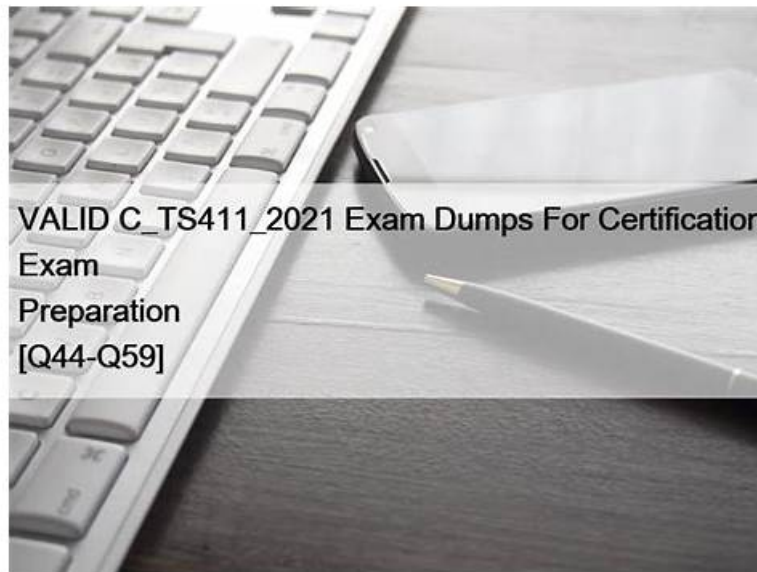


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Peoplecert ITIL Foundation (Version 5) Sample Questions (Q107-Q112):

NEW QUESTION # 107

Which governance activity is focused on ensuring adherence with policies and strategic direction?

- **A. Monitor**
- B. Direct
- C. Discover
- D. Evaluate

Answer: A

Explanation:

Monitor is the governance activity focused on ensuring adherence with policies, expectations, and strategic direction, which makes option C correct. In ITIL governance, evaluate is used to assess stakeholder needs, environmental conditions, and performance information. Direct is used to establish direction, priorities, and policies. Monitor checks whether actual performance, behavior, and

results align with what has been directed and required. It is therefore the activity most closely associated with oversight, compliance, assurance, and accountability. Discover is not one of the governance activities in the ITIL Value System. Monitoring is essential because strategy and policies only create value when the organization confirms they are being followed and that the intended outcomes are being achieved. This keeps governance connected to performance, risk, and continual improvement.

NEW QUESTION # 108

An organization is planning to improve the existing service and wants to understand its current performance before making any changes. According to the principle 'Start where you are,' what could an organization consider when observing current performance of the service?

- A. Identify who the consumer is and why they use the service
- B. Involve people who have little or no prior knowledge of the service
- C. Select the right message and method to communicate with stakeholders
- D. Avoid applying risk management when reusing existing processes

Answer: A

Explanation:

The principle 'Start where you are' emphasizes assessing the current state before making changes. Identifying who the consumer is and why they use the service helps the organization understand existing value, performance, and context, enabling informed decisions based on real conditions rather than assumptions.

NEW QUESTION # 109

Which statement regarding a partnership relationship is TRUE?

- A. It involves bespoke services with a focus on innovation and growth
- B. It provides commercial off-the-shelf services for a wide range of consumers
- C. It focuses mainly on operational efficiency and uses standardized contracts
- D. It focuses on operational and tactical level not on strategic level

Answer: A

Explanation:

A partnership relationship involves close collaboration between organizations, often delivering bespoke services with a strong focus on innovation, shared goals, and long-term growth rather than standardized, transactional arrangements.

NEW QUESTION # 110

Which of the following is TRUE regarding services and desired outcomes?

- A. Services always result in positive effects without exceptions
- B. Services may have unintended and surprising outcomes, both positive and negative
- C. Services guarantee that all intended outcomes will be achieved
- D. Services completely eliminate risks associated with achieving outcomes

Answer: B

Explanation:

Services may have unintended and surprising outcomes, both positive and negative, so option D is correct. ITIL recognizes that services help facilitate desired outcomes, but they do not guarantee them. Outcomes depend on many factors, including the consumer's context, usage patterns, constraints, and interactions with the provider. Services may optimize costs and risks, but they do not remove them entirely. Likewise, even well-designed services can create unexpected side effects, dependencies, or new forms of risk. Sometimes those effects are beneficial, and sometimes they are harmful. This is why ITIL emphasizes continual improvement, stakeholder feedback, service relationships, and holistic thinking. Understanding that services can create both intended and unintended consequences helps organizations manage expectations realistically and improve how products and services are designed, delivered, and supported over time.

NEW QUESTION # 111

Which of the following BEST describes an operating model?

- A. A recommendation that guides an organization's actions and decisions in all circumstances
- B. A set of rules that ensures consistent decision-making and accountability within the organization
- C. A set of organizational resources designed for performing specific work or achieving a particular objective
- **D. A conceptual and visual representation of how an organization co-creates value with its customers**

Answer: D

Explanation:

An operating model is a conceptual and visual representation of how an organization works to co- create value with its customers, showing how its components and activities integrate and interact to deliver products and services.

NEW QUESTION # 112

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

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