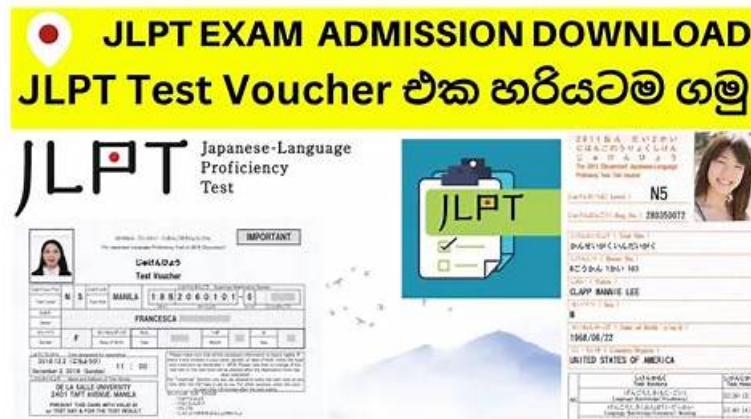


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### Peoplecert ITIL Foundation (Version 5) Sample Questions (Q12-Q17):

#### NEW QUESTION # 12

Which practice has a purpose that includes managing risks to confidentiality, integrity and availability?

- A. Monitoring and event management
- B. Service level management
- C. Information security management
- D. Continual improvement

Answer: C

#### NEW QUESTION # 13

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

- A. To strengthen direct personal engagement between users and support staff

- 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 comply with financial and regulatory policies

**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 # 14**

Which practice has the purpose of ensuring that the organization's suppliers and their performance are managed appropriately to support the provision of seamless, quality products and services?

- **A. Supplier management**
- B. Release management
- C. Service management
- D. Relationship management

**Answer: A**

#### **NEW QUESTION # 15**

Which is the purpose of the 'transition' activity?

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

**Answer: D**

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 # 16**

Which service value chain activity relates with buying new products?

- **A. Obtain/build**
- B. Plan
- C. Engage
- D. Improve

**Answer: A**

Explanation:

This activity focuses on acquiring or creating the products and services needed to deliver value to customers.

#### **NEW QUESTION # 17**

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