

ITIL

Exam Questions ITIL-4-Foundation

ITIL 4 Foundation



NEW QUESTION 1

- (Exam Topic 4)

Which term is used to describe removing something that could have an effect on a service?

- A. A change
- B. An incident
- C. An IT asset
- D. A problem

Answer: A

Explanation:

A change is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on services

<https://www.bmc.com/blogs/itil-change-enablement/#:~:text=A%20change%20is%20defined%20as,or%20indir>

NEW QUESTION 2

- (Exam Topic 4)

Which value chain activity is concerned with the availability of service components?

- A. Design and transition
- B. Deliver and support
- C. Plan
- D. Obtain/build

Answer: D

Explanation:

The Obtain/Build activity is responsible for ensuring that all service components are available when and where needed, and that they meet the agreed specifications.

<https://www.beyond20.com/blog/what-is-the-til-4-service-value-chain/#:~:text=The%20Obtain%2FBuild%20a>

NEW QUESTION 3

- (Exam Topic 4)

Which is a description of service provision?

- A. A formal description of one or more services, designed to address the needs of a service consumer
- B. Activities that an organization performs to deliver services
- C. A way to help create value by facilitating outcomes that service consumers need
- D. Cooperation between two organizations to ensure that a service delivers value

Answer: B

Explanation:

The ITIL SVS describes how all the components and activities of the organization work together as a system to enable value creation.

The SVS is made up of specific inputs, elements, and outputs relevant to service management. The key input to the SVS are opportunity and demand. The output of the SVS is value delivered by products and services.

- Opportunity refers to options or possibilities to add value for stakeholders or otherwise improve the organization.
- Demand refers to need or desire for products and services among internal and external consumers. <https://www.bmc.com/blogs/itil-service-value-system/>

NEW QUESTION 4

- (Exam Topic 4)

What is the difference between the 'incident management' and 'service desk' practices?

- A. Incident management restores service operation, service desk provides communication with users
- B. incident management manages interruptions to service desk monitors achieved service quality
- C. incident management resolves issues, service desk investigates the underlying causes of issues
- D. incident management resolves complex issues, service desk resolve simpler issues.

Answer: A

Explanation:

A help desk is considered to be focused on break-fix (what ITIL calls incident management), whereas a service desk is there to assist with not only break-fix but also with service requests (requests for new services) and requests for information (such as “how do I do X?”).

<https://www.atlassian.com/itsm/service-request-management/help-desk-vs-service-desk-vs-itsm#:~:text=A%20h>

NEW QUESTION 5

- (Exam Topic 4)

Why should a service level agreement include bundles of metrics?

- A. To ensure that the service levels have been agreed with customers
- B. To reduce the number of metrics that need to be measured and reported
- C. To ensure that all services are included in the service reports
- D. To help focus on business outcomes, rather than operational result.

Answer: D

Explanation:

Individual metrics without a specified service context are unhelpful. They should relate to defined outcomes and not simply operational metrics. This can be achieved with balanced bundles of metrics, such as customer satisfaction and key business outcomes.

[https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20\(SL](https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20(SL)

NEW QUESTION 6

- (Exam Topic 4)

What is the customer of a service responsible for?

- A. Authorizing the budget for the service
- B. Provisioning the service
- C. Defining the requirements for the service
- D. Using the service

Answer: C

Explanation:

Customer: A person who defines the requirements for a service and takes responsibility for the outcomes of service consumption;

<https://www.bmc.com/blogs/itil-key-concepts-service-management/>

NEW QUESTION 7

- (Exam Topic 4)

Which phase of problem management includes the regular re-assessment of the effectiveness of workarounds?

- A. Problem identification
- B. Problem control
- C. Error control
- D. Problem analysis

Answer: C

Explanation:

Error control also regularly re-assesses the status of known errors that have not been resolved, taking acc of the overall impact on customers and/or service availability, and the cost of permanent resolutions, and effectiveness of workarounds

<https://www.bmc.com/blogs/itil-problem-management/#:~:text=Error%20control%20also%20regularly%20re,re>

NEW QUESTION 8

- (Exam Topic 4)

Which practice has a purpose that involves creating closer, more collaborative relationships?

