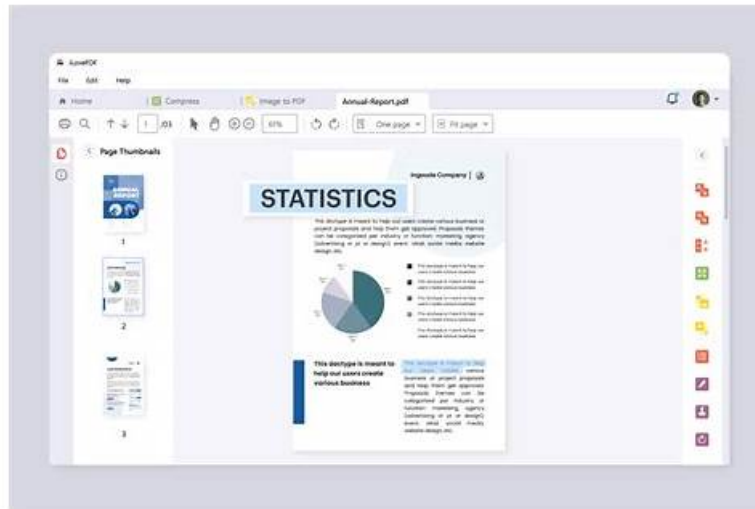


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### Peoplecert ITIL Foundation (Version 5) Sample Questions (Q47-Q52):

#### NEW QUESTION # 47

How should the seven guiding principles be combined when an organization is making a decision?

- A. By considering each guiding principle to understand its relevance before applying it
- B. By using all the guiding principles equally when making any decision
- C. By selecting one guiding principle to follow as the main basis for every decision
- D. By using the 'keep it simple and practical' principle and one or two others that are relevant to the specific decision

**Answer: A**

**Explanation:**

The guiding principles should each be considered to determine their relevance to the specific context and decision, as they are universal recommendations that may apply differently depending on the situation.

### NEW QUESTION # 48

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. User experience
- C. Sustainability
- D. Warranty

**Answer: C**

Explanation:

This commitment represents sustainability, so option D 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 # 49

Which governance activity is focused on ensuring adherence with policies and strategic direction?

- A. Evaluate
- B. Discover
- C. Direct
- D. Monitor

**Answer: D**

Explanation:

Monitor is the governance activity focused on ensuring adherence with policies, expectations, and strategic direction, which makes option C correct. In ITIL governance, evaluate is used to assess stakeholder needs, environmental conditions, and performance information. Direct is used to establish direction, priorities, and policies. Monitor checks whether actual performance, behavior, and results align with what has been directed and required. It is therefore the activity most closely associated with oversight, compliance, assurance, and accountability. Discover is not one of the governance activities in the ITIL Value System. Monitoring is essential because strategy and policies only create value when the organization confirms they are being followed and that the intended outcomes are being achieved. This keeps governance connected to performance, risk, and continual improvement.

### NEW QUESTION # 50

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

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

**Answer: C**

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 # 51

Which option is CORRECT in the context of a digital product and a digital service?

- A. A digital product replaces the need for services
- **B. A digital service enables value through the use of digital products**
- C. A digital service is limited to internal IT systems
- D. A digital service is independent of a digital product

**Answer: B**

Explanation:

A digital service enables value through the use of digital products, so option A is correct. ITIL explains that digital services largely or fully rely on digital products, which are combinations of an organization's resources based on digital technology and designed to offer value. The service is what facilitates outcomes for consumers, while the product provides the underlying capabilities, technology, interfaces, data, and resources that make that possible. A digital product does not replace the need for services because service management is still required to support delivery, operation, support, and improvement. A digital service is not limited to internal IT systems, since it can serve internal or external consumers. It is also not independent of a digital product, because the product typically underpins the service relationship and service experience.

## NEW QUESTION # 52

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