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### Peoplecert ITIL Foundation (Version 5) Sample Questions (Q18-Q23):

#### NEW QUESTION # 18

Which chapter of a practice guide provides recommendations for the successful automation of the practice?

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

**Answer: A**

Explanation:

The Information and technology chapter of a practice guide provides recommendations for the successful automation of the practice, as it addresses the tools, systems, and technological considerations that enable and support automation.

### NEW QUESTION # 19

Which is a key requirement for successful service level agreements (SLAs)?

- A. They should be carried forward, unchanged, from one year to the next to enable consistent service
- **B. They should be written using language and terms which all parties will understand**
- C. They should be based on system-based metrics which are useful to the service provider
- D. They should avoid ambiguous targets such as those relating to user experience

**Answer: B**

Explanation:

An SLA is defined as a documented agreement between a service provider and a customer that identifies both services required and the expected level of service.

SLAs are used to measure the performance of services from the customer's point of view, and it is important that they are agreed in the wider business context.

Some of the key requirements for successful SLAs include:

They must be related to a defined 'service' in the service catalogue. Individual metrics without a specified service context are unhelpful.

They should relate to defined outcomes and not simply operational metrics. This can be achieved with balanced bundles of metrics, such as customer satisfaction and key business outcomes.

They should reflect an 'agreement': an engagement and discussion between the service provider and the service consumer. It is important to involve all stakeholders, including partners, sponsors, users, and customers.

They must be simply written and easy to understand and use for all parties.

### NEW QUESTION # 20

Which term BEST describes a group of people that has its own functions with responsibilities, authorities, and relationships to achieve its objectives?

- **A. Organization**
- B. Service Journey
- C. Culture
- D. Partnership

**Answer: A**

Explanation:

An organization is defined as a group of people with its own functions, responsibilities, authorities, and relationships established to achieve specific objectives.

### NEW QUESTION # 21

What is the MAIN purpose of the 'discover' activity?

- A. To secure and allocate resources efficiently
- **B. To align product capabilities with consumer needs and strategy**
- C. To maintain and monitor digital products
- D. To develop and test digital products

**Answer: B**

Explanation:

The main purpose of the discover activity is to align product capabilities with consumer needs and organizational strategy, so option B is correct. Discover is concerned with understanding the market, stakeholders, opportunities, constraints, and strategic direction before design and build work begins. It helps the organization identify what should be created or improved and why that matters. This includes gathering insights, understanding service consumers, exploring demand, and confirming relevance. Developing and testing products belongs more to build and related activities. Securing resources belongs to acquire. Maintaining and monitoring products belongs to operate. Discover is valuable because it reduces the risk of building the wrong thing and helps ensure that product and service decisions are grounded in value, context, and strategic fit rather than assumptions alone.

## NEW QUESTION # 22

Which statement regarding a partnership relationship is TRUE?

- A. It focuses mainly on operational efficiency and uses standardized contracts
- B. It focuses on operational and tactical level not on strategic level
- C. It involves bespoke services with a focus on innovation and growth
- D. It provides commercial off-the-shelf services for a wide range of consumers

**Answer: C**

Explanation:

A partnership relationship involves close collaboration between organizations, often delivering bespoke services with a strong focus on innovation, shared goals, and long-term growth rather than standardized, transactional arrangements.

## NEW QUESTION # 23

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