- A. Supplier management
- B. Information security management
- C. Release management
- D. Service configuration management

Answer: A

Explanation:

The purpose of the supplier management practice is to ensure that the organization's suppliers and their performances are managed appropriately to support the seamless provision of quality products and services¹. This practice involves creating closer, more collaborative relationships with key suppliers to improve efficiency, effectiveness, and innovation². References: ITIL Foundation - ITIL 4 Edition, page 16; ITIL® 4 – A Pocket Guide, page 38.

NEW QUESTION 9

- (Exam Topic 4)

Which of the following terms is more suitable to describe the functionality of a service?

- A. Output
- B. Outcome
- C. Utility
- D. Warranty

Answer: C

Explanation:

Utility is the term used to describe the functionality of a service, or how well it meets the needs and expectations of the customers and users. Utility can be expressed as 'what the service does' or 'the functionality offered by a product or service to meet a particular need'¹. Utility is one of the two elements of service value, along with warranty². References: ITIL Foundation - ITIL 4 Edition, page 4; ITIL® 4 – A Pocket Guide, page 14.

NEW QUESTION 10

- (Exam Topic 4)

What is the difference between the 'incident management' and 'service desk' practices?

- A. Incident management restores service operation; service desk provides communication with users
- B. Incident management resolves complex issues, service desk reserves simpler issues
- C. Incident What is the difference between the 'incident management' and 'service
- D. Incident management manages interruptions to services, service desk monitors achieved service quality

Answer: A

Explanation:

The incident management practice aims to minimize the negative impact of incidents by restoring normal service operation as quickly as possible¹. This practice involves logging, categorizing, prioritizing, investigating, resolving, and closing incidents². The service desk practice provides a single point of contact for users and customers to report issues, make requests, or seek guidance¹. This practice involves providing communication with users, capturing feedback, managing user satisfaction, and facilitating continual improvement³. References: ITIL Foundation - ITIL 4 Edition, page 14; ITIL® 4 – A Pocket Guide, page 32; ITIL® 4 Practice Guide: Incident Management, page 7.

NEW QUESTION 10

- (Exam Topic 4)

Which practice ensures that service actions, that are a normal part of service delivery, are effectively handled?

- A. Incident management
- B. Service level management
- C. Problem management
- D. Service request management

Answer: D

Explanation:

A service request is defined as a request from a user or a user's authorized representative that initiates a service action which has been agreed as a normal part of service delivery.

The purpose of the service request management practice is to support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner. Service request management is dependent upon well-designed processes and procedures, which are operationalized through tracking and automation tools to maximize the efficiency of the practice. To be handled optimally, service request management should follow these guidelines:

- Service requests and their fulfilment should be standardized and automated to the greatest degree possible.
- Policies should define which service requests will be fulfilled with limited or even no additional approvals so that fulfilment can be streamlined.
- The expectations of users regarding fulfilment times and costs should be clearly set, based on what the organization can realistically deliver.
- Opportunities for improvement should be identified and implemented to produce faster fulfilment times and take advantage of automation.

<https://www.bmc.com/blogs/itil-service-request-management/>

NEW QUESTION 14

- (Exam Topic 4)

Which practice guarantees that users have a range of access channels to choose from to report problems?

- A. Service desk
- B. Service level management
- C. Incident management
- D. Change enablement

Answer: A

Explanation:

The service desk practice provides a single point of contact for users and customers to report issues, make requests, or seek guidance¹. This practice guarantees that users have a range of access channels to choose from to report problems, such as phone, email, web portal, chatbot, or self-service². This helps to improve user satisfaction, reduce frustration, and increase efficiency³. References: ITIL Foundation - ITIL 4 Edition, page 14; ITIL® 4 – A Pocket Guide, page 32; ITIL® 4 Practice Guide: Service Desk, page 7.

