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## Peoplecert ITIL Foundation (Version 5) Sample Questions (Q104-Q109):

### NEW QUESTION # 104

Which BEST describes the relationship between digital services and digital products?

- A. Digital products are always based on digital services
- B. Digital services are always based on digital products

- C. Digital services and digital products exist independently
- D. Digital products are service actions performed by providers

**Answer: B**

Explanation:

Digital services are always based on digital products, so option B is correct. In ITIL, a digital product is a combination of an organization's resources based on digital technology and designed to offer value to consumers. A digital service uses those digital products to facilitate outcomes and support value co-creation. This means the product forms the technological and resource foundation for the service. The relationship does not work the other way around, so digital products are not based on digital services. They also do not exist independently in the context of digital service management, because products and services are integrated through the lifecycle and value system. Finally, digital products are not service actions. Service actions are provider activities, while products are configurations of resources. Therefore, digital services depend on digital products.

#### NEW QUESTION # 105

According to the 'Focus on value' ITIL Guiding Principle, all organizational activities should link back to what?

- A. Employee satisfaction
- **B. Benefits for organization, its customers, and stakeholders**
- C. Market share dominance
- D. Increased revenue only

**Answer: B**

Explanation:

According to the ITIL guiding principle "focus on value," all organizational activities should link back to benefits for the organization, its customers, and other stakeholders, so option A is correct.

ITIL defines value broadly as perceived benefits, usefulness, and importance. This means value is not limited to financial gain alone. It may include customer outcomes, user experience, sustainability, trust, operational effectiveness, and strategic progress. The principle reminds organizations to ask why an activity is being performed and how it contributes to meaningful results. Increased revenue, employee satisfaction, and market share can all matter, but none of them alone fully represents value. By linking activities to stakeholder benefit, organizations avoid waste, align effort with purpose, and ensure that decisions support value creation rather than internal activity for its own sake.

#### NEW QUESTION # 106

Which of the following activities BEST represents transfer of goods in a service offering?

- **A. A service provider supplies new laptops to the customer**
- B. A team attends a virtual training session
- C. A cloud user accesses shared online storage
- D. A customer receives advice from a helpdesk agent

**Answer: A**

Explanation:

Transfer of goods involves the provision of ownership of physical items from the service provider to the consumer. Supplying new laptops represents the transfer of tangible goods as part of the service offering.

#### NEW QUESTION # 107

Which two practices interact the MOST with the service desk practice?

- A. Service request management and deployment management
- **B. Incident management and service request management**
- C. Deployment management and change enablement
- D. Change enablement and incident management

**Answer: B**

### NEW QUESTION # 108

Which is the purpose of the 'transition' activity?

- A. To develop, integrate and test digital products
- B. To create prototypes and specifications for products and services
- C. To seamlessly introduce new products into operational environment
- D. To ensure continual alignment of product roadmap with needs of service consumers

**Answer: C**

Explanation:

The purpose of the transition activity is to ensure that new or changed products and services are introduced into the operational environment in a controlled and seamless manner, minimizing risk and disruption.

### NEW QUESTION # 109

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