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Sample Paper 1

Answers and Rationales

PeopleCert

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Question	Answer	Assessment Criteria	Rationale
1	D	1.2.2	A. Incorrect. "Warranty is the assurance that a product or service will meet the agreed requirements" and is unrelated to granting permission to an employee. Ref 3.2.4 B. Incorrect. Transferring goods usually entails the transfer of "goods from a service provider to a service consumer. In the case of digital services, this is a rare but possible form of service interaction." Permission to use a platform is not the transfer of goods. Ref 3.1.2 C. Incorrect. Utility "is the functionality offered by a product or service to meet a particular need. Utility can be summarized as 'what the service does' and can be used to determine whether a service is 'fit for purpose'." Ref 3.2.4 **D. Correct. "The service consumer gains access to the service provider's resources and uses them according to the agreed terms and conditions." In this case, the employee is granted permission to use the 'resource' of the file sharing platform. Ref 3.1.2**
2	B	1.2.2	A. Incorrect. "Transfer of goods: some services include transfer of goods from a service provider to a service consumer. In case of digital services, this is a rare but possible form of service interaction. Examples include transfer of equipment or consumables." Assisting a user to configure a laptop is an example of service action, not an example of transferring goods. Ref 3.1.2 **B. Correct. Service actions are actions "performed by a service provider or jointly by a service provider and a service consumer. Fulfilment of service requests is a common form of service actions. Other examples include delivery of goods, user training, consultations, and so on." In this case, the service provider team has taken an action by assisting the user. Ref 3.1.2** C. Incorrect. "Sustainability is the assurance that a product or service meets and will continue to meet the requirements for environmental stewardship, social progress, and economic growth." Ref 3.2.4 D. Incorrect. "Access to resources: the service consumer gains access to the service provider's resources and uses them according to the agreed terms and conditions.". Ref 3.1.2
3	C	1.2.2	A. Incorrect. Operational costs do not concern the consumer, but the services provided "can introduce new costs and risks [...] Services are perceived by service consumers as valuable only when they have more positive effects than negative." Ref 3.1.1 B. Incorrect. "Service providers help their consumers to achieve outcomes, and in doing so, take on some of the associated costs and risks. Service providers are usually specialized in specific types of services."

Question	Answer	Assessment Criteria	Rationale
			and hence, the number of providers is not significant for the consumer. Ref 3.1.1 **C. Correct. "[...] services can introduce new costs and risks, and in some cases, they can negatively affect some of the intended outcomes, while supporting others. Services are perceived by service consumers as valuable only when they have more positive effects than negative." Ref 3.1.1** D. Incorrect. The amount of money invested in resources by a service provider is unrelated to the consumer's assessment of value. "The value for the service consumer(s) [...] is defined by their own needs; is achieved through the support of intended outcomes and optimization of the service consumer's costs and risks; is subjective and influenced by the service experience; changes over time and in different circumstances." Ref 5.2.1.1
4	D	1.4.9	A. Incorrect. Utility is the functionality offered by a product or service to meet a particular need. "Utility can be summarized as 'what the service does' and can be used to determine whether a service is 'fit for purpose'. To have utility, a service must either support the performance of the consumer or remove constraints from the consumer." Ref 3.2.4 B. Incorrect. Warranty "is the assurance that a product or service will meet the agreed requirements. Warranty can be summarized as 'how the service performs' and can be used to determine whether a service is 'fit for use'. Warranty typically addresses such areas as the availability of the service, its capacity, levels of security, and continuity." Ref 3.2.4 C. Incorrect. "User experience (UX) is the sum of functional and emotional interactions with a service and service provider as perceived by a service user." Ref 3.2.4 **D. Correct. "Sustainability requirements may include responsible sourcing of materials and components, responsible work and employment practices, use of clean energy, low carbon footprint, incorporation of recycled and recyclable materials, transparent supply chains, and others. These requirements may originate from national and international regulations and standards or be defined in the organization's sustainability strategy." Ref 3.2.4**
5	D	2.2.2	A. Incorrect. The 'partners and suppliers' dimension focuses on external relationships and agreements, not on the internal culture of trust. It "encompasses an organization's relationships with other organizations that are involved in the discovery, design, build, transition, operation, delivery, support, and/or continual improvement of products and services. It also incorporates contracts and other

