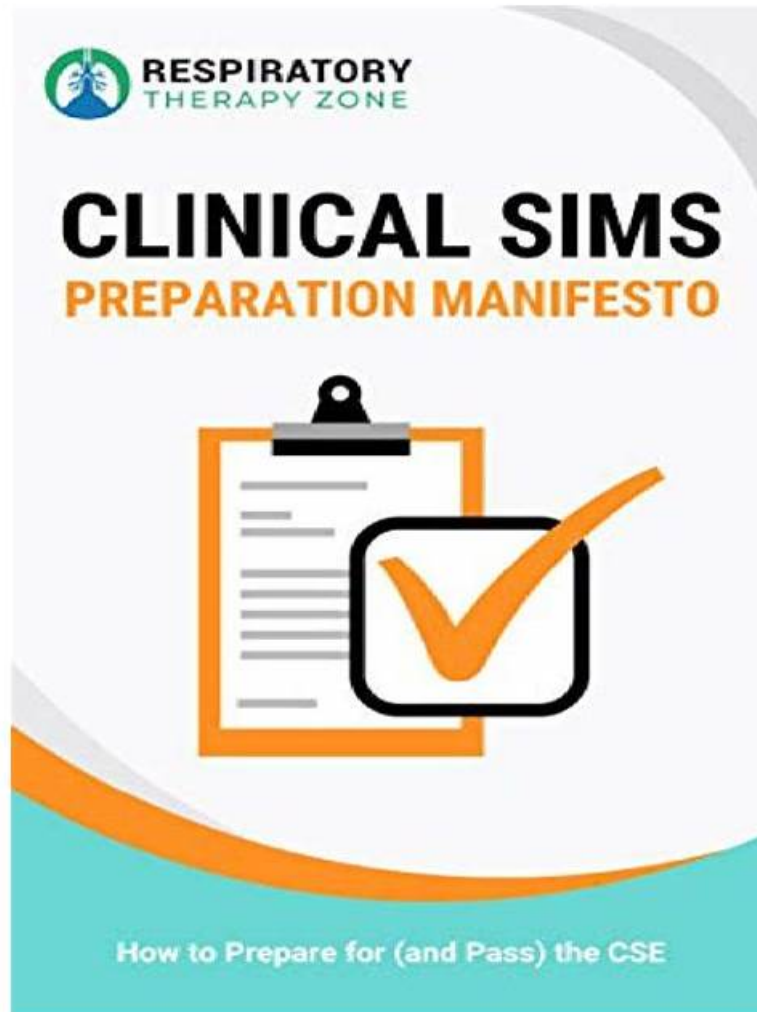


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## Peoplecert ITIL Foundation (Version 5) Sample Questions (Q54-Q59):

### NEW QUESTION # 54

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

- A. To comply with financial and regulatory policies
- **B. To streamline operations and increase consistency by relying more on automation**
- C. To strengthen direct personal engagement between users and support staff
- D. To ensure every service interaction is handled manually for better control

**Answer: B**

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 # 55

What is the role of governance within the ITIL Service Value System?

- A. To perform day-to-day service operations
- B. To define and manage process activities for service delivery
- C. To provide detailed technical guidance for service design
- **D. To ensure organizational activities are directed and controlled**

**Answer: D**

Explanation:

Governance within the ITIL Service Value System ensures that organizational activities are directed and controlled, aligning them with strategic objectives and ensuring accountability, performance, and compliance.

### NEW QUESTION # 56

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

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

**Answer: C**

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 # 57

Which of the following BEST describes a release?

- A. An unplanned interruption to a service or reduction in the quality of a service
- **B. A version of a product, service, or other configuration item made available for use**
- C. A cause, or potential cause, of one or more incidents
- D. The addition, modification, or removal of anything that could affect services

**Answer: B**

Explanation:

A release is a version of a product, service, or other configuration item that is made available for use, representing a controlled deployment of new or changed components into the live environment.

### NEW QUESTION # 58

Which practice is MOST likely to benefit from the use of chatbots?

- A. Service level management
- B. Change enablement
- C. Service desk
- D. Continual improvement

Answer: C

### NEW QUESTION # 59

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