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## 79. Question

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## Peoplecert ITIL Foundation (Version 5) Sample Questions (Q45-Q50):

### NEW QUESTION # 45

What does sustainability assure in the context of a service or product?

- A. The service supports the performance of the consumer
- **B. The service will continually meet requirements for environmental responsibility**
- C. The service delivers the required functionality to meet business needs
- D. The service will meet the agreed requirements

**Answer: B**

Explanation:

Sustainability assures that a service or product continually meets requirements for environmental responsibility, ensuring that its design, delivery, and operation minimize negative environmental impact over time.

#### NEW QUESTION # 46

What ensures that a service provider and a service consumer continually co-create value?

- A. Service consumption
- B. Service offerings
- **C. Service relationship management**
- D. Change enablement

**Answer: C**

Explanation:

A service relationship is defined as the cooperation between a service provider and service consumer. Service relationships are established between two or more organizations to co-create value. An organization can play the role of provider or consumer interchangeably, depending on the situation.

#### NEW QUESTION # 47

What is the role of governance within the ITIL Service Value System?

- **A. To ensure organizational activities are directed and controlled**
- B. To perform day-to-day service operations
- C. To provide detailed technical guidance for service design
- D. To define and manage process activities for service delivery

**Answer: A**

Explanation:

Governance within the ITIL Service Value System ensures that organizational activities are directed and controlled, aligning them with strategic objectives and ensuring accountability, performance, and compliance.

#### NEW QUESTION # 48

Which value chain activity ensures a shared understanding of the current status and required direction for all products and services?

- A. Design and transition
- B. Deliver and support
- C. Improve
- **D. Plan**

**Answer: D**

#### NEW QUESTION # 49

Performing routine tasks such as backups, monitoring, and capturing and processing events is part of which of the following activities?

- A. Transition
- **B. Operate**
- C. Support
- D. Deliver

**Answer: B**

Explanation:

The operate activity includes performing routine operational tasks such as backups, monitoring, and capturing and processing events to ensure that services function as expected in the live environment.

#### NEW QUESTION # 50

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