DBCLOUD
EXAMS

# QUESTIONS & ANSWERS

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**Technology Provider:** PeopleCert

**Exam:** ITIL ITILFND V5

**Number of questions in the database:** 145

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Question #1Topic 1

Which element of the operating model refers to third parties contributing to value creation activities?

A. Partners and suppliers

B. Value streams and processes

C. Value chain

D. Organizations and people

**Correct Answer: A**

Question #2Topic 1

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

**Correct Answer: B**

Question #3Topic 1

Which of the following describes a sponsor within a consumer organization?

A. A person or group that has its own functions and authorities

B. A person or group that authorizes a change

C. The role that defines the requirements for a service

D. The role that authorizes the budget for service consumption

**Correct Answer: D**

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Question #4Topic 1

Which of the following BEST describes an operating model?

A. A set of rules that ensures consistent decision-making and accountability within the organization

B. A recommendation that guides an organization's actions and decisions in all circumstances

C. A set of organizational resources designed for performing specific work or achieving a particular objective

D. A conceptual and visual representation of how an organization co-creates value with its customers

**Correct Answer: D**

Question #5Topic 1

How do service providers contribute to the creation of service value for consumers?

A. They reduce risks and provide resources through specialization

B. They eliminate the need for consumers to use any resources

C. They replace consumers' responsibilities with their own services

D. They determine the financial outcomes for consumers directly

**Correct Answer: A**

Question #6Topic 1

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

**Correct Answer: C**

Question #7Topic 1

Why do many digital service providers aim to reduce or eliminate service actions?

A. To strengthen direct personal engagement between users and support staff

B. To ensure every service interaction is handled manually for better control

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C. To comply with financial and regulatory policies

D. To streamline operations and increase consistency by relying more on automation

**Correct Answer: D**

Question #8Topic 1

Which chapter of a practice guide provides recommendations for the successful automation of the practice?

A. Information and technology

B. Partners and suppliers

C. Organizations and people

D. Value streams and processes

**Correct Answer: A**

Question #9Topic 1

Which statement BEST describes service quality?

A. The totality of characteristics of a service that determine its ability to satisfy stated needs

B. The functionality provided by a product or service to meet a particular need

C. A documented agreement between a service provider and a customer

D. The assurance that a service will meet agreed requirements and is fit for use

**Correct Answer: A**

Question #10Topic 1

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?

**Correct Answer: A**

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