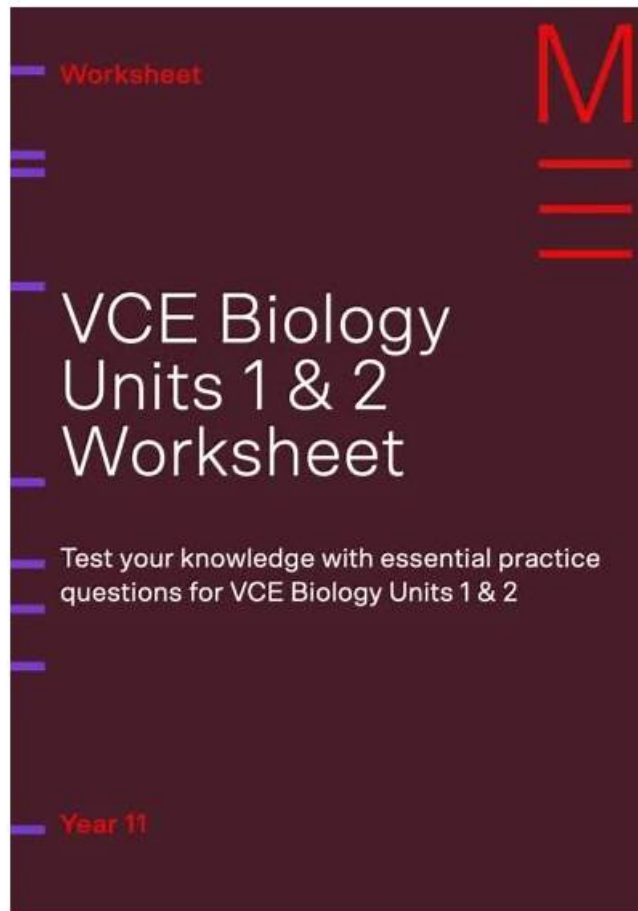


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## Peoplecert ITIL Foundation (Version 5) Sample Questions (Q11-Q16):

### NEW QUESTION # 11

Which of the following is a necessity to a successful service level agreement (SLAs)?

- A. Base the SLA on system-based metrics that are useful to the service provider
- B. The language and terms used in the SLA should be commonly understood by all parties
- C. Vague targets, such as those related to user experience, should be avoided
- D. In order to promote consistent service, they should be carried forward, unchanged, from one year to the next

**Answer: B**

Explanation:

Clear communication is essential to ensure that all stakeholders understand the agreement and its implications.

### NEW QUESTION # 12

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 define and manage process activities for service delivery
- D. To provide detailed technical guidance for service design

**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 # 13

How does the 'information and technology' dimension support effective product and service management?

- A. By defining organizational roles and responsibilities needed for product development
- B. By enabling the use of data, information, and technology required to deliver services
- C. By managing relationships with external suppliers
- D. By defining workflows and activities required for product development

**Answer: B**

Explanation:

The information and technology dimension supports product and service management by enabling the data, information, and technology needed to create, deliver, support, and improve services. That is why option A is correct. ITIL emphasizes that this dimension includes applications, infrastructure, automation, analytics, AI, monitoring, communication tools, and the governance of information assets. It also includes data quality, usability, access, security, and technology capability. These elements help organizations make informed decisions, support workflows, and enable digital products and services. Roles and responsibilities belong primarily to organizations and people. Workflow structure belongs to value streams and processes. External relationships belong to partners and suppliers. Therefore, the dimension focused on the technological and informational foundation of management and service delivery is information and technology.

### NEW QUESTION # 14

Which of the following is NOT a success metric of 'discover' activity?

- A. Market relevance of the products and service offerings
- B. Stakeholder satisfaction with products and service offerings
- C. Strategic fit of the organization's products and service offerings

- **D. Service performance against the agreed SLA targets**

**Answer: D**

Explanation:

Service performance against agreed SLA targets is not a success metric of the discover activity, so option C is correct. Discover is concerned with understanding stakeholder needs, market context, strategic direction, opportunities, and the relevance of product and service offerings.

Suitable success measures therefore include strategic fit, market relevance, and stakeholder satisfaction with offerings. SLA performance, however, is typically associated with live service delivery and service quality management, especially within deliver, operate, and service level management. It measures how well an existing service performs against agreed targets, not how effectively the organization is exploring needs and opportunities. ITIL separates these concerns so that organizations can evaluate discovery work based on alignment and insight rather than operational results that happen later in the lifecycle.

#### **NEW QUESTION # 15**

What refers to a detailed document outlining the requirements and characteristics of a product?

- A. Change request
- **B. Product specification**
- C. Service request
- D. Product prototype

**Answer: B**

Explanation:

A product specification is the detailed document that outlines the requirements and characteristics of a product, which makes option D correct. In ITIL, the specification helps create a shared understanding of what the product is expected to do, how it should behave, what constraints apply, and what quality or acceptance criteria must be met. It serves as a reference point for design, build, testing, transition, and later improvement. A prototype is different because it is an early model used to explore or validate ideas. A change request is a formal proposal for a change, and a service request is a user request for a standard service action or access. By clearly documenting requirements and critical characteristics, the product specification supports consistency, communication, and effective lifecycle management.

#### **NEW QUESTION # 16**

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