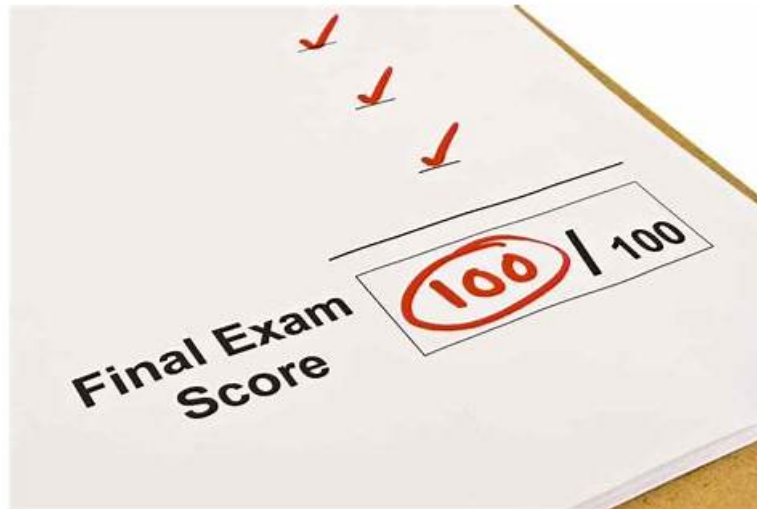


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Peoplecert ITIL Foundation (Version 5) Sample Questions (Q25-Q30):

NEW QUESTION # 25

Which term BEST describes a group of people that has its own functions with responsibilities, authorities, and relationships to achieve its objectives?

- A. Culture
- B. Partnership
- C. Organization
- D. Service Journey

Answer: C

Explanation:

An organization is defined as a group of people with its own functions, responsibilities, authorities, and relationships established to achieve specific objectives.

NEW QUESTION # 26

When considering the type of relationship required with other organizations involved in the design and delivery of services, which dimension of service management are you utilizing?

- A. Information and technology
- **B. Partners and suppliers**
- C. Organizations and people
- D. Value streams and processes

Answer: B

Explanation:

This dimension focuses on the relationships with external organizations that contribute to service delivery and design.

NEW QUESTION # 27

A telecom provider designs an enterprise package that combines internet, VoIP, network security and technical support. Which concept does this illustrate?

- A. Transfer of goods
- B. Service action
- **C. Service offering**
- D. Access to resources

Answer: C

Explanation:

This illustrates a service offering, which is a formal description of one or more services designed to address the needs of a target consumer group, often combining multiple services into a single package to deliver value.

NEW QUESTION # 28

Which will help solve incidents more quickly?

- **A. Collaboration between teams**
- B. Escalating all incidents to support teams
- C. Detailed procedural steps for incident investigation
- D. Target resolution times

Answer: A

NEW QUESTION # 29

Which of the following BEST describes an outcome in a service relationship?

- A. A specific task completed by the service provider as part of service delivery
- B. A software product provided to the consumer by the service provider
- C. A tangible or intangible deliverable created during a service activity
- **D. A result achieved by a stakeholder through the use of at least one output**

Answer: D

Explanation:

An outcome in a service relationship is a result achieved by a stakeholder through the use of one or more outputs, representing the value realized from the service rather than the deliverables themselves.

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