NEW QUESTION 16

- (Exam Topic 4)

Identify the missing word in the following sentence.

An organization which is undertaking an improvement initiative should [?] the existing methods and services when building for the future.

- A. Consider
- B. Discard
- C. Re-use
- D. Improve

Answer: A

NEW QUESTION 18

- (Exam Topic 4)

Identify the missing word in the following sentence

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of [?], and the CIs that support them, is available when and where it is needed

- A. organizations
- B. outcomes
- C. relationships
- D. services

Answer: D

Explanation:

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of services, and the CIs

that support them, is available when and where it is needed. This includes information on how CIs are configured and the relationships between them.
<https://wiki.process-symphony.com.au/framework/lifecycle/process/service-configuration-management-til-4/>

NEW QUESTION 21

- (Exam Topic 4)

Which is the FIRST thing to consider when focusing on value?

- A. Identifying the service customer who will receive value
- B. Defining customer experience and user experience
- C. Understanding what is valuable to the service consumer
- D. Ensuring value is co-created by improvement initiatives.

Answer: A

Explanation:

When focusing on value, the first step is to know who are the customers and key stakeholders being served. Next, it is important to have an understanding of what constitutes value from the consumer's perspective.

<https://www.bmc.com/blogs/itil-guiding-principles/#:~:text=When%20focusing%20on%20value%2C%20the,va>

NEW QUESTION 23

- (Exam Topic 4)

Which of the following is the MOST important for effective incident management?

- A. A variety of access channels
- B. Balanced scorecard review
- C. Automated pipelines
- D. Collaboration tools and techniques

Answer: D

Explanation:

Effective incident management often requires a high level of collaboration within and between teams as this can facilitate information-sharing and learning, as well as helping to solve the incident more efficiently and effectively. There may also be a need for good collaboration tools so that people working on an incident can work together effectively. One technique that takes advantage of collaboration is termed swarming. This brings many different stakeholders together to work on the issue. Management of incidents may require frequent interaction with third party suppliers, and routine management of this aspect of supplier contracts is often part of the incident management practice.

<https://www.bmc.com/blogs/itil-incident-management/>

NEW QUESTION 27

- (Exam Topic 4)

What is the MOST LIKELY reason that incident management would need a temporary team to work together?

- A. To escalate an incident to a supplier or partner
- B. So users can resolve their own incidents with self-help
- C. To resolve a complex or major incident
- D. So customers and users are provided with timely updates

Answer: C

Explanation:

The incident management practice aims to minimize the negative impact of incidents by restoring normal service operation as quickly as possible¹. A complex or major incident is an incident that has a significant impact or urgency for the business and requires a high level of coordination and resources to resolve². This may require a temporary team to work together, such as a major incident team or a swarming

team³. References: ITIL Foundation - ITIL 4 Edition, page 14; ITIL® 4 – A Pocket Guide, page 32; ITIL Practice Guide: Incident Management, page 8.

NEW QUESTION 28

- (Exam Topic 3)

When should a workaround be created?

- A. As soon as possible, once the incident is logged
- B. After the resolution of a problem
- C. When a problem cannot be resolved quickly
- D. When a potential permanent solution has been identified

Answer: C

Explanation:

Reference: <https://www.globalknowledge.com/us-en/resources/resource-library/articles/incidents-and-problems-workarounds/>

NEW QUESTION 32

- (Exam Topic 3)

Identify the missing word in the following sentences.

A service is a means of enabling value co-creation by facilitating [?] that customers want to achieve, without the customer having to manage specific costs and risks.

- A. utility
- B. warranty
- C. outcomes

D. outputs

Answer: C

NEW QUESTION 35

- (Exam Topic 3)

Which benefit is MOST aligned with the guiding principle 'progress iteratively with feedback'?

