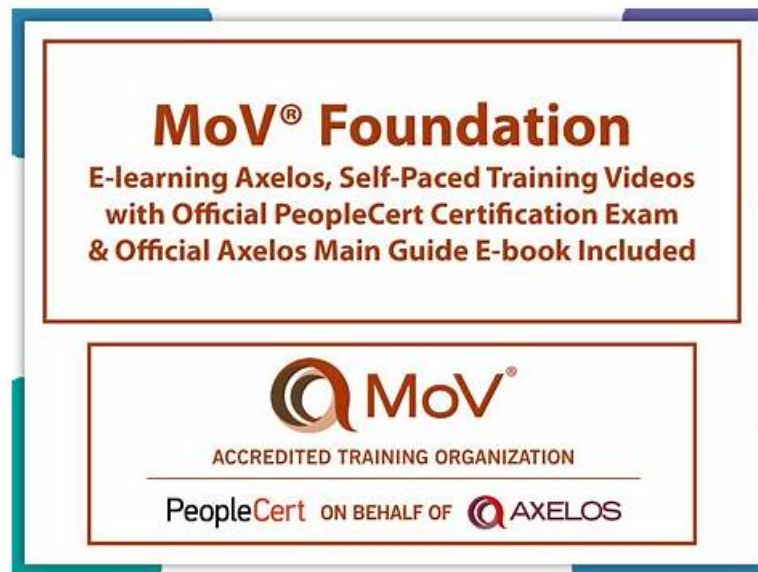


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Peoplecert ITIL Foundation (Version 5) Sample Questions (Q95-Q100):

NEW QUESTION # 95

What is a value stream?

- A. A tangible or intangible deliverable of an activity
- B. A set of organizational resources and capabilities to achieve an objective
- C. A series of steps an organization undertakes to enable value for consumers through management of products and services
- D. A configuration of an organization's resources designed to offer value for a consumer

Answer: C

Explanation:

A value stream is a series of steps an organization undertakes to create and deliver products and services, enabling value for

consumers through coordinated activities and the use of management practices.

NEW QUESTION # 96

When considering the type of relationship required with other organizations involved in the design and delivery of services, which dimension of service management are you utilizing?

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

Answer: C

NEW QUESTION # 97

What is the PRIMARY purpose of the 'acquire' activity?

- A. Provide services and manage user onboarding
- B. Secure and allocate necessary resources efficiently
- C. Create functional prototypes for testing
- D. Resolve incidents and fulfil recovery procedures

Answer: B

Explanation:

The primary purpose of the acquire activity is to secure and allocate the necessary resources efficiently, so option B is correct. In ITIL, value creation depends on having the right people, technologies, suppliers, components, information, and services available when needed. The acquire activity supports this by sourcing, obtaining, and allocating resources in line with strategy, architecture, and operational demand. It may involve procurement, supplier coordination, access arrangements, or other forms of resource acquisition. Incident recovery belongs more to support.

User onboarding belongs to deliver. Creating prototypes belongs to design. Acquire is important because value streams cannot perform effectively if critical resources are missing, delayed, poor in quality, or misaligned with requirements. It helps ensure that the organization has the inputs needed to build, operate, and improve products and services.

NEW QUESTION # 98

A telecom provider designs an enterprise package that combines internet, VoIP, network security and technical support. Which concept does this illustrate?

- A. Transfer of goods
- B. Access to resources
- C. Service offering
- D. Service action

Answer: C

NEW QUESTION # 99

Which is an approach to software development in which software can be released to production at any time after a decision is made by the team?

- A. DevOps
- B. Continuous Deployment
- C. Continuous Delivery
- D. Continuous Integration

Answer: C

Explanation:

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