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# PEOPLECERT

## ITIL-Service

### PeopleCert Certified ITIL Service (Version 5)




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# Latest Version: 6.0

## Question: 1

A brewing company's IT service desk is adding an AI tool that suggests a category, a likely fix and related articles to analysts as they work on tickets. The supplier has configured it to show every suggestion in a pop-up as soon as a ticket opens. Analysts were not involved, and at a demonstration several said they could not tell how confident a suggestion was or how to dismiss one. Go-live is planned for next month.
Which approach BEST prepares the analysts' use of the tool?

A. Keep the supplier's configuration and run training before go-live on reading, accepting and dismissing suggestions
B. Go live as configured and adjust the tool from analysts' feedback after a month of use
C. Work with a group of analysts on where suggestions appear, how confidence is shown and how to override them
D. Set a target for the share of suggestions analysts accept, reviewed each week

**Answer: C**

## Question: 2

A broadcaster's newsroom asked its internal IT service for a mobile editing tool linked to the programme archive. Assessment shows that the archive's rights-management system cannot support mobile access this year because of licensing terms with content owners. The request has sat in the backlog for three months without a reply, and the head of news has now escalated it.
Which response is BEST?

A. Explain why it is not possible this year and offer the newsroom workable alternatives
B. Leave the request in the backlog and review its priority again at the next quarterly planning cycle
C. Ask the rights-management supplier to scope mobile access and reply to the newsroom once costs are known
D. Place the request at the top of next year's plan and tell the head of news it is now scheduled

**Answer: A**

## Question: 3

A city council receives frequent complaints about missed bin collections. Residents report them to the contact centre, which passes them to the waste team, which raises a job with the collection contractor. Each of the three reports that it meets its own targets. Residents' complaints say they have to give the same details several times and are told to call someone else.

What should the council do FIRST?

A. Ask each of the three teams to review its own performance figures and report back
B. Launch an online form that residents can use to report a missed collection directly
C. Tighten the resolution target in the collection contractor's contract at renewal
D. Map the resident's journey across the three teams, from report to resolution

**Answer: D**

## Question: 4

A container shipping line is designing a new booking-confirmation service for its customers. Volumes are steady today and the service connects to two port terminal systems. The commercial team expects to add terminals and may open a new trade route next year, but the timing and size of either change are not yet known. The design team's draft ties the service to today's volumes and hard-codes both terminal interfaces.
Which design approach is BEST?

A. Optimize the design for current volumes and the two existing terminals, and revisit it at the next review
B. Build the service from loosely coupled, configurable components that can be scaled and connected to new terminals
C. Size the infrastructure for three times the forecast peak volume from the first day of operation
D. Document the current design thoroughly and agree a formal change process for any future terminals

**Answer: B**

## Question: 5

A government benefits agency announced a digital-first strategy this year: most applications are to move online within two years. The contact centre's measures still reward phone answer times, its improvement plan is built around call handling, and this year's budget funds 20 extra phone agents. Online applications are rising each month.
What should the head of service do BEST?

A. Revisit priorities, budget and measures against the digital-first strategy
B. Keep the current phone targets, budget and plan until the next annual planning review
C. Hire the 20 phone agents as planned and add an online application form to the agency's website
D. Ask the phone team to push its answer times lower while applications move online

**Answer: A**

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## Question: 6

A hotel group's service desk receives about 400 calls a month from guests who are logged out of the booking app when they move between the booking and loyalty screens. Agents resolve each call by talking the guest through clearing the app's stored data. Analysis shows the log-out happens because the two screens were designed to use separate sign-in sessions.
Which action by the support manager is BEST?

A. Publish a knowledge article on the clearing workaround and add a guide to it on the app's help pages
B. Share the call data and the cause with the product team and agree a change to the app's session design
C. Add agents at peak times, extend desk hours and track waiting times or abandoned calls
D. Record a problem and close it as a known error once the workaround is documented for agents

**Answer: B**

## Question: 7

A logistics company's IT department provides the warehouse management service to its operations division. Monthly service level reports have been green all year, and the two sides meet only at the annual contract review or when a target is missed. The IT manager has just heard informally that operations is opening two new sites next quarter and moving to round-the-clock shifts.
What should the service relationship manager do BEST?

A. Send the monthly service level report with a note inviting operations to raise any queries
B. Capture the new sites and shift pattern as requirements at the annual contract review
C. Ask the service desk to log any operations requests that mention the new warehouse sites
D. Hold regular reviews of outcomes and changing needs with operations leaders

**Answer: D**

## Question: 8

An online learning platform for schools runs its video service on three clusters, with automatic failover between them that was designed and built last year. No cluster has failed since go-live, so the failover has never run. Use of the platform roughly triples when the autumn term starts in six weeks, and the reliability lead has been asked how confident the team can be that failover will work.
What should the reliability lead do BEST?

A. Wait for the next real cluster failure and review how failover performed
B. Switch off one cluster at the first peak of term to see failover under real load
C. Run a planned off-peak failover drill with abort criteria

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D. Add a fourth cluster before term as extra margin for failures

**Answer: C**

## Question: 9

At an architecture firm, the VPN client has failed on 26 laptops in three months after a security update. A senior engineer found that resetting one network setting restores the connection and described it in the engineers' chat. Calls the senior engineer takes are resolved in about ten minutes; calls taken by other support staff take over two hours. The vendor's fix is expected in four months.
Which action would BEST reduce restoration times for the next failures?

A. Record the fault, its symptoms and the workaround as a known error in the desk's knowledge base
B. Route VPN calls to the senior engineer who found the fix until the vendor's fix arrives
C. Ask the senior engineer to explain the fix at the next monthly team meeting
D. Raise a problem record and press the vendor for an earlier fix

**Answer: A**

## Question: 10

The internal IT and facilities services team of a large law firm has bought a low-code platform. Several support teams want to build their own workflow automations with it, for example to route meeting-room faults and chase overdue equipment returns. The head of information security is concerned that automations could reach client matter data, and no policy for the platform exists yet.
Which approach BEST supports responsible innovation with the platform?

A. Pause all use of the platform until the information security team has written and approved a complete policy for it
B. Let each support team adopt the platform as it chooses and share the automations that work well in a community channel
C. Pick the most promising team's automation, fund it as a formal project and roll it out to every office in one release
D. Allow a time-boxed pilot in a separate environment with defined risk limits, no client matter data and a review point to decide on wider use

**Answer: D**

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