- A. Service providers are able to respond more quickly to customer needs
- B. Bottlenecks in the service provider's workflow are identified.
- C. The complexities of the service provider's IT systems are identified.
- D. The service provider gains a better understanding of the customer experience.

Answer: A

NEW QUESTION 37

- (Exam Topic 3)

Which TWO types of competence are MOST important 'or service desk staff?

- * 1. Knowledge of business processes
- * 2. Collaboration skills
- * 3. Advanced technical knowledge
- * 4. Workflow design skills

- A. 1 and 2
- B. 2 and 3
- C. 3 and 4
- D. 1 and 4

Answer: A

NEW QUESTION 42

- (Exam Topic 3)

Which is a purpose of the 'relationship management' practice?

- A. To systematically observe services and service components
- B. To protect the information needed by the organization to conduct its business
- C. To be the entry point and single point of contact for the service provider with all of its users
- D. To identify, analyze, monitor, and continually improve links with stakeholders

Answer: D

Explanation:

Reference:

<https://wiki.process-symphony.com.au/framework/lifecycle/process/relationship-management-til-4/>

NEW QUESTION 43

- (Exam Topic 3)

Which skill is required by the 'service level management' practice?

- A. Supplier management
- B. Technical expertise
- C. Event monitoring
- D. Problem management

Answer: A

NEW QUESTION 44

- (Exam Topic 3)

Which BEST describes the purpose of the 'improve' value chain activity?

- A. To organize a major improvement initiative into several smaller initiatives
- B. To make new and improved services and features available for use
- C. To ensure a shared understanding of the vision and improvement direction for all products and services
- D. To continually improve all products and services across all value chain activities

Answer: D

Explanation:

"The purpose of the improve value chain activity is to ensure continual improvement of products, services, and practices across all value chain activities and the four dimensions of service management."

[https://www.symphonysummit.com/products/defining-industry-terms-itsm-til-4/#:~:text=Improve%20%E2%](https://www.symphonysummit.com/products/defining-industry-terms-itsm-til-4/#:~:text=Improve%20%E2%80%A2)

NEW QUESTION 48

- (Exam Topic 3)

Which statement about service relationship management is CORRECT?

- A. It focuses on the service actions performed by users
- B. It requires the service consumer to create resources for the service provider
- C. It requires co-operation of both the service provider and service consumer
- D. It focuses on the fulfilment of the agreed service actions

Answer: C

NEW QUESTION 51

- (Exam Topic 3)

Which facilitates outcomes that customers want to achieve?

- A. Service
- B. Warranty
- C. Organization
- D. IT asset

Answer: A

NEW QUESTION 55

- (Exam Topic 3)

Why should a service level manager carry out regular service reviews?

- A. To ensure that agreements are written simply and are easy to understand
- B. To collect information about service consumer goals and objectives
- C. To capture information about service issues and performance against agreed goals
- D. To ensure continual improvement of services, so that they meet the evolving needs of service consumers

Answer: C

NEW QUESTION 59

- (Exam Topic 3)

How can a service consumer contribute to the reduction of risk?

- A. By providing the service in accordance with requirements
- B. By ensuring that the service provider's resources are correctly configured
- C. By fully understanding their own requirements for the service
- D. By managing the detailed level of risk on behalf of the service provider

Answer: C

NEW QUESTION 62

- (Exam Topic 3)

Which is a recommendation of the guiding principle 'think and work holistically'?

- A. Conduct a review of existing service management practices and decide what to keep and what to discard
- B. Review how an improvement initiative can be organized into smaller, manageable sections that can be completed in a timely manner
- C. Review service management practices and remove any unnecessary complexity
- D. Use the four dimensions of service management to ensure coordination of all aspects of an improvement initiative

Answer: D

NEW QUESTION 65

- (Exam Topic 3)

What is the MAIN benefit of 'problem management'?