Question	Answer	Assessment Criteria	Rationale
			agreements between the organization and its partners or suppliers." Ref 2.5 B. Incorrect. The 'value streams and processes' dimension is concerned with workflows and efficiency. It "addresses organizational and cross-organizational workflows, focusing on what activities the organization undertakes and how they are organized to enable value for stakeholders effectively and efficiently." Ref 2.3 C. Incorrect. The 'information and technology' dimension "addresses data, information, and technologies used in digital products and services, as well as those used as part of the organization's product and service management systems.". Ref 2.4 **D. Correct. The 'organization and people' dimension is most concerned with establishing a culture of trust. "Digitally enabled organizations are under pressure to continually improve their performance under changing market conditions. […]. The challenge for these organizations is to foster an effective set of shared beliefs, perceptions, and values in relation to risks. This, in turn, should create a safety culture, and result in behaviour that is beneficial for all stakeholders, including the members of the organization." Ref 2.2.1**
6	D	2.2.2	A. Incorrect. The 'partners and suppliers' dimension "encompasses an organization's relationships with other organizations that are involved in the discovery, design, build, transition, operation, delivery, support, and/or continual improvement of products and services. It also incorporates contracts and other agreements between the organization and its partners or suppliers." Ref 2.5 B. Incorrect. The 'information and technology' dimension "addresses data, information, and technologies used in digital products and services, as well as those used as part of the organization's product and service management systems." Ref 2.4 C. Incorrect. The 'organizations and people' dimension ensures that an organization's "roles, responsibilities, and systems of authority and communication, are well defined and support its overall strategy and operating model.". It also ensures "the way an organization is structured and managed […]" Ref 2.2 **D. Correct. "The 'value streams and processes' dimension address organizational and cross-organizational workflows, focusing on what activities the organization undertakes and how they are organized to enable value for stakeholders effectively and efficiently." Ref 2.3**

Question	Answer	Assessment Criteria	Rationale
7	A	4.2.1	**A. Correct. "In addition to being aware of the ITIL Guiding Principles, it is important to recognize that they interact with and depend upon each other. For example, if an organization is committed to progressing iteratively with feedback, it should also think and work holistically to ensure that each iteration of an improvement includes all the elements necessary to deliver real results. Similarly, making use of appropriate feedback is key to collaboration, and focusing on what will truly be valuable to the customer makes it easier to keep things simple and practical." Ref 5.2.8** B. Incorrect. "Organizations should not use just one or two of the principles but should consider the relevance of each of them and how they complement each other. There is no particular order or hierarchy of these principles; they are equally important for the ITIL VS." Ref 5.2.8 C. Incorrect. Principles do not follow a strict order. "Organizations should not use just one or two of the principles but should consider the relevance of each of them and how they complement each other. There is no particular order or hierarchy of these principles; they are equally important for the ITIL VS." Ref 5.2.8 D. Incorrect. "Organizations should not use just one or two of the principles but should consider the relevance of each of them and how they complement each other. There is no particular order or hierarchy of these principles; they are equally important for the ITIL VS." Ref 5.2.8
8	A	4.3.2	**A. Correct. "Every organization is directed by a governing body: a person or group of people who are accountable at the highest level for the performance and compliance of the organization." Ref 5.3.1** B. Incorrect. Day-to-day operations are handled by management, not governance. The governing body provides direction, but execution is delegated. The governing body is concerned with strategic direction, oversight, compliance, and accountability. Furthermore, it is the Management practices that "enable and support the value chain activities" Ref 5.4.1 Figure 2.1 C. Incorrect. Technical details of digital products fall under operational and technical teams, not under the governing body. The governing body is concerned with strategic direction, oversight, compliance, and accountability. "If the purpose of an internal technology organization is 'to support the core business of the company with effective and efficient technology solutions', and business-critical digital products and services are developed and delivered internally, then the internal technology

Question	Answer	Assessment Criteria	Rationale
			organization is likely to take responsibility for all activities of the digital product and service management" Ref 5.4.2.1 D. Incorrect. Exclusive focus on financial reporting is too narrow. While financial accountability is part of governance, it also covers compliance, risk, digital technology use, strategic investment, and stakeholder value. "The governing body is accountable for the organization's compliance with policies and external regulations. Governance of the use of digital technology is an important part of corporate governance" Ref 5.3.1
9	C	4.4.7	A. Incorrect. 'Strategic fit' "of the organization's products and service offerings" is a success metric of 'discover' activity. Ref 4.2.2, Table 4.1 B. Incorrect. Market relevance is a success metric of 'discover' activity: "market relevance of the products and service offerings; stakeholder satisfaction with products and service offerings; commercial success of the products (if applicable)." Ref 4.2.2. Table 4.1 **C. Correct. "Service performance against the agreed SLA targets" is a key metric of the 'deliver' activity. The key metrics of success of the 'discover' activity are: "Strategic fit of the organization's products and service offerings; market relevance of the products and service offerings; stakeholder satisfaction with products and service offerings; commercial success of the products (if applicable)." Ref 4.8.2, Table 4.7, 4.2.2, Table 4.1** D. Incorrect. 'Stakeholder satisfaction' "with products and service offerings" is one of the success metrics of 'discover' activity. Ref 4.2.2, Table 4.1
10	B	4.5.2	A. Incorrect. This is 'value stream': "a series of steps that an organization uses to create and deliver products and services to a service consumer." Ref 2.3.1 **B. Correct. 'Management practice' "is a set of organizational resources and capabilities designed and adopted for performing work or accomplishing an objective." Ref 5.5** C. Incorrect. This is 'operating model' which is "a conceptual and/or visual representation of how an organization co-creates value with its customers and other stakeholders, as well as how the organization runs itself." Ref 5.4.1 D. Incorrect. This is value chain: "a set of interconnected activities that an organization performs to create and deliver valuable products or services to its consumers and to facilitate value realization." Ref 5.1

