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Peoplecert ITIL Foundation (Version 5) Sample Questions (Q115-Q120):

NEW QUESTION # 115

Which is a key requirement for successful service level agreements (SLAs)?

- A. They should be written using language and terms which all parties will understand
- B. They should avoid ambiguous targets such as those relating to user experience
- C. They should be based on system-based metrics which are useful to the service provider
- D. They should be carried forward, unchanged, from one year to the next to enable consistent service

Answer: A

Explanation:

An SLA is defined as a documented agreement between a service provider and a customer that identifies both services required and the expected level of service.

SLAs are used to measure the performance of services from the customer's point of view, and it is important that they are agreed in the wider business context.

Some of the key requirements for successful SLAs include:

They must be related to a defined 'service' in the service catalogue. Individual metrics without a specified service context are unhelpful.

They should relate to defined outcomes and not simply operational metrics. This can be achieved with balanced bundles of metrics, such as customer satisfaction and key business outcomes.

They should reflect an 'agreement': an engagement and discussion between the service provider and the service consumer. It is important to involve all stakeholders, including partners, sponsors, users, and customers.

They must be simply written and easy to understand and use for all parties.

NEW QUESTION # 116

How does the 'organizations and people' dimension contribute to effective product and service management?

- A. By ensuring skills, culture, and communication support value creation
- B. By managing relationships with external organizations
- C. By defining the technologies used to deliver services
- D. By automating workflows across value streams

Answer: A

Explanation:

The organizations and people dimension contributes by ensuring that skills, culture, structure, leadership, and communication support value creation, so option A is correct. ITIL emphasizes that effective product and service management depends not only on processes and tools, but also on human capability and organizational behavior. This dimension includes roles, responsibilities, authority, competencies, culture, collaboration, psychological safety, and continual learning. When these elements are healthy and aligned with strategy, teams are better able to make decisions, adapt to change, manage complexity, and work across boundaries. Defining technologies belongs to information and technology. Managing external relationships belongs to partners and suppliers. Automating workflows relates more to process and technology considerations. Therefore, the human and cultural foundation of effective management is the organizations and people dimension.

NEW QUESTION # 117

The board of directors approves a new digital strategy and instructs management to prioritize investment in cloud infrastructure to support future growth. Which governance activity does this represent?

- A. Evaluate
- B. Engage stakeholders
- C. Direct
- D. Monitor

Answer: C

Explanation:

Direct represents the governance activity where the governing body sets direction, priorities, and policies, such as approving a strategy and instructing management to focus investment on specific initiatives.

NEW QUESTION # 118

An organization is planning to improve the existing service and wants to understand its current performance before making any

changes. According to the principle 'Start where you are,' what could an organization consider when observing current performance of the service?

- A. Select the right message and method to communicate with stakeholders
- B. Avoid applying risk management when reusing existing processes
- **C. Identify who the consumer is and why they use the service**
- D. Involve people who have little or no prior knowledge of the service

Answer: C

Explanation:

The principle 'Start where you are' emphasizes assessing the current state before making changes. Identifying who the consumer is and why they use the service helps the organization understand existing value, performance, and context, enabling informed decisions based on real conditions rather than assumptions.

NEW QUESTION # 119

Which is an activity of the 'problem management' practice?

- A. Restoration of normal service operation as quickly as possible
- **B. Prioritization of problems based on the risk that they pose**
- C. Authorization of changes to resolve the cause of problems
- D. Resolution of incidents in a time that meets customer expectations

Answer: B

NEW QUESTION # 120

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