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Peoplecert ITIL Foundation (Version 5) Sample Questions (Q17-Q22):

NEW QUESTION # 17

When considering the type of relationship required with other organizations involved in the design and delivery of services, which dimension of service management are you utilizing?

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

Answer: C

NEW QUESTION # 18

Which is the main form of service interaction between service consumers and digital services?

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

Answer: D

Explanation:

The main form of service interaction between service consumers and digital services is access to resources, as consumers typically use digital capabilities, applications, or infrastructure provided by the service provider without transferring ownership.

NEW QUESTION # 19

Which activity has the purpose of developing, integrating, and testing digital products to transform designs into functional solutions?

- A. Operate
- **B. Build**
- C. Discover
- D. Support

Answer: B

Explanation:

The build activity is responsible for developing, integrating, and testing digital products, transforming designs and requirements into functional solutions that are ready for deployment and use.

NEW QUESTION # 20

What does sustainability assure in the context of a service or product?

- A. The service supports the performance of the consumer
- B. The service delivers the required functionality to meet business needs
- **C. The service will continually meet requirements for environmental responsibility**
- D. The service will meet the agreed requirements

Answer: C

Explanation:

Sustainability assures that a service or product continually meets requirements for environmental responsibility, ensuring that its design, delivery, and operation minimize negative environmental impact over time.

NEW QUESTION # 21

What is a value stream?

- **A. A series of steps an organization undertakes to enable value for consumers through management of products and services**
- B. A set of organizational resources and capabilities to achieve an objective
- C. A configuration of an organization's resources designed to offer value for a consumer
- D. A tangible or intangible deliverable of an activity

Answer: A

Explanation:

A value stream is a series of steps an organization undertakes to create and deliver products and services, enabling value for consumers through coordinated activities and the use of management practices.

NEW QUESTION # 22

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