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**QUESTION 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?

**Answer:** A

**Explanation:**

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.

**QUESTION 2**

Which guiding principle emphasizes understanding how all parts of an organization function together as an integrated system?

- A. Think and work holistically
- B. Focus on value
- C. Keep it simple and practical
- D. Progress iteratively with feedback

**Answer:** A

**Explanation:**

The guiding principle “Think and work holistically” emphasizes understanding how all parts of an organization function together as an integrated system, recognizing that services and value are created through the interaction of interconnected components rather than isolated activities.

**QUESTION 3**

Which of the following statements about the four dimensions of product and service management is CORRECT?

- A. Each dimension on its own is sufficient to achieve the desired outcomes
- B. All four dimensions are critical to effective and efficient facilitation of value
- C. All four dimensions apply only to product design and not to management practices
- D. All four dimensions focus mainly on the activities of the service value chain

**Answer:** B

**Explanation:**

All four dimensions are critical to the effective and efficient facilitation of value because they provide a balanced and

holistic view of product and service management, ensuring that no important aspect is overlooked when creating and delivering value.

**QUESTION 4**

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

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

**Answer: B**

**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.

**QUESTION 5**

Which activity focuses on securing and allocating necessary resources efficiently?

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

**Answer: A**

**Explanation:**

The acquire activity focuses on securing and allocating the necessary resources, including products and services from suppliers, ensuring they are obtained efficiently to support value creation.

**QUESTION 6**

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**

**Explanation:**

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.

**QUESTION 7**

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**

**Explanation:**

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.

**QUESTION 8**

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

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

**Answer: B**

**Explanation:**

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.

**QUESTION 9**

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**

**Explanation:**

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.

**QUESTION 10**

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

**Answer: A**

**Explanation:**

The operating model element that refers to third parties contributing to value creation activities is partners and suppliers, as it describes how external organizations support the service provider through goods, services, and expertise to help create and deliver value.

**QUESTION 11**

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: B**

**Explanation:**

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.

**QUESTION 12**

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

**Answer: D**

**Explanation:**

A sponsor within a consumer organization is the role that authorizes the budget for service consumption, ensuring that funding is approved to obtain and use the service.

**QUESTION 13**

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

**Answer: D**

**Explanation:**

An operating model is a conceptual and visual representation of how an organization works to co-create value with its customers, showing how its components and activities integrate and interact to deliver products and services.

**QUESTION 14**

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

**Answer: A**

**Explanation:**

Service providers contribute to service value by reducing risks and providing specialized resources and capabilities that consumers may not possess, enabling consumers to achieve desired outcomes more effectively.

**QUESTION 15**

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**

**Explanation:**

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.

**QUESTION 16**

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
- C. To comply with financial and regulatory policies
- D. To streamline operations and increase consistency by relying more on automation

**Answer:** D

**Explanation:**

Many digital service providers aim to reduce or eliminate service actions to streamline operations and increase consistency by relying more on automation, enabling faster, more reliable, and scalable service delivery with less manual intervention.

**QUESTION 17**

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

**Answer:** A

**Explanation:**

The Information and technology chapter of a practice guide provides recommendations for the successful automation of the practice, as it addresses the tools, systems, and technological considerations that enable and support automation.

**QUESTION 18**

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

**Answer:** A

**Explanation:**

Service quality is the totality of characteristics of a service that determine its ability to satisfy stated needs, reflecting how well the service meets expectations and requirements from the consumer's perspective.

**QUESTION 19**

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.

**QUESTION 20**

Which service value chain activity relates with buying new products?

- A. Engage
- B. Obtain/build
- C. Plan
- D. Improve

**Answer:** B

**Explanation:**

This activity focuses on acquiring or creating the products and services needed to deliver value to customers.

**QUESTION 21**

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

**Answer: C**

**Explanation:**

This dimension focuses on the relationships with external organizations that contribute to service delivery and design.

**QUESTION 22**

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

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

**Answer: A**

**Explanation:**

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

**QUESTION 23**

A good way to apply the ITIL guiding principle 'keep it simple and practical' is to:

- A. Communicate so that the audience will hear
- B. Re-use nothing from the current state
- C. Adopt a practice which is easy to follow
- D. Understand that fast does not mean incomplete

**Answer: C**

**Explanation:**

This principle emphasizes the importance of simplicity in processes and practices, ensuring they are practical and easy to implement.

**QUESTION 24**

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: D**

**Explanation:**

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.

**QUESTION 25**

Which activity has the purpose of developing, integrating, and testing digital products to transform designs into functional solutions?

- A. Support

- B. Build
- C. Discover
- D. Operate

**Answer: B**

**Explanation:**

The build activity is responsible for developing, integrating, and testing digital products, transforming designs and requirements into functional solutions that are ready for deployment and use.

**QUESTION 26**

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**

**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.

**QUESTION 27**

Which of the following statements about value streams is INCORRECT?

- A. Value streams are enabled and supported by the organization's value chain
- B. Value streams should exclude suppliers
- C. Value streams continue to evolve over time
- D. Value streams can involve multiple practices

**Answer: B**

**Explanation:**

Value streams include all activities and stakeholders required to create and deliver value, which can involve suppliers and partners as part of the overall flow of work. Therefore, excluding suppliers is incorrect.

**QUESTION 28**

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**

**Explanation:**

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

**QUESTION 29**

Which dimension of digital product and service management ensures whoever is working in an organization has sufficient skills to support anticipated needs?

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

**Answer:** A

**Explanation:**

The organizations and people dimension ensures that individuals within the organization have the appropriate skills, competencies, roles, and structure to meet current and anticipated needs in delivering products and services.