

Latest Real ITILFNDv5 Exam - Exam ITILFNDv5 Topics

20 MOST COMMON EXAM TOPICS - C2 ORAL & ESSAY PROMPTS – PROFICIENCY LEVEL

1. **THE MEDIA** How is the media different now from 20 years ago?
2. **HEALTH & WELLBEING** What are the main criteria for a healthy lifestyle?
3. **LEISURE TIME** What are the drawbacks of online gaming?
4. **CRIME & PUNISHMENT** Should the death penalty be banned?
5. **JOBS & CAREERS** Which jobs are the most difficult and undervalued?
6. **FAMILY & FRIENDSHIP** Is it a good idea to meet new people through social media?
7. **FASHION & STYLE** How much can we judge somebody by their clothes?
8. **DREAMS & AMBITIONS** Why is it important to have a bucket list?
9. **THE ENVIRONMENT** Is it better to recycle or to limit how much we consume?
10. **ART & MUSIC** Is art and music as important as math and science?
11. **SHOPPING** Do you think that we will buy everything online in the future?
12. **SPORT & EXERCISE** Why are extreme sports so popular?
13. **FAME** Why does fame so often fail to make people happy?
14. **LEARNING & EDUCATION** What are the qualities of a good teacher?
15. **CULTURE & DIVERSITY** Why do you think preserving ones culture is important?
16. **SCIENCE & TECHNOLOGY** Should governments invest in space travel?
17. **HISTORY** Why is learning about our history important?
18. **SPECIAL OCCASIONS** What is your favourite celebration? Why?
19. **TRAVEL & TRANSPORT** How can city transport be improved?
20. **ANIMALS & NATURE** Should zoos be banned?



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Peoplecert ITIL Foundation (Version 5) Sample Questions (Q77-Q82):

NEW QUESTION # 77

Which term is used to describe removing something that could have an effect on a service?

- A. A problem
- **B. A change**
- C. An IT asset
- D. An incident

Answer: B

Explanation:

In IT service management, a change refers to any alteration to the IT environment that can affect services, including removing components that could lead to potential issues.

NEW QUESTION # 78

What does observability enable in digital product and service management?

- **A. Understanding system behaviour through outputs such as logs, metrics, and traces**
- B. Automatically preventing incidents from occurring
- C. Improving service reliability through engineering practices
- D. Ensuring changes are approved before being deployed

Answer: A

Explanation:

Observability enables understanding of system behavior through outputs such as logs, metrics, and traces, which makes option A correct. In digital product and service management, observability helps teams detect patterns, diagnose issues, understand dependencies, and gain insight into how complex systems behave in real conditions. It supports faster analysis and better decision-making, especially in distributed or rapidly changing environments. It does not guarantee that incidents will be automatically prevented, and it is not primarily about approval of changes.

Although observability can contribute to improved reliability, that is a result rather than the direct definition. ITIL's emphasis on information and technology includes the use of monitoring and analysis capabilities to support operation and continual improvement. Observability is therefore a way to make system behavior visible and understandable.

NEW QUESTION # 79

Which element of the operating model refers to third parties contributing to value creation activities?

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

Answer: C

Explanation:

The operating model element that refers to third parties contributing to value creation activities is partners and suppliers, as it describes how external organizations support the service provider through goods, services, and expertise to help create and deliver value.

NEW QUESTION # 80

Which is the purpose of the 'transition' activity?

- A. To ensure continual alignment of product roadmap with needs of service consumers
- **B. To seamlessly introduce new products into operational environment**
- C. To develop, integrate and test digital products
- D. To create prototypes and specifications for products and services

Answer: B

Explanation:

The purpose of the transition activity is to ensure that new or changed products and services are introduced into the operational

environment in a controlled and seamless manner, minimizing risk and disruption.

NEW QUESTION # 81

Identify the missing word(s) in the following sentence.

A(n) [?] is the cause, or potential cause, of one or more incidents.

- A. Event
- B. Known error
- C. Change
- **D. Problem**

Answer: D

Explanation:

The cause of one or more incidents. It represents a deeper issue that needs to be identified and resolved to prevent future incidents. For example, the root cause of a system outage might be a software bug or a hardware failure.

NEW QUESTION # 82

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