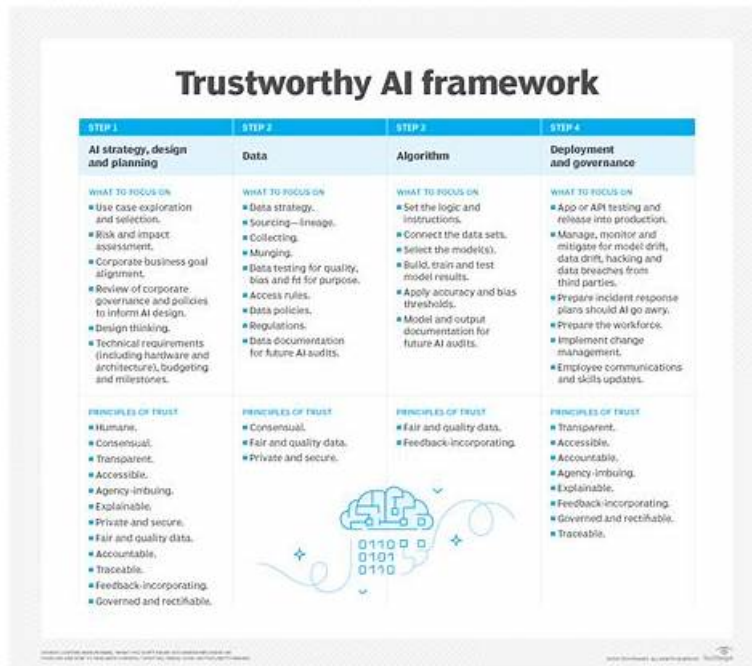


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## Peoplecert ITIL Foundation (Version 5) Sample Questions (Q40-Q45):

### NEW QUESTION # 40

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

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

Answer: C

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 # 41

How do value chain activities support an organization's purpose?

- A. By prescribing specific tools and technologies for service management
- B. By defining the organization's governance and compliance framework
- C. By translating the organization's purpose into activities that create value
- D. By documenting all the regulatory requirements

**Answer: C**

Explanation:

Value chain activities support an organization's purpose by translating that purpose into activities that create value, so option A is correct. Purpose explains why the organization exists and what it seeks to provide for consumers and other stakeholders. The value chain then expresses how the organization acts at a high level across the lifecycle of products and services to make that purpose real. Activities such as discover, design, build, transition, operate, deliver, support, and acquire work together to turn intent into outcomes. Governance and compliance frameworks are important, but they are not the main role of value chain activities. Likewise, the value chain does not prescribe specific tools. ITIL positions the value chain as the central operational expression of the value system, helping organizations convert strategic intent into coordinated value-creating action.

#### NEW QUESTION # 42

How do ITIL practice guides benefit organizations managing digital products and services?

- A. By separating product management guidance from service management guidance
- B. By prescribing mandatory tools and technologies for service management
- C. By defining a fixed maturity level that organizations must achieve
- D. By supporting organizations in developing product and service management capabilities

**Answer: D**

Explanation:

ITIL practice guides benefit organizations by supporting the development of product and service management capabilities, so option C is correct. The guides provide practical, structured guidance for specific management areas and help organizations understand how to perform work effectively in context. They do not prescribe one mandatory technology stack or force all organizations into a single maturity target. ITIL also does not separate product and service management as isolated disciplines; instead, it integrates them through the lifecycle model and the value system. The practice guides help teams understand workflows, roles, measures, interfaces with other practices, and considerations across the Four Dimensions. This makes them useful for building real organizational capability, not just passing exams. Their value lies in practical adaptation and capability improvement across a wide range of management areas.

#### NEW QUESTION # 43

Why are Value streams and processes' important in product and service management?

- A. They show how activities are coordinated to create and deliver value
- B. They describe supplier agreements and help manage contracts
- C. They define organizational hierarchies and reporting lines
- D. They specify the tools used for service monitoring

**Answer: A**

Explanation:

Value streams and processes are important because they show how activities are coordinated to create and deliver value, so option B is correct. In ITIL, the value streams and processes dimension focuses on how work flows through the organization and across organizational boundaries. It helps explain the sequence of activities, dependencies, handoffs, and interactions that transform demand into useful outcomes for stakeholders. This is essential because value creation is rarely achieved by one team or one isolated activity.

Tools, reporting lines, and contracts may support management, but they are not the main concern of this dimension. ITIL stresses that actual work as performed should be understood, mapped, analyzed, and improved. Value streams make the flow of value visible, while processes provide structured guidance for recurring activities that support that flow.

#### NEW QUESTION # 44

Which of the following statements about the four dimensions of product and service management is CORRECT?

- A. All four dimensions apply only to product design and not to management practices
- B. All four dimensions focus mainly on the activities of the service value chain
- C. All four dimensions are critical to effective and efficient facilitation of value
- D. Each dimension on its own is sufficient to achieve the desired outcomes

**Answer: C**

Explanation:

All four dimensions are critical to the effective and efficient facilitation of value because they provide a balanced and holistic view of product and service management, ensuring that no important aspect is overlooked when creating and delivering value.

#### NEW QUESTION # 45

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