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Peoplecert ITIL Foundation (Version 5) Sample Questions (Q120-Q125):

NEW QUESTION # 120

What is a problem?

- A. An incident that impacts critical services
- B. An unplanned service interruption
- **C. Root cause of one or more incidents**
- D. A service access request from users

Answer: C

Explanation:

A problem is the cause, or potential cause, of one or more incidents, which makes option B correct. ITIL clearly distinguishes problem management from incident management. Incident management focuses on restoring service quickly after an interruption or degradation. Problem management looks more deeply at why incidents happened and how similar incidents can be prevented in the future. This is why the root cause idea is central to the definition of a problem.

An unplanned interruption is an incident, not a problem. A user request is a service request. A critical incident is still an incident, even if its impact is high. By separating incidents from problems, ITIL enables organizations to both restore service rapidly and reduce repeat disruption through analysis, learning, and long-term corrective actions.

NEW QUESTION # 121

What enables the digital product and service management activities of an organization?

- A. Value stream steps
- **B. Management practices**
- C. Vision and operating model
- D. Value chain

Answer: B

Explanation:

Management practices enable the digital product and service management activities of an organization by providing the structured capabilities, resources, and expertise required to plan, develop, deliver, and improve products and services.

NEW QUESTION # 122

Which of the following activities BEST represents transfer of goods in a service offering?

- A. A team attends a virtual training session
- B. A cloud user accesses shared online storage
- C. A customer receives advice from a helpdesk agent
- **D. A service provider supplies new laptops to the customer**

Answer: D

Explanation:

Transfer of goods involves the provision of ownership of physical items from the service provider to the consumer. Supplying new laptops represents the transfer of tangible goods as part of the service offering.

NEW QUESTION # 123

Which BEST describes the relationship between digital services and digital products?

- A. Digital products are service actions performed by providers
- B. Digital products are always based on digital services
- C. Digital services and digital products exist independently
- **D. Digital services are always based on digital products**

Answer: D

Explanation:

Digital services are always based on digital products, so option B is correct. In ITIL, a digital product is a combination of an organization's resources based on digital technology and designed to offer value to consumers. A digital service uses those digital products to facilitate outcomes and support value co-creation. This means the product forms the technological and resource foundation for the service. The relationship does not work the other way around, so digital products are not based on digital services. They also do not exist independently in the context of digital service management, because products and services are integrated through the lifecycle and value system. Finally, digital products are not service actions. Service actions are provider activities, while products are configurations of resources. Therefore, digital services depend on digital products.

NEW QUESTION # 124

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

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

Answer: B

Explanation:

A service relationship is defined as the cooperation between a service provider and service consumer. Service relationships are

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