- A. Restoring normal service as quickly as possible
- B. Reducing the number and impact of incidents
- C. Maximizing the number of successful changes
- D. Managing workarounds and known errors

Answer: D

NEW QUESTION 67

- (Exam Topic 3)

Which activity contributes to the 'where are we now?' step of the 'continual improvement' model?

- A. Executing improvement actions
- B. Performing baseline assessments
- C. Defining the improvement plan
- D. Understanding the business mission

Answer: B

NEW QUESTION 68

- (Exam Topic 3)

Which two statements about the guiding principles are CORRECT?

- * 1.The guiding principles support continual improvement
- * 2. Each guiding principle applies to a selection of the available stakeholder groups
- * 3.Organizations should decide which one of the guiding principles is relevant to them
- * 4.Organizations should consider how the guiding principles interact with each other

- A. 1 and 2
- B. 2 and 3
- C. 3 and 4
- D. 1 and 4

Answer: D

NEW QUESTION 73

- (Exam Topic 3)

Which statement about output is correct?

- A. They consist of several outcomes.
- B. They capture customer demand for services
- C. They contribute to the achievement of outcomes
- D. They describes how the service performs.

Answer: C

NEW QUESTION 74

- (Exam Topic 3)

Identify the missing word(s) in the following sentence.

The purpose of the problem management practice is to reduce the likelihood and impact o' incidents by identifying actual and potential causes of incidents, and managing workarounds and [?].

- A. events
- B. charges
- C. IT assets
- D. known errors

Answer: D

NEW QUESTION 75

- (Exam Topic 3)

Which of the following is NOT recommended by the guiding principle 'start where you are'?

- A. Asking questions that appear to be stupid
- B. Identifying what is available to be leveraged
- C. Building something completely new
- D. Collecting data directly from the source

Answer: C

NEW QUESTION 76

- (Exam Topic 3)

Which practice requires skills and competencies related to business analysis, supplier management and relationship management?

- A. Monitoring and event management
- B. Incident management
- C. Service level management
- D. IT asset management

Answer: C

Explanation:

Reference: <https://advisera.com/20000academy/blog/2019/06/17/sfia-and-til-a-winning-combination-for-it- businesses/>

NEW QUESTION 79

- (Exam Topic 3)

Which describes a 'change authority'?

- A. A model used to determine who will assess a change
- B. A person who approves a change
- C. A tool used to help changes
- D. A way to manage the people aspects of change

Answer: B

NEW QUESTION 84

- (Exam Topic 3)

Which practice has a purpose that deludes maximizing the number of successful additions modifications, or removals of anything that could have an effect on a service?

- A. Service request management
- B. Incident management
- C. Service desk
- D. Change enablement

Answer: D

NEW QUESTION 89

- (Exam Topic 3)

Which is included in the purpose of the 'change enablement' practice?

- A. Make new and changed services available for use
- B. Ensure that risks have been properly assessed
- C. Record and report selected changes of state
- D. Plan and manage the full lifecycle of all IT assets

Answer: B

NEW QUESTION 92

- (Exam Topic 3)

Which phase of problem management includes analysing incidents to look for patterns and trends?

- A. Problem identification
- B. Problem control
- C. Error control
- D. Post-implementation review

Answer: A

NEW QUESTION 97

- (Exam Topic 3)

Which is a recommendation for applying the guiding principle 'keep it simple and practical'?

- A. Communicate in a way the audience can hear
- B. Sometimes nothing from the current state can be re used
- C. If a practice is easier to follow it is more likely to be adopted
- D. Fast does not mean incomplete

Answer: C

NEW QUESTION 98

- (Exam Topic 3)

What can help to reduce resistance to a planned improvement when applying the guiding principle 'collaborate and promote visibility'?

- A. Restricting information about the improvement to essential stakeholders only.
- B. Increasing collaboration and visibility for the improvement.
- C. Involving customers after all planning has been completed.
- D. Engaging every stakeholder group in the same way, with the same communication.

