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## Quiz 2026 Peoplecert Efficient ITILFNDv5: ITIL Foundation (Version 5) Latest Test Questions

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### Peoplecert ITIL Foundation (Version 5) Sample Questions (Q19-Q24):

#### NEW QUESTION # 19

An organization is planning to improve the existing service and wants to understand its current performance before making any changes. According to the principle 'Start where you are,' what could an organization consider when observing current performance of the service?

- A. Identify who the consumer is and why they use the service
- B. Select the right message and method to communicate with stakeholders
- C. Avoid applying risk management when reusing existing processes
- D. Involve people who have little or no prior knowledge of the service

**Answer: A**

Explanation:

The principle 'Start where you are' emphasizes assessing the current state before making changes. Identifying who the consumer is and why they use the service helps the organization understand existing value, performance, and context, enabling informed decisions based on real conditions rather than assumptions.

### NEW QUESTION # 20

Which of the following BEST describes an operating model?

- A. A recommendation that guides an organization's actions and decisions in all circumstances
- B. A set of organizational resources designed for performing specific work or achieving a particular objective
- C. A conceptual and visual representation of how an organization co-creates value with its customers
- D. A set of rules that ensures consistent decision-making and accountability within the organization

**Answer: C**

Explanation:

An operating model is a conceptual and visual representation of how an organization works to co- create value with its customers, showing how its components and activities integrate and interact to deliver products and services.

### NEW QUESTION # 21

Which BEST explains why an organization might choose to engage external suppliers?

- A. To minimize reliance on third-party providers
- B. To obtain capabilities that are difficult to develop internally
- C. To remove the need for oversight, governance, and internal management
- D. To maintain greater control and visibility over service delivery

**Answer: B**

Explanation:

An organization may engage external suppliers to obtain specialized capabilities, expertise, or resources that are difficult, costly, or time-consuming to develop internally, thereby enhancing its ability to deliver value.

### NEW QUESTION # 22

Why do many digital service providers aim to reduce or eliminate service actions?

- A. To comply with financial and regulatory policies
- B. To ensure every service interaction is handled manually for better control
- C. To streamline operations and increase consistency by relying more on automation
- D. To strengthen direct personal engagement between users and support staff

**Answer: C**

Explanation:

Many digital service providers aim to reduce or eliminate service actions to streamline operations and increase consistency by relying more on automation, enabling faster, more reliable, and scalable service delivery with less manual intervention.

### NEW QUESTION # 23

Which of the following is NOT an activity of digital product and service lifecycle?

- A. Agree
- B. Acquire
- C. Build
- D. Discover

**Answer: A**

Explanation:

The digital product and service lifecycle includes activities such as discover, design, build, transition, operate, support, deliver, and acquire. "Agree" is not one of the defined lifecycle activities.

### NEW QUESTION # 24



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