

Quiz Professional ITILFNDv5 - Valid ITIL Foundation (Version 5) Exam Pdf



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Peoplecert ITILFNDv5 Exam Syllabus Topics:

Section	Weight	Objectives
Topic 1: ITIL Service Value System	13-17%	- Interaction between the service value chain and the guiding principles - The service value chain - Inputs, outputs, and activities of the service value chain
Topic 2: Introduction to ITIL	2-4%	- Key concepts of service management - Purpose of the ITIL Foundation qualification
Topic 3: The Four Dimensions of Service Management	13-17%	- Partners and suppliers - Organizations and people - Information and technology - Value streams and processes
Topic 4: ITIL Guiding Principles	15-19%	- Progress iteratively with feedback - Collaborate and promote visibility - Focus on value - Think and work holistically - Optimize and automate - Keep it simple and practical - Start where you are

Topic 5: ITIL Service Management Framework	2-4%	- The four dimensions of service management - ITIL service value system (SVS) - ITIL guiding principles
Topic 6: ITIL Practices	34-38%	- Technical management practices - General management practices - Service management practices

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Peoplecert ITIL Foundation (Version 5) Sample Questions (Q124-Q129):

NEW QUESTION # 124

Which of the following BEST describes a release?

- A. An unplanned interruption to a service or reduction in the quality of a service
- B. The addition, modification, or removal of anything that could affect services
- C. A cause, or potential cause, of one or more incidents
- **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 # 125

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 determine the financial outcomes for consumers directly
- D. They replace consumers' responsibilities with their own services

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 # 126

How does ITIL describe the way the Guiding Principles should be applied together?

- **A. They should be used collectively and balanced based on the situation**
- B. They replace the need for governance and management practices
- C. They should be applied one at a time in a fixed sequence
- D. They should be applied independent of each other

Answer: A

Explanation:

ITIL describes the guiding principles as something that should be used collectively and balanced based on the situation, which makes option D correct. They are not a checklist to follow in a rigid order, and they do not replace governance, practices, or other parts of the value system. Instead, they support decision-making and behavior across all circumstances. In one situation, focus on value may be especially important. In another, collaboration, iterative progress, or simplicity may need more emphasis. The point is that they work together. Applying one principle without considering the others can create imbalance or poor outcomes. This flexible approach allows the principles to remain useful across different industries, organizational types, and contexts. Their value lies in judgment, not mechanical sequence.

NEW QUESTION # 127

Which of the following dimension of product and service management addresses organizational and cross-organizational workflows?

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

Answer: B

Explanation:

The dimension that addresses organizational and cross-organizational workflows is value streams and processes, so option B is correct. ITIL uses this dimension to focus on how work is organized, coordinated, and performed to enable value creation. It includes flows of activities, information, and artifacts within the organization and across organizational boundaries. This dimension is especially important because value is often created through complex interactions among multiple teams, suppliers, and systems. By understanding processes and mapping value streams, organizations can identify delays, bottlenecks, and waste while improving coordination and outcomes. Partners and suppliers focuses on external relationships, organizations and people focuses on structure and skills, and information and technology focuses on enabling systems and data. The workflow dimension is therefore value streams and processes.

NEW QUESTION # 128

Which concept is illustrated when an employee is granted permission to the company's new file-sharing platform for daily use?

- A. Warranty
- B. Goods
- C. Access to resources
- **D. Utility**

Answer: D

Explanation:

The best answer is utility because the question describes a service providing functionality that meets a need. Granting an employee permission to use a file-sharing platform enables them to store, access, and collaborate on information for daily work. In ITIL, utility is about what the service does and whether it is fit for purpose. The platform's usefulness lies in giving the employee the capability they need. Access to resources may seem close, but the focus of the question is the practical value of the service capability being made available. Warranty would concern how well the platform performs, such as availability or security. Goods are physical or digital items transferred to the consumer. Since this example highlights useful functionality that supports work, utility is the strongest and most accurate answer.

NEW QUESTION # 129

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