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Peoplecert ITILFNDv5 Exam Syllabus Topics:

Section	Objectives
ITIL Management Practices	- General Management Practices Overview - Service Management Practices Overview - Technical Management Practices Overview
Key Concepts of Service Management	- Value and Value Co-Creation - Organizations, Service Providers, Service Consumers - Products and Services
ITIL Service Value System (SVS)	- Service Value Chain - Continual Improvement - Governance - Guiding Principles
The Four Dimensions of Service Management	- Partners and Suppliers - Information and Technology - Value Streams and Processes - Organizations and People

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Peoplecert ITIL Foundation (Version 5) Sample Questions (Q13-Q18):

NEW QUESTION # 13

Why does the ITIL Continual Improvement Model begin by defining the vision?

- A. To confirm whether previous improvement initiatives were successful
- B. To identify improvement actions and assign responsibilities
- C. To ensure improvement efforts are aligned with the organization's objectives
- D. To document current performance metrics before changes are made

Answer: C

Explanation:

The continual improvement model begins by defining the vision to ensure that improvement efforts align with organizational objectives, so option B is correct. Without a clear understanding of the desired direction, teams may improve the wrong things, optimize locally, or invest effort in changes that do not support strategy or stakeholder value. The vision acts as the anchor for later questions such as where the organization is now, where it wants to be, how it will get there, and how progress will be measured. ITIL emphasizes that improvement should not be random or isolated. It should support the wider purpose, priorities, and desired outcomes of the organization.

Current performance metrics and actions matter, but they come after the vision has clarified what success actually means in context.

NEW QUESTION # 14

How should the ITIL Guiding Principle 'optimize and automate' be applied?

- A. By automating all activities immediately
- B. By replacing people with technology across all functions
- C. By optimizing processes before automating them
- D. By automating processes before optimizing them

Answer: C

Explanation:

The guiding principle "optimize and automate" should be applied by optimizing processes before automating them, so option B is correct. ITIL warns against automating poor or unnecessary activities because automation can make waste faster and more expensive instead of improving value. Organizations should first understand the workflow, remove unnecessary complexity, simplify where possible, and confirm that the process supports desired outcomes. Only then should they automate appropriate parts of the work. Automation should complement human capabilities, not blindly replace people in every function. Some activities still require judgment, empathy, creativity, and contextual understanding. This principle reflects ITIL's broader emphasis on practicality, value, and continual improvement. Optimization ensures the work is worth doing, and automation then helps deliver it more efficiently, consistently, and at scale.

NEW QUESTION # 15

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

Answer: C

Explanation:

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

NEW QUESTION # 16

A good way to apply the ITIL guiding principle 'keep it simple and practical' is to:

- A. Understand that fast does not mean incomplete
- B. Communicate so that the audience will hear

- C. Re-use nothing from the current state
- **D. Adopt a practice which is easy to follow**

Answer: D

Explanation:

This principle emphasizes the importance of simplicity in processes and practices, ensuring they are practical and easy to implement.

NEW QUESTION # 17

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

Answer: C

NEW QUESTION # 18

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