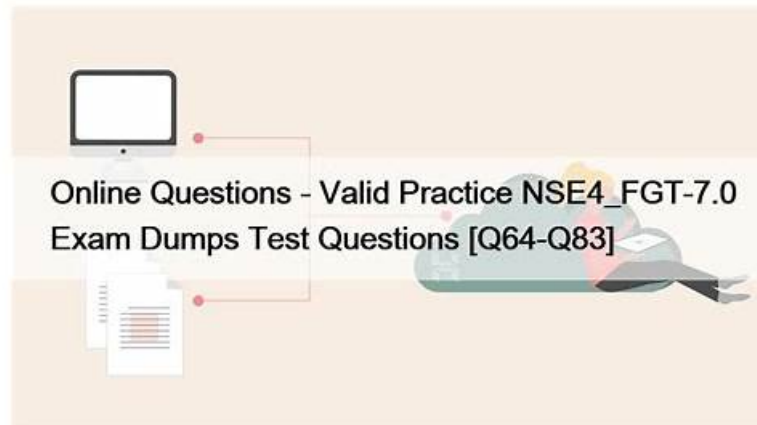


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Peoplecert ITIL Foundation (Version 5) Sample Questions (Q21-Q26):

NEW QUESTION # 21

Which of the following is a key success metric for 'Transition' activity?

- A. Quality of the resources and services outsourced from suppliers
- **B. Number and impact of deployment errors**
- C. Speed of normal service restoration
- D. Service performance against the agreed SLA targets

Answer: B

Explanation:

A key success metric for the transition activity is the number and impact of deployment errors, as transition focuses on introducing new or changed services into the live environment in a controlled way while minimizing risk and disruption.

NEW QUESTION # 22

Performing routine tasks such as backups, monitoring, and capturing and processing events is part of which of the following activities?

- A. Support
- **B. Operate**
- C. Deliver
- D. Transition

Answer: B

Explanation:

The operate activity includes performing routine operational tasks such as backups, monitoring, and capturing and processing events to ensure that services function as expected in the live environment.

NEW QUESTION # 23

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

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

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 # 24

Which statement BEST describes service quality?

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

Answer: C

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 # 25

Which element of the operating model refers to third parties contributing to value creation activities?

- A. Value streams and processes
- B. Organizations and people
- **C. Partners and suppliers**
- D. Value chain

Answer: C

Explanation:

The operating model element that refers to third parties contributing to value creation activities is partners and suppliers, as it describes how external organizations support the service provider through goods, services, and expertise to help create and deliver value.

NEW QUESTION # 26

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David has served as a director and manager of several businesses, and has consulted on financial performance issues with major corporations as well as the U.S. And he actually went through the whole cycle twice.

- [illegible]

