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Peoplecert ITILFNDv5 Exam Syllabus Topics:

Section	Weight	Objectives
Topic 1: Four Dimensions of Product and Service Management	17%	- Partners and Suppliers - Information and Technology - Holistic approach and interdependencies - Organizations and People - Value Streams and Processes
Topic 2: Product and Service Lifecycle	17%	- Lifecycle activities: discover, design, develop, deploy, deliver, support, improve, retire - Iterative and flexible application
Topic 3: Digital Product and Service Management Concepts	18%	- Key definitions: product, service, value, outcome, cost, risk, utility, warranty - Value co-creation and stakeholder collaboration - Service relationships: provider, consumer, partners

Topic 4: ITIL Management Practices	28%	- Technical Management Practices
		• 1. Deployment management • 2. Software development and management
		- Service Management Practices
		• 1. Service level management • 2. Change enablement • 3. Problem management • 4. Incident management
Topic 5: ITIL Value System	20%	- General Management Practices
		• 1. Relationship management • 2. Strategy management • 3. Portfolio management
		- Service Value Chain activities
		- Guiding Principles (7 principles and application)
		- Governance
		- Management Practices overview
		- Continual improvement

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Peoplecert ITIL Foundation (Version 5) Sample Questions (Q108-Q113):

NEW QUESTION # 108

What is a problem?

- A. An incident that impacts critical services
- B. A service access request from users
- C. Root cause of one or more incidents
- D. An unplanned service interruption

Answer: C

Explanation:

A problem is the cause, or potential cause, of one or more incidents, which makes option B correct. ITIL clearly distinguishes problem management from incident management. Incident management focuses on restoring service quickly after an interruption or degradation. Problem management looks more deeply at why incidents happened and how similar incidents can be prevented in the future. This is why the root cause idea is central to the definition of a problem.

An unplanned interruption is an incident, not a problem. A user request is a service request. A critical incident is still an incident, even if its impact is high. By separating incidents from problems, ITIL enables organizations to both restore service rapidly and reduce repeat disruption through analysis, learning, and long-term corrective actions.

NEW QUESTION # 109

A healthcare IT provider is planning to launch a new digital appointment system. According to 'Focus on value', what should the organization do first?

- A. Identify who the service consumers and key stakeholders are
- B. Analyze how the system will help patients achieve their goals

- C. Understand why patients use the appointment service
- D. Evaluate the risks and financial consequences for the consumers

Answer: A

Explanation:

The principle 'Focus on value' begins with identifying who the service consumers and key stakeholders are, as understanding who is involved is essential before determining what value means and how it can be created for them.

NEW QUESTION # 110

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

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

Answer: D

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 # 111

Which of the following is NOT one of the steps in value stream mapping?

- A. Mapping of the 'as-is' value stream
- B. Value stream identification
- C. Mapping a 'to-be' value stream
- D. Value stream management

Answer: D

Explanation:

Value stream management is not one of the actual steps in value stream mapping, so option D is correct. In ITIL, value stream mapping typically includes identifying the value stream, mapping the current or "as-is" flow, analyzing bottlenecks and waste, and often designing an improved or "to-be" flow. These activities help an organization understand how work, information, and artifacts move across teams to create value. Value stream management is broader than mapping. It includes the ongoing governance, monitoring, optimization, and improvement of value streams over time. In other words, mapping is an important technique within the wider discipline of managing value streams. ITIL treats mapping as a way to visualize and analyze workflows, while management ensures performance, adaptation, and continual improvement of those workflows.

NEW QUESTION # 112

Which of the following is typically used to establish a shared understanding of expected and achieved service quality?

- A. Service level requirements
- B. Product and service roadmaps
- C. Product specification
- D. Service level agreement

Answer: D

Explanation:

A service level agreement is typically used to establish a shared understanding of expected and achieved service quality, so option B is correct. ITIL explains that service quality is often translated into service level metrics and documented through agreements between provider and customer. An SLA identifies the services covered, the agreed service levels, and how those levels will be measured and reviewed. This creates clarity around utility, warranty, sustainability, and experience expectations. A product specification describes product requirements, while service level requirements are usually inputs used to shape a future agreement.

rather than the formal shared understanding itself. Roadmaps show future direction and planning. Therefore, the SLA is the most appropriate mechanism for defining, communicating, and monitoring the agreed quality of a service relationship.

NEW QUESTION # 113

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