

Quick Tips for Exam Success using Peoplecert ITILFNDv5 Questions

BEST EXAM PREPARATION TIPS TO SUCCEED

SET YOUR GOALS

Before starting to study for exams, take the time to make sure your goals are specific and attainable. What goals do you have for each study session?

TIMETABLE FOR REVISION

The best tactic of all is to set up a timetable. Studies indicate that the most productive study sessions are brief ones with lots of pauses.

ACTIVE LEARNING

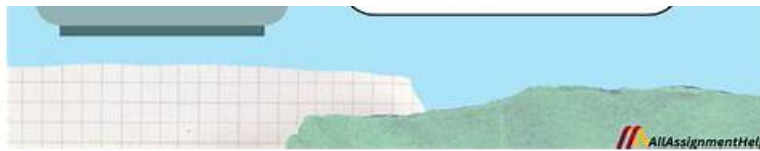
Rereading and underlining are examples of passive learning strategies that are less successful than active learning strategies like summarizing, taking notes, and mentoring others.

PREVIOUS TEST PAPERS

It can be one of the best exam preparation tips. An exam can be effectively prepared for by using past years' exam questions for practice.

GIVE YOURSELF A TREAT

Give yourself little treats and breaks to help you stay motivated. You can stay motivated by having an episode of your favourite TV show, having healthy snacks, or taking long walks outside.



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Peoplecert ITIL Foundation (Version 5) Sample Questions (Q113-Q118):

NEW QUESTION # 113

Which of the following BEST describes a release?

- A. The addition, modification, or removal of anything that could affect services
- B. A cause, or potential cause, of one or more incidents
- C. An unplanned interruption to a service or reduction in the quality of a service
- **D. A version of a product, service, or other configuration item made available for use**

Answer: D

Explanation:

A release is a version of a product, service, or other configuration item that is made available for use, representing a controlled deployment of new or changed components into the live environment.

NEW QUESTION # 114

What BEST describes a Service Level Agreement (SLA)?

- A. A legal contract between two vendors regulating financial penalties
- B. An informal discussion between users and service providers about expectations
- C. A guideline document for internal IT teams without customer involvement
- **D. A documented agreement between a service provider and a customer that identifies services and their agreed levels**

Answer: D

Explanation:

A Service Level Agreement is best described as a documented agreement between a service provider and a customer that identifies the services and their agreed levels, so option B is correct.

In ITIL, the SLA is a formal mechanism for creating shared understanding of expected and achieved service quality. It may include

metrics related to utility, warranty, sustainability, and user experience, depending on context. It is more than an informal discussion and is not just an internal guideline. It also is not limited to vendor penalty clauses, although contractual elements may exist around it. The purpose of an SLA is to clarify what will be provided, how performance will be measured, and what both parties can reasonably expect. This helps support transparency, accountability, and effective service relationships.

NEW QUESTION # 115

What is a product prototype?

- A. A request that triggers an agreed service action
- B. A finalized product specification approved for development
- C. An initial version of a product demonstrating its basic form and functionality
- D. The process of releasing new or updated products to users

Answer: C

Explanation:

A product prototype is an initial version of a product that demonstrates its basic form and functionality, allowing stakeholders to explore, validate, and refine ideas before full development and release.

NEW QUESTION # 116

Which BEST explains why an organization might choose to engage external suppliers?

- A. To minimize reliance on third-party providers
- B. To remove the need for oversight, governance, and internal management
- C. To obtain capabilities that are difficult to develop internally
- D. To maintain greater control and visibility over service delivery

Answer: C

NEW QUESTION # 117

What is continuous integration?

- A. A method of ensuring ultra-scalable systems through operations engineering
- B. The ability to track and evaluate service value
- C. Regularly merging code into a central repository with automated builds and tests
- D. Automatically releasing every code change into production

Answer: C

Explanation:

Continuous integration is the practice of regularly merging code into a central repository, typically supported by automated builds and tests, so option B is correct. Its purpose is to detect integration issues early, improve quality, and support a smoother flow of changes through the build and transition activities. By integrating frequently, teams reduce the risk and complexity that arise when many changes are combined late. Automated testing and validation are essential because they provide fast feedback and confidence that the new code still works as expected.

NEW QUESTION # 118

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