Answer: C

Explanation:

Reference: <https://www.sysaid.com/blog/entry/the-7-guiding-principles-of-til-4-practical-advice-to-help-you- make-decisions>

NEW QUESTION 99

- (Exam Topic 3)

Which statement about standard changes is CORRECT?

- A. A full assessment should be completed each time the change is implemented
- B. The change can be implemented with less testing if necessary
- C. The appropriate change authority should be assigned to each type of change
- D. The change does not require additional authorization

Answer: D

NEW QUESTION 101

- (Exam Topic 3)

Which is an activity of the 'incident management' practice?

- A. Assessing and prioritizing improvement opportunities
- B. Performing service reviews with customers
- C. Providing good-quality updates when expected
- D. Automating service requests to the greatest degree possible

Answer: A

NEW QUESTION 102

- (Exam Topic 3)

What can be used to determine if a service is 'fit for purpose'?

- A. Availability
- B. Warranty
- C. Outcome
- D. Utility

Answer: D

NEW QUESTION 103

- (Exam Topic 3)

What varies in size and complexity, and uses functions to achieve its objectives?

- A. A risk
- B. An organization
- C. A practice
- D. An outcome

Answer: B

NEW QUESTION 105

- (Exam Topic 3)

Identify the missing word in the following sentence.

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the [?], and the CIs that support them, is available when and where it is needed.

- A. relationships with suppliers
- B. configuration of services
- C. skills of people
- D. authorization of changes

Answer: B

Explanation:

Reference: <https://wiki.process-symphony.com.au/framework/lifecycle/process/service-configuration-management-til-4/>

NEW QUESTION 109

- (Exam Topic 3)

Which of the following is included in the purpose of the 'continual improvement' printer?

- A. The restoration of normal service operation as quickly as possible
- B. The establishment of links between the organization and its stakeholders at strategic and tactical levels
- C. The alignment of the organization's practices and services with changing business needs
- D. The reduction of the likelihood and impact of incidents

Answer: C

NEW QUESTION 110

- (Exam Topic 3)

Which is part of the 'focus on value' guiding principle?

- A. Understanding what services help the service consumer
- B. Reducing the number of steps in the customer experience
- C. Assessing services to identify parts that can be reused
- D. Identifying activities that can be achieved in smaller iterations

Answer: A

NEW QUESTION 114

- (Exam Topic 3)

Which is an example of a service request?

- A. A request for normal operation to be restored
- B. A request to implement a security patch
- C. A request for access to a file
- D. A request to investigate the cause of an incident

Answer: C

NEW QUESTION 115

- (Exam Topic 3)

Which statement about outcome is CORRECT?

- A. Outcomes rely on outputs to deliver results for a stakeholder

- B. Outcomes use activities to produce tangible or intangible deliverables
- C. Outcomes give service consumers assurance of products or services
- D. Outcomes help a service consumer to assess the cost of a specific activity

Answer: A

NEW QUESTION 117

- (Exam Topic 3)

Which statement about the 'continual improvement model' is CORRECT?

- A. Organizations should work through the steps of the model in the sequence in which they are presented
- B. The flow of the model helps organizations to link improvements to its goals
- C. The model is applicable to only certain parts of the service value system
- D. Organizations should use an additional model or method to link improvements to customer value

Answer: B

NEW QUESTION 122

- (Exam Topic 3)

Which practice nurtures links with stakeholders at strategic and tactical levels'?

- A. Supplier management
- B. Relationship management
- C. Continual improvement
- D. Service level management

Answer: B

NEW QUESTION 126

- (Exam Topic 3)

Which TWO are inputs to the service value system?

- * 1 Demand
- * 2 Products
- * 3 Value
- * 4 Opportunity

- A. 1 and 2
- B. 2 and 3
- C. 3 and 4
- D. 1 and 4

Answer: D

NEW QUESTION 127

- (Exam Topic 3)

Which dimension considers the application of artificial intelligence to service management?

