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Peoplecert ITILFNDv5 Exam Syllabus Topics:

Section	Objectives
Topic 1: ITIL Service Value System (SVS)	- Continual Improvement - Service Value Chain - Governance - Guiding Principles
Topic 2: ITIL Management Practices	- General Management Practices Overview - Technical Management Practices Overview - Service Management Practices Overview
Topic 3: The Four Dimensions of Service Management	- Organizations and People - Partners and Suppliers - Information and Technology - Value Streams and Processes
Topic 4: Key Concepts of Service Management	- Value and Value Co-Creation - Products and Services - Organizations, Service Providers, Service Consumers

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Peoplecert ITIL Foundation (Version 5) Sample Questions (Q105-Q110):

NEW QUESTION # 105

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

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

Answer: C

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 # 106

The board of directors approves a new digital strategy and instructs management to prioritize investment in cloud infrastructure to support future growth. Which governance activity does this represent?

- A. Evaluate
- B. Engage stakeholders
- C. Direct
- D. Monitor

Answer: C

Explanation:

Direct represents the governance activity where the governing body sets direction, priorities, and policies, such as approving a strategy and instructing management to focus investment on specific initiatives.

NEW QUESTION # 107

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

- A. A customer receives advice from a helpdesk agent
- B. A team attends a virtual training session
- C. A cloud user accesses shared online storage
- D. A service provider supplies new laptops to the customer

Answer: D

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 # 108

How does an enabling value stream contribute to value creation?

- A. By supporting the effective operation of core value streams
- B. By defining customer outcomes and service expectations
- C. By replacing the need for core value streams
- D. By acting as the primary interface with service consumers

Answer: A

Explanation:

An enabling value stream contributes to value creation by supporting the operation and performance of core value streams. That is why option A is correct. Core value streams directly create or deliver value for service consumers, while enabling value streams provide the capabilities, resources, coordination, or support needed for those core streams to function effectively. Examples may include procurement, onboarding, internal platform management, or knowledge management processes that do not directly serve the customer at the final interaction point but are essential for smooth service creation and delivery. ITIL takes a holistic view of value creation and recognizes that many important workflows are indirect. These supporting streams do not replace core value streams, but they strengthen them by improving reliability, speed, quality, and consistency across the wider operating model.

NEW QUESTION # 109

What is service quality most concerned with?

- **A. How well a service meets agreed requirements and expectations**
- B. The speed of service development
- C. The social responsibility of a service provider
- D. How quickly incidents are resolved

Answer: A

Explanation:

Service quality is most concerned with how well a service meets agreed requirements and expectations, so option A is correct. ITIL defines service quality as the sum of the characteristics of a service that are relevant to its ability to satisfy stated and implied needs. This means quality is broader than speed of incident resolution alone. It includes utility, warranty, sustainability, and user experience, depending on the context of the service relationship. Social responsibility may be part of sustainability, but it does not on its own define overall service quality. Likewise, rapid development does not guarantee quality. ITIL encourages organizations to translate expectations into service level metrics and manage the service accordingly. Therefore, service quality is fundamentally about meeting what has been agreed and what stakeholders genuinely need.

NEW QUESTION # 110

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