Question	Answer	Assessment Criteria	Rationale
11	D	5.2.2	A. Incorrect. This is one of the steps in value stream mapping. Value stream mapping includes the following steps: “value stream identification; mapping of the ‘as-is’ value stream; analysing the value stream; mapping a ‘to-be’ value stream; planning and implementing improvements.” Ref 6.3 B. Incorrect. This is one of the steps in value stream mapping. Value stream mapping includes the following steps: “value stream identification; mapping of the ‘as-is’ value stream; analysing the value stream; mapping a ‘to-be’ value stream; planning and implementing improvements.” Ref 6.3 C. Incorrect. This is one of the steps in value stream mapping. Value stream mapping includes the following steps: “value stream identification; mapping of the ‘as-is’ value stream; analysing the value stream; mapping a ‘to-be’ value stream; planning and implementing improvements.” Ref 6.3 **D. Correct. This is not a step in value stream mapping. “Value stream mapping includes the following steps: value stream identification; mapping of the ‘as-is’ value stream; analysing the value stream; mapping a ‘to-be’ value stream; planning and implementing improvements.” An Organization’s purpose is a general term describing “what an organization does for its consumers and other stakeholders and why” Ref 6.3, Glossary**
12	C	1.1.1	A. Incorrect. This is the definition of service offering: "a formal description of one or more services designed to address the needs of a target consumer group. A service offering may include goods, access to resources, and service action." Ref 3.1.2 B. Incorrect. This is the definition of access to resources: " the service consumer gains access to the service provider’s resources and uses them according to the agreed terms and conditions." Ref 3.1.2 **C. Correct. "Digital products are a combination of an organization’s resources based on digital technology and designed to offer value to consumers.” Ref 4.5.1** D. Incorrect. This is the definition of service actions: "actions performed by a service provider or jointly by a service provider and a service consumer." Ref 3.1.2
13	D	3.1.1	A. Incorrect. ‘Build’ is one of the digital product and service lifecycle management activities. "This high-level description highlights important [...] Support**:** restore normal operation of products and delivery of services when needed." Ref 4.1 B. Incorrect. ‘Design’ is one of the digital product and service lifecycle management activities. "This high-level description highlights important [...] Support**:**

Question	Answer	Assessment Criteria	Rationale
			restore normal operation of products and delivery of services when needed." Ref 4.1 C. Incorrect. 'Discover' is one of the digital product and service lifecycle management activities. "This high-level description highlights important [...] Support**:** restore normal operation of products and delivery of services when needed." Ref 4.1 **D. Correct. Obtain is NOT one of the digital product and service lifecycle management activities. "This high-level description highlights important [...] Support: restore normal operation of products and delivery of services when needed." Ref 4.1**
14	C	3.2.1	A. Incorrect. Developing and testing is part of the 'build' activity: "The purpose of the 'build' activity is to develop, integrate, and test digital products, transforming designs into functional solutions." Ref 4.5.1 B. Incorrect. Securing resources belongs to the 'acquire' activity: "The purpose of the 'acquire' activity is to secure and allocate necessary resources efficiently, ensuring the sustainability and scalability of products and services." Ref 4.4.1 **C. Correct. The main purpose of the 'discover' activity "is to ensure continual alignment of the product roadmaps and related service offerings with the needs of service consumers and with the organizational strategy." Ref 4.2.1** D. Incorrect. Maintaining and monitoring digital products is the purpose of the 'operate' activity: "The purpose of the 'operate' activity is to maintain and monitor digital products and supporting systems, ensuring optimal performance and reliability." Ref 4.7.1
15	A	3.2.1	**A. Correct. "The purpose of the 'design' activity is to create prototypes and specifications for products and services, detailing their functionality, user experience, and operational framework." Ref 4.3.1** B. Incorrect. "The purpose of the 'deliver' activity is to provide services to users, manage user onboarding/offboarding, maintain service quality standards, and gather consumers' feedback." Ref 4.8.1 C. Incorrect. "The purpose of the 'support' activity is to identify and resolve incidents, fulfil disaster recovery procedures, and capture consumer's feedback." Ref 4.9.1 D. Incorrect. "The purpose of the 'transition' activity is to seamlessly introduce new or updated products into operational environments and to ensure effective onboarding/offboarding of suppliers." Ref 4.6.1

