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## Reliable ITILFNDv5 Practice Questions - New ITILFNDv5 Exam Cram

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### Peoplecert ITIL Foundation (Version 5) Sample Questions (Q52-Q57):

#### NEW QUESTION # 52

Which of the following BEST describes an outcome in a service relationship?

- A. A specific task completed by the service provider as part of service delivery
- **B. A result achieved by a stakeholder through the use of at least one output**
- C. A software product provided to the consumer by the service provider
- D. A tangible or intangible deliverable created during a service activity

**Answer: B**

Explanation:

An outcome in a service relationship is a result achieved by a stakeholder through the use of one or more outputs, representing the value realized from the service rather than the deliverables themselves.

#### NEW QUESTION # 53

Which activity focuses on securing and allocating necessary resources efficiently?

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

**Answer: A**

Explanation:

The acquire activity focuses on securing and allocating the necessary resources, including products and services from suppliers, ensuring they are obtained efficiently to support value creation.

#### NEW QUESTION # 54

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

- A. Delivery of goods
- B. Transfer 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 # 55

Which is an activity of the 'incident management' practice?

- A. Performing service reviews with customers
- B. Automating service requests to the greatest degree possible
- C. Providing good-quality updates when expected
- D. Assessing and prioritizing improvement opportunities

**Answer: C**

#### NEW QUESTION # 56

What is a product prototype?

- A. A finalized product specification approved for development
- B. A request that triggers an agreed service action
- C. The process of releasing new or updated products to users
- D. An initial version of a product demonstrating its basic form and functionality

**Answer: D**

Explanation:

A product prototype is an initial version of a product that demonstrates its basic form and functionality, allowing stakeholders to explore, validate, and refine ideas before full development and release.

#### NEW QUESTION # 57

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