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Peoplecert ITIL Foundation (Version 5) Sample Questions (Q53-Q58):

NEW QUESTION # 53

Which dimension is concerned with management of relationships with external organizations?

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

Answer: C

Explanation:

The correct answer is partners and suppliers because this ITIL dimension focuses on an organization's relationships with external parties involved in creating, delivering, supporting, or improving products and services. These may include suppliers, strategic partners, outsourced providers, and other contributors in the wider service ecosystem. ITIL emphasizes that no organization operates alone, so managing agreements, dependencies, expectations, and collaboration with third parties is essential. This dimension also considers sourcing strategies, levels of integration, risk, capability availability, and service coordination across networks.

NEW QUESTION # 54

Which is an activity of the 'incident management' practice?

- A. Providing good-quality updates when expected
- B. Automating service requests to the greatest degree possible
- C. Assessing and prioritizing improvement opportunities
- D. Performing service reviews with customers

Answer: A

NEW QUESTION # 55

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

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

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 # 56

According to the ITIL Guiding Principle 'Start where you are', what is the MAIN risk of starting over without considering what is already available when improving a service?

- A. Wasting time and losing valuable existing capabilities and resources
- B. Losing opportunities for collaboration and shared understanding across teams
- C. Failing to gather feedback needed to guide gradual improvement
- D. Overcomplicating solutions by ignoring practical, simple approaches

Answer: A

Explanation:

The main risk is wasting time and losing valuable existing capabilities and resources, so option A is correct. The guiding principle "start where you are" encourages organizations to assess the current state before deciding what to change. Existing services, workflows, knowledge, technologies, relationships, and capabilities may already provide useful foundations for improvement. Ignoring them can lead to unnecessary effort, repeated mistakes, disruption, and the loss of things that were already working well. ITIL does not suggest preserving everything unchanged, but it does recommend understanding and reusing what is valuable before rebuilding.

Starting over without evaluation can also damage morale and continuity. This principle helps organizations improve more intelligently by building on reality instead of assuming that total replacement is always the best answer.

NEW QUESTION # 57

An IT support engineer assisting a user in configuring their laptop is an example of which concept?

- A. Transfer of goods
- B. Service actions
- C. Access to resources
- D. Sustainability

Answer: B

Explanation:

This is an example of service actions, which makes option B correct. In ITIL, service relationships can involve access to resources, transfer of goods, and service actions. Service actions are activities performed by the provider, or jointly by provider and consumer, to help users achieve outcomes. Assisting a user with configuring a laptop clearly involves active support and direct interaction, so it fits the service actions category. It is not transfer of goods, because the key interaction is not about handing over a physical item. It is not sustainability, which relates to environmental, social, and economic responsibility. It is also not simply access to resources, because the engineer is doing more than just granting access. The assistance itself is the value-creating action in this scenario.

NEW QUESTION # 58

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