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## Peoplecert ITIL Foundation (Version 5) Sample Questions (Q97-Q102):

### NEW QUESTION # 97

How do 'utility' and 'warranty' together support value co-creation?

- A. Utility and warranty apply only to products, not services
- B. Utility ensures the service is fit for use, while warranty ensures it is fit for purpose
- C. Utility focuses on cost control, while warranty focuses on risk avoidance
- D. Utility ensures the service is fit for purpose, while warranty ensures it is fit for use

**Answer: D**

Explanation:

Utility and warranty together support value co-creation because utility makes the service fit for purpose and warranty makes it fit for use, so option D is correct. Utility answers the question,

"What does the service do?" It refers to the functionality that helps consumers meet a need or remove a constraint. Warranty answers, "How well does the service perform?" It covers assurance such as availability, capacity, continuity, and security. A service may offer useful functionality, but if it is unreliable or unavailable, it will still fail to create value. Likewise, a stable service with no useful functionality does not help consumers achieve outcomes. ITIL uses both ideas together to explain service quality and service levels. Combined, they help ensure that services are both useful and dependable in real-world use.

#### NEW QUESTION # 98

What influences whether a service is perceived as valuable by a consumer?

- A. The service provider's ability to minimize their operational costs
- B. The amount of money the service provider invests in resources
- C. The extent to which the positive effects of the service outweigh the negative ones
- D. The number of providers delivering the service to the consumer

**Answer: C**

Explanation:

A service is perceived as valuable when its positive effects outweigh its negative effects for the consumer. That is why option C is correct. In ITIL, value is not defined only by what the provider delivers. It depends on the consumer's perception of benefits, usefulness, and importance.

Consumers evaluate whether the service helps them achieve desired outcomes while optimizing associated costs and risks. Even a technically strong service may be seen as low value if it is hard to use, unreliable, expensive, or creates unwanted effort. Conversely, a service with well-balanced utility, warranty, sustainability, and experience may be seen as highly valuable. Provider investment or internal efficiency alone does not determine value. ITIL places emphasis on outcomes and stakeholder perception, which is why consumer judgment about net positive effect is central.

#### NEW QUESTION # 99

Which of the following is a necessity to a successful service level agreement (SLAs)?

- A. Base the SLA on system-based metrics that are useful to the service provider
- B. Vague targets, such as those related to user experience, should be avoided
- C. In order to promote consistent service, they should be carried forward, unchanged, from one year to the next
- D. The language and terms used in the SLA should be commonly understood by all parties

**Answer: D**

Explanation:

Clear communication is essential to ensure that all stakeholders understand the agreement and its implications.

#### NEW QUESTION # 100

A service provider commits to using recyclable components, reducing carbon emissions, and maintaining transparent supply chains. Which concept does this commitment represent?

- A. User experience
- B. Warranty
- C. Utility
- D. Sustainability

**Answer: D**

Explanation:

This commitment represents sustainability, so option D is correct. ITIL includes sustainability as one of the important categories of service level and service quality consideration. It refers to the assurance that a product or service meets requirements related to environmental stewardship, social progress, and economic growth. Examples include responsible sourcing, low carbon footprint, use of recycled or recyclable materials, clean energy, ethical employment practices, and transparent supply chains. Utility is about what the service does. Warranty is about how well it performs. User experience is about how the user perceives interactions with the service and provider. Since the scenario specifically mentions recyclable components, emissions reduction, and supply chain transparency, it clearly reflects sustainability as defined in ITIL 5.

### NEW QUESTION # 101

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

- A. By defining a fixed maturity level that organizations must achieve
- B. By separating product management guidance from service management guidance
- C. By prescribing mandatory tools and technologies for service management
- 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 # 102

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