want to achieve. That is why option B is correct. In ITIL, a service helps consumers achieve desired outcomes without them needing to manage all the specific costs and risks themselves. A digital service does this through digital products, technology resources, service actions, and access mechanisms that support users and customers. Processes and workflows may help deliver the service, but they are not the service's primary purpose. Likewise, compliance may be important, but it is a supporting requirement rather than the core role. ITIL consistently defines service management around value, outcomes, and stakeholder needs.

Therefore, the central purpose of a digital service is to help consumers achieve meaningful results through managed, technology-enabled service relationships.

#### **NEW QUESTION # 104**

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**

**Answer: D**

Explanation:

A sponsor within a consumer organization is the role that authorizes the budget for service consumption, ensuring that funding is approved to obtain and use the service.

#### **NEW QUESTION # 105**

What is a product prototype?

- **A. An initial version of a product demonstrating its basic form and functionality**
- B. The process of releasing new or updated products to users
- C. A request that triggers an agreed service action
- D. A finalized product specification approved for development

**Answer: A**

Explanation:

A product prototype is an initial version of a product that demonstrates its basic form and functionality, allowing stakeholders to explore, validate, and refine ideas before full development and release.

#### **NEW QUESTION # 106**

A service provider commits to using recyclable components, reducing carbon emissions, and maintaining transparent supply chains. Which concept does this commitment represent?

- A. Utility
- **B. Sustainability**
- C. User experience
- D. Warranty

**Answer: B**

Explanation:

This commitment represents sustainability, so option B is correct. ITIL includes sustainability as one of the important categories of service level and service quality consideration. It refers to the assurance that a product or service meets requirements related to environmental stewardship, social progress, and economic growth. Examples include responsible sourcing, low carbon footprint, use of recycled or recyclable materials, clean energy, ethical employment practices, and transparent supply chains. Utility is about what

the service does. Warranty is about how well it performs. User experience is about how the user perceives interactions with the service and provider. Since the scenario specifically mentions recyclable components, emissions reduction, and supply chain transparency, it clearly reflects sustainability as defined in ITIL 5.

### NEW QUESTION # 107

What distinguishes 'continuous deployment' from continuous delivery?

- A. Continuous delivery eliminates testing activities
- B. Continuous delivery requires manual code integration
- C. Continuous deployment prevents frequent releases
- **D. Continuous deployment automatically deploys changes to production**

**Answer: D**

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.

### NEW QUESTION # 108

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