

Peoplecert.ITILFNDv5.v2026-06-15.q26

Exam Code:	ITILFNDv5
Exam Name:	ITIL Foundation (Version 5)
Certification Provider:	Peoplecert
Free Question Number:	26
Version:	v2026-06-15
# of views:	119
# of Questions views:	260
https://www.freepdfdumps.com/Peoplecert.ITILFNDv5.v2026-06-15.q26.html	

NEW QUESTION: 1

Which BEST explains why an organization might choose to engage external suppliers?

- A. To remove the need for oversight, governance, and internal management
- B. To obtain capabilities that are difficult to develop internally
- C. To minimize reliance on third-party providers
- D. To maintain greater control and visibility over service delivery

Answer: (SHOW ANSWER)

NEW QUESTION: 2

A team is gathering customer feedback and measuring current service response times to understand its existing performance. Which step of the continual improvement model does this activity represent?

- A. Where are we now?
- B. Take action
- C. Where do we want to be?
- D. What is the vision?

Answer: A (LEAVE A REPLY)

Gathering customer feedback and measuring current service response times is assessing the current state of performance, which corresponds to determining where the organization is now in the continual improvement model.

NEW QUESTION: 3

Which of the following BEST describes a release?

- A. The addition, modification, or removal of anything that could affect services
- B. A version of a product, service, or other configuration item made available for use
- C. An unplanned interruption to a service or reduction in the quality of a service
- D. A cause, or potential cause, of one or more incidents

Answer: (SHOW ANSWER)

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: 4

Which is the main form of service interaction between service consumers and digital services?

- A. Transfer of goods
- B. Delivery of goods
- C. Access to resources
- D. Service actions

Answer: C (LEAVE A REPLY)

The main form of service interaction between service consumers and digital services is access to resources, as consumers typically use digital capabilities, applications, or infrastructure provided by the service provider without transferring ownership.

NEW QUESTION: 5

Which value chain activity is assessed by evaluating the quality of the resources and services sourced from a third party?

- A. Build
- B. Design
- C. Acquire
- D. Discover

Answer: C (LEAVE A REPLY)

The acquire activity focuses on obtaining products, services, and resources from third parties, and its effectiveness is assessed by evaluating the quality of the resources and services sourced from suppliers.

NEW QUESTION: 6

Which is an approach to software development in which software can be released to production at any time after a decision is made by the team?

- A. Continuous Deployment
- B. Continuous Integration
- C. Continuous Delivery
- D. DevOps

Answer: C (LEAVE A REPLY)

Continuous delivery is an approach in which software is built and tested in a way that ensures it is always in a deployable state, allowing it to be released to production at any time once the team makes the decision to do so.

NEW QUESTION: 7

Which of the following is a key success metric for 'Transition' activity?

- A. Speed of normal service restoration
- B. Quality of the resources and services outsourced from suppliers
- C. Service performance against the agreed SLA targets
- D. Number and impact of deployment errors

Answer: [\(SHOW ANSWER\)](#)

A key success metric for the transition activity is the number and impact of deployment errors, as transition focuses on introducing new or changed services into the live environment in a controlled way while minimizing risk and disruption.

NEW QUESTION: 8

Which term BEST describes a group of people that has its own functions with responsibilities, authorities, and relationships to achieve its objectives?

- A. Organization
- B. Partnership
- C. Culture
- D. Service Journey

Answer: [A \(LEAVE A REPLY\)](#)

An organization is defined as a group of people with its own functions, responsibilities, authorities, and relationships established to achieve specific objectives.

NEW QUESTION: 9

What is a product prototype?

- A. A request that triggers an agreed service action
- B. The process of releasing new or updated products to users
- C. An initial version of a product demonstrating its basic form and functionality
- D. A finalized product specification approved for development

Answer: [\(SHOW ANSWER\)](#)

A product prototype is an initial version of a product that demonstrates its basic form and functionality, allowing stakeholders to explore, validate, and refine ideas before full development and release.

NEW QUESTION: 10

Which will help solve incidents more quickly?

- A. Escalating all incidents to support teams
- B. Detailed procedural steps for incident investigation
- C. Collaboration between teams
- D. Target resolution times

Answer: [C \(LEAVE A REPLY\)](#)

NEW QUESTION: 11

Which of the following BEST describes an outcome in a service relationship?

- A. A result achieved by a stakeholder through the use of at least one output
- B. A tangible or intangible deliverable created during a service activity
- C. A specific task completed by the service provider as part of service delivery
- D. A software product provided to the consumer by the service provider

Answer: A ([LEAVE A REPLY](#))

An outcome in a service relationship is a result achieved by a stakeholder through the use of one or more outputs, representing the value realized from the service rather than the deliverables themselves.

NEW QUESTION: 12

Which of the following is NOT an activity of digital product and service lifecycle?

- A. Acquire
- B. Agree
- C. Discover
- D. Build

Answer: B ([LEAVE A REPLY](#))

The digital product and service lifecycle includes activities such as discover, design, build, transition, operate, support, deliver, and acquire. "Agree" is not one of the defined lifecycle activities.

NEW QUESTION: 13

Why is it important to seek feedback before, during, and after each iteration?

