



# ITIL<sup>®</sup> Foundation Bridge

VERSION 5

Global Best Practice



For all organizations and people aiming to create value with digital products and services!

## Sample Paper 2

Questions


Unlock  
exclusive benefits  
with PeopleCert Plus!

**Join Now!**



Official Training Materials





Published by PeopleCert International Limited  
Published in Cyprus  
Publication printed in Greece or reproduced electronically in Greece

Version 5.0 (February 2026)

**Copyright © 2026 PeopleCert International Limited and its affiliates ("PeopleCert")**

All rights reserved. No part of this document or the information in it may be copied, distributed, disclosed or used other than as authorized by PeopleCert. Information identified as being under a Creative Commons license may be used in accordance with that license. ITIL®, PRINCE2®, DEVOPS INSTITUTE®, LANGUAGECERT®, and the Swirl logo are registered trademarks of PeopleCert.

**Disclaimer**

This publication is designed to provide helpful information to the recipient. Although care has been taken by PeopleCert in preparation of this publication, no representation or warranty (either express or implied) is given by PeopleCert with respect to the completeness, accuracy or suitability of the information or advice contained within it, and PeopleCert shall not be held responsible for any loss or damage whatsoever relating to such information or advice.

## Instructions

1. You should attempt all 20 multiple choice questions (MCQs).  
Each question is worth one mark.
2. There is only one correct answer per question.
3. You need to answer at least 13 questions correctly to pass the exam.
4. Mark your answers on the answer sheet provided (if paper-based).
5. You have 30 minutes to complete this exam.
6. This is a '**closed book**' exam. No material other than the exam paper is allowed.

1. A printer is delivered to a customer, while ongoing maintenance and support are provided by the supplier.  
Which combination of service interactions is shown in this situation?
  - A. Access to resources and service actions
  - B. Service offering and service actions
  - C. Transfer of goods and service actions
  - D. Transfer of goods and service journey
2. How does 'access to resources' support value co-creation in a service interaction?
  - A. By allowing consumers to use provider resources
  - B. By transferring responsibility for resources to consumers
  - C. By limiting resource use to internal teams
  - D. By replacing service actions with automation
3. How do 'utility' and 'warranty' together support value co-creation?
  - A. Utility focuses on cost control, while warranty focuses on risk avoidance
  - B. Utility and warranty apply only to products, not services
  - C. Utility ensures the service is fit for use, while warranty ensures it is fit for purpose
  - D. Utility ensures the service is fit for purpose, while warranty ensures it is fit for use
4. Which role authorizes budget for a service in a service relationship?
  - A. Customer
  - B. User
  - C. Sponsor
  - D. Product vendor
5. What is service quality **MOST** concerned with?
  - A. How well a service meets agreed requirements and expectations
  - B. How quickly incidents are resolved
  - C. The speed of service development
  - D. The social responsibility of a service provider
6. Which of the following is typically used to establish a shared understanding of expected and achieved service quality?
  - A. Product specification
  - B. Service Level Agreement
  - C. Product and service roadmaps
  - D. Service level requirements
7. How does the 'information and technology' dimension support effective product and service management?
  - A. By enabling the use of data, information, and technology required to deliver services
  - B. By defining organizational roles and responsibilities needed for product development
  - C. By defining workflows and activities required for product development
  - D. By managing relationships with external suppliers

8. Which dimension is concerned with management of relationships with external organizations?
- A. Partners and suppliers
  - B. Information and technology
  - C. Organizations and people
  - D. Value streams and processes
9. A company plans an improvement initiative and ensures it is clearly linked to organizational goals and objectives
- Which continual improvement step is being performed?
- A. What is the vision?
  - B. Where are we now?
  - C. Take Action
  - D. Where do we want to be?
10. Which governance activity is focused on ensuring adherence with policies and strategic direction?
- A. Evaluate
  - B. Direct
  - C. Monitor
  - D. Discover
11. Which statement **BEST** reflects how digital product and service lifecycle management activities are performed?
- A. They are always performed sequentially
  - B. They are not always performed sequentially
  - C. They are always performed as a repeating cycle
  - D. They are performed strictly once per product version
12. Which of the following is a part of purpose of 'deliver' activity?
- A. Managing user onboarding
  - B. Monitoring support systems
  - C. Designing product prototypes
  - D. Obtaining supplier resources
13. Which activity has the **PRIMARY** responsibility for maintaining and monitoring digital products and supporting systems?
- A. Deliver
  - B. Support
  - C. Operate
  - D. Transition
14. Which activity ensures that new or changed products are seamlessly introduced in the live environment?
- A. Build
  - B. Transition
  - C. Deliver
  - D. Operate

15. What is the purpose of the 'support' activity?
- A. To assist users and maintain service performance
  - B. To design service architectures
  - C. To build solution components
  - D. To discover new business opportunities
16. An organization wants to evaluate how well the 'transition' value chain activity is performing.
- Which metric would **BEST** support this evaluation?
- A. Success rate of releases deployed into the live environment
  - B. Number of ideas generated for new services
  - C. Average cost per service request
  - D. Percentage of value streams mapped
17. Why do ITIL Official Practice Guides follow a standardized structure across all practices?
- A. To make it easier for organizations to understand and apply different practices
  - B. To ensure all practices are implemented in the same sequence
  - C. To enforce uniform tooling and technology choices
  - D. To limit the flexibility of practice adoption
18. How does an enabling value stream contribute to value creation?
- A. By supporting the effective operation of core value streams
  - B. By replacing the need for core value streams
  - C. By defining customer outcomes and service expectations
  - D. By acting as the primary interface with service consumers
19. What does ITIL emphasize as a key difference between 'value stream mapping' and 'value stream management'?
- A. Mapping identifies how value flows, while management ensures the value stream performs effectively over time
  - B. Mapping is used only for reporting, while management is used only for auditing
  - C. Mapping applies to services, while management applies to products
  - D. Mapping focuses on cost control, while management focuses on risk avoidance
20. How does ITIL collaborate with DevOps practices to support digital product and service management?
- A. By providing the framework while DevOps supplies practices and techniques
  - B. By replacing DevOps practices with standardized service management processes
  - C. By limiting DevOps usage to software development activities
  - D. By positioning DevOps as a governance framework over ITIL





## Thank you for completing this course!

Please take a few minutes to give us your feedback on your experiences and learning from the course by completing the online course evaluation survey [here](#).



PeopleCert has been accredited by Lloyd's Register, UK (now LRQA), in accordance with ISO 14001 for Environmental Management since 2006. Recognized through numerous awards, we remain committed to ESG leadership and the preservation of our planet.