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## Peoplecert ITIL Foundation (Version 5) Sample Questions (Q30-Q35):

### NEW QUESTION # 30

A telecom provider designs an enterprise package that combines internet, VoIP, network security and technical support. Which concept does this illustrate?

- A. Transfer of goods
- **B. Service offering**
- C. Service action
- D. Access to resources

**Answer: B**

Explanation:

This illustrates a service offering, which is a formal description of one or more services designed to address the needs of a target consumer group, often combining multiple services into a single package to deliver value.

#### NEW QUESTION # 31

Why is it important to seek feedback before, during, and after each iteration?

- A. To allow the team to follow the original design without interruption
- B. To ensure the project plan remains fixed and unchanged throughout development
- C. To ensure that each iteration is aligned with changing circumstances
- D. To document all activities in detail before starting the next iteration

**Answer: C**

Explanation:

Seeking feedback before, during, and after each iteration ensures that the work remains aligned with evolving needs, priorities, and environmental changes, enabling timely adjustments and continuous improvement.

#### NEW QUESTION # 32

Which statement BEST describes service quality?

- A. The assurance that a service will meet agreed requirements and is fit for use
- B. The totality of characteristics of a service that determine its ability to satisfy stated needs
- C. The functionality provided by a product or service to meet a particular need
- D. A documented agreement between a service provider and a customer

**Answer: B**

Explanation:

Service quality is the totality of characteristics of a service that determine its ability to satisfy stated needs, reflecting how well the service meets expectations and requirements from the consumer's perspective.

#### NEW QUESTION # 33

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

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

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

**Answer: A**

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 # 34

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. Understand why patients use the appointment service
- B. Evaluate the risks and financial consequences for the consumers
- C. Identify who the service consumers and key stakeholders are
- D. Analyze how the system will help patients achieve their goals

**Answer: C**

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 # 35

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