Question	Answer	Assessment Criteria	Rationale
16	B	3.2.1	A. Incorrect. This describes the 'support' activity: "The purpose of the 'support' activity is to identify and resolve incidents, fulfil disaster recovery procedures, and capture consumer's feedback." Ref 4.9.1 **B. Correct. "The purpose of the 'acquire' activity is to secure and allocate necessary resources efficiently, ensuring the sustainability and scalability of products and services." Ref 4.4.1** C. Incorrect. Service provision is the primary goal of the 'deliver' activity: "The purpose of the 'deliver' activity is to provide services to users, manage user onboarding/offboarding, maintain service quality standards, and gather consumers' feedback." Ref 4.8.1 D. Incorrect. Creating functional prototypes for testing is the primary goal of the 'design' activity: "The purpose of the 'design' activity is to create prototypes and specifications for products and services, detailing their functionality, user experience, and operational framework." Ref 4.3.1
17	C	3.2.1	A. Incorrect. 'Transition' has to do with onboarding and offboarding of suppliers: "The purpose of the 'transition' activity is to seamlessly introduce new or updated products into operational environments and to ensure effective onboarding/offboarding of suppliers." Ref 4.6.1 B. Incorrect. The 'operate' activity maintains system performance: "The purpose of the 'operate' activity is to maintain and monitor digital products and supporting systems, ensuring optimal performance and reliability." Ref 4.7.1 **C. Correct. "The purpose of the 'support' activity is to identify and resolve incidents, fulfil disaster recovery procedures, and capture consumer's feedback." Ref 4.9.1** D. Incorrect. The 'design' activity's purpose is "to create prototypes and specifications for products and services, detailing their functionality, user experience, and operational framework." Ref 4.3.1
18	B	6.2.2	A. Incorrect. The AI Capability Model is not a benchmarking or compliance standard. "The model provides a functional classification of AI solutions." Ref 2.4.1.1 **B. Correct. The ITIL AI Capability Model is a functional classification model that helps organizations understand how AI can be applied, communicate its use, and improve governance and capability. "The model provides a functional classification of AI solutions. It helps understand and communicate the range of possible applications of AI. It can also enhance AI governance by helping organizations tailor risk profiles, controls, and countermeasures to the specific functions of AI solutions [...]" Ref 2.4.1.1**

Question	Answer	Assessment Criteria	Rationale
			C. Incorrect. The model supports governance decisions but does not automate them. “It can also enhance AI governance by helping organizations tailor risk profiles, controls, and countermeasures [...]” Ref 2.4.1.1 D. Incorrect. Financial prioritization or ROI analysis is not the purpose of the model. “The model provides a functional classification of AI solutions.” Ref 2.4.1.1
19	B	1.4.6	A. Incorrect. SLAs are not legal contracts focused on penalties, they are a "documented agreement between a service provider and a customer that identifies the services provided and the agreed level of each service." Ref 3.2.5 **B. Correct. 'Service Level Agreement (SLA)' is "a documented agreement between a service provider and a customer that identifies the services provided and the agreed level of each service." Ref 3.2.5** C. Incorrect. SLAs are formal documented agreements, not informal discussions: "a documented agreement between a service provider and a customer that identifies the services provided and the agreed level of each service." Ref 3.2.5 D. Incorrect. SLAs involve both providers and customers, not just internal IT. An SLA "is a documented agreement between a service provider and a customer that identifies the services provided and the agreed level of each service." Ref 3.2.5
20	B	5.1.1	A. Incorrect. Automation supports value stream management, not mapping: "This understanding is supported by automation and measurement." Ref 6.4 **B. Correct. Value stream mapping "allows organizations to identify, map, and analyse their value streams, as well as identify and prioritize improvement opportunities." Ref 6.4** C. Incorrect. It is the management practices "that enable and support the value streams, as well as the organization’s products and services. In many cases, the improvement of a management practice has impact on multiple value streams.", not the other way round. Ref 6.4 D. Incorrect. External dependencies cannot be directly controlled, but the contractual agreements may be altered to "include changes to contracts with suppliers, ways of using external services, changing the ways of cooperation." Ref Appendix E

Notes

Notes

Notes

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