- A. To document all activities in detail before starting the next iteration
- B. To ensure the project plan remains fixed and unchanged throughout development
- C. To allow the team to follow the original design without interruption
- D. To ensure that each iteration is aligned with changing circumstances

Answer: D ([LEAVE A REPLY](#))

Seeking feedback before, during, and after each iteration ensures that the work remains aligned with evolving needs, priorities, and environmental changes, enabling timely adjustments and continuous improvement.

NEW QUESTION: 14

When considering the type of relationship required with other organizations involved in the design and delivery of services, which dimension of service management are you utilizing?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 15

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

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

Answer: D (LEAVE A REPLY)

NEW QUESTION: 16

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 (LEAVE A REPLY)

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.

Valid ITILFNDv5 Dumps shared by Actual4test.com for Helping Passing ITILFNDv5 Exam! Actual4test.com now offer the **newest ITILFNDv5 exam dumps**, the Actual4test.com ITILFNDv5 exam **questions have been updated** and **answers have been corrected** get the **newest** Actual4test.com ITILFNDv5 dumps with Test Engine here: https://www.actual4test.com/ITILFNDv5_examcollection.html (**143** Q&As Dumps, **30%OFF** Special Discount: **Freepdfdumps**)

NEW QUESTION: 17

A telecom provider designs an enterprise package that combines internet, VoIP, network security and technical support. Which concept does this illustrate?

- A. Transfer of goods
- B. Service action
- C. Access to resources
- D. Service offering

Answer: D (LEAVE A REPLY)

This illustrates a service offering, which is a formal description of one or more services designed to address the needs of a target consumer group, often combining multiple services into a single package to deliver value.

NEW QUESTION: 18

A healthcare IT provider is planning to launch a new digital appointment system. According to

'Focus on value', what should the organization do first?

- A. Understand why patients use the appointment service
- B. Identify who the service consumers and key stakeholders are
- C. Analyze how the system will help patients achieve their goals
- D. Evaluate the risks and financial consequences for the consumers

Answer: B ([LEAVE A REPLY](#))

The principle 'Focus on value' begins with identifying who the service consumers and key stakeholders are, as understanding who is involved is essential before determining what value means and how it can be created for them.

NEW QUESTION: 19

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

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

Answer: C ([LEAVE A REPLY](#))

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: 20

Identify the missing word(s) in the following sentence.

A(n) [?] is the cause, or potential cause, of one or more incidents.

- A. Known error
- B. Change
- C. Event
- D. Problem

Answer: ([SHOW ANSWER](#))

The cause of one or more incidents. It represents a deeper issue that needs to be identified and resolved to prevent future incidents. For example, the root cause of a system outage might be a software bug or a hardware failure.

NEW QUESTION: 21

Identify the missing word in the following sentence

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of [?], and the CIs that support them, is available when and where it is needed

- A. organizations
- B. outcomes
- C. relationships
- D. services

Answer: D ([LEAVE A REPLY](#))

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of services, and the CIs that support them, is available when and where it is needed. This includes information on how CIs are configured and the relationships between them.

NEW QUESTION: 22

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

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

Answer: ([SHOW ANSWER](#))

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: 23

Which BEST explains why an organization might choose to engage external suppliers?

- A. To maintain greater control and visibility over service delivery
- B. To minimize reliance on third-party providers
- C. To remove the need for oversight, governance, and internal management
- D. To obtain capabilities that are difficult to develop internally

Answer: D ([LEAVE A REPLY](#))

An organization may engage external suppliers to obtain specialized capabilities, expertise, or resources that are difficult, costly, or time-consuming to develop internally, thereby enhancing its ability to deliver value.

NEW QUESTION: 24

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

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

Answer: D ([LEAVE A REPLY](#))

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: 25

What is a value stream?

- A.** A set of organizational resources and capabilities to achieve an objective
- B.** A series of steps an organization undertakes to enable value for consumers through management of products and services
- C.** A tangible or intangible deliverable of an activity
- D.** A configuration of an organization's resources designed to offer value for a consumer

Answer: B (LEAVE A REPLY)

A value stream is a series of steps an organization undertakes to create and deliver products and services, enabling value for consumers through coordinated activities and the use of management practices.

NEW QUESTION: 26

Which of the following terms BEST describes a change?

- 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 have an effect on product and service
- C.** Any component that needs to be managed in order to deliver an IT service
- D.** An underlying cause of one or more incidents

Answer: B (LEAVE A REPLY)

A change is defined as the addition, modification, or removal of anything that could have an effect on products and services, reflecting its potential impact on how services are delivered or supported.

Valid ITILFNDv5 Dumps shared by Actual4test.com for Helping Passing ITILFNDv5 Exam! Actual4test.com now offer the **newest ITILFNDv5 exam dumps**, the Actual4test.com ITILFNDv5 exam **questions have been updated** and **answers have been corrected** get the **newest** Actual4test.com ITILFNDv5 dumps with Test Engine here: https://www.actual4test.com/ITILFNDv5_examcollection.html (**143** Q&As Dumps, **30%OFF** Special Discount: **Freepdfdumps**)