

ITILFNDv5 Reliable Exam Syllabus - Test ITILFNDv5 Pattern



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Peoplecert ITILFNDv5 Exam Syllabus Topics:

Section	Objectives
Topic 1: Key Concepts of Service Management	- Organizations, Service Providers, Service Consumers - Products and Services - Value and Value Co-Creation
Topic 2: ITIL Service Value System (SVS)	- Guiding Principles - Continual Improvement - Governance - Service Value Chain
Topic 3: ITIL Management Practices	- Technical Management Practices Overview - Service Management Practices Overview - General Management Practices Overview

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Peoplecert ITILFNDv5 Exam keywords

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Peoplecert ITIL Foundation (Version 5) Sample Questions (Q83-Q88):

NEW QUESTION # 83

Which type of service relationship typically focuses on support and efficiency through standardized services?

- A. Partner relationship
- B. Cooperative relationship
- C. Collaborative relationship
- **D. Basic relationship**

Answer: D

NEW QUESTION # 84

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

Answer: B

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 # 85

Which statement BEST describes service quality?

- **A. The totality of characteristics of a service that determine its ability to satisfy stated needs**
- B. The functionality provided by a product or service to meet a particular need
- C. The assurance that a service will meet agreed requirements and is fit for use
- D. A documented agreement between a service provider and a customer

Answer: A

Explanation:

Service quality is the totality of characteristics of a service that determine its ability to satisfy stated needs, reflecting how well the service meets expectations and requirements from the consumer's perspective.

NEW QUESTION # 86

Which term is used to describe removing something that could have an effect on a service?

- A. A problem
- B. An incident
- C. An IT asset
- **D. A change**

Answer: D

Explanation:

In IT service management, a change refers to any alteration to the IT environment that can affect services, including removing components that could lead to potential issues.

NEW QUESTION # 87

How do service providers contribute to the creation of service value for consumers?

- A. They eliminate the need for consumers to use any resources
- **B. They reduce risks and provide resources through specialization**
- C. They replace consumers' responsibilities with their own services
- D. They determine the financial outcomes for consumers directly

Answer: B

Explanation:

Service providers contribute to service value by reducing risks and providing specialized resources and capabilities that consumers may not possess, enabling consumers to achieve desired outcomes more effectively.

NEW QUESTION # 88

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