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

Answer: B

NEW QUESTION 129

- (Exam Topic 3)

Which step of the continual improvement model includes baseline assessments?

- A. Did we get there?
- B. Where are we now?
- C. What is the vision?
- D. Where do we want to be?

Answer: D

NEW QUESTION 133

- (Exam Topic 3)

What type of change is MOST likely to be managed as a service request?

- A. A standard change
- B. A normal change
- C. An emergency change
- D. An organizational change

Answer: B

NEW QUESTION 138

- (Exam Topic 3)

Which statement about the service value chain is CORRECT?

- A. The service value chain converts value into demand
- B. Each value chain activity uses different combinations of practices to convert inputs into outputs
- C. Each value chain activity identifies a requirement for resources from an external supplier
- D. The service value chain uses value streams to describe a combination of consumers and providers

Answer: B

NEW QUESTION 141

- (Exam Topic 3)

Which practice facilitates operational communication between the service provider organization and users in the service consumer organization?

- A. Service level management
- B. Relationship management
- C. Service desk
- D. Monitoring and event management

Answer: C

NEW QUESTION 146

- (Exam Topic 3)

Which MOST helps an organization adapt ITIL concepts so that they apply to the organization's specific circumstances?

- A. Continual improvement
- B. Service value chain
- C. Practices
- D. Guiding principles

Answer: A

NEW QUESTION 149

- (Exam Topic 3)

Which dimension is MOST concerned with skills, competencies, roles and responsibilities?

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

Answer: D

Explanation:

Value streams and processes focus mainly on those areas which ensure integration and coordination of various actions and parts which contribute towards better value creation for the organization. This dimension is more concerned about the way the organization has organized the activities or processes and how it enables and ensures the value creation across all stakeholders.

<https://www.knowledgehut.com/tutorials/itil4-tutorial/itil-four-dimensions-it-service-management>

NEW QUESTION 152

- (Exam Topic 3)

Identify the missing words in the following sentence.

When an organization has decided to improve a service, it should start by considering [?].

- A. existing information
- B. new methods
- C. additional measurements
- D. revised processes

Answer: A

NEW QUESTION 155

- (Exam Topic 3)

Which value chain activity ensures that ongoing service activity meets user expectations?

- A. Plan
- B. Engage
- C. Obtain/build
- D. Deliver and support

Answer: D

NEW QUESTION 160

- (Exam Topic 3)

Which practice is MOST LIKELY to make use of artificial intelligence, robotic process automation, and chatbots?

- A. Service desk
- B. Continual improvement
- C. Problem management
- D. Incident management

Answer: A

NEW QUESTION 162

- (Exam Topic 3)

Which statement about service requests is CORRECT?

- A. Complex service requests should be dealt with as normal changes
- B. Service requests that require simple workflows should be dealt with as incidents
- C. Service requests require workflows that should use manual procedures and avoid automation
- D. Service requests are usually formalized using standard procedures for initiation, approval and fulfilment

Answer: D

NEW QUESTION 166

- (Exam Topic 3)

Which of the following is the MOST important 'or effective incident management?

- A. Collaboration tools and techniques
- B. Balanced scorecard review
- C. Automated pipelines
- D. A variety of access channels

Answer: A

NEW QUESTION 169

- (Exam Topic 3)

Which is one of the MAIN concerns of the 'design and transition' value chain activity?

- A. Understanding the organization's vision
- B. Understanding stakeholder needs
- C. Meeting stakeholder expectations
- D. Ensuring service components are available

Answer: C

Explanation:

The purpose of 'obtain/build' value chain activity is "to ensure that service components are available when and where they are needed, and meet agreed specifications." Service components for 'deliver and support' and service components for design and transition are key outputs of 'obtain/build' value chain activity.

NEW QUESTION 174

- (Exam Topic 3)

What is the purpose of the 'deployment management' practice?

- A. To protect the information needed by the organization to conduct its business
- B. To make new and changed services and features available for use
- C. To move new or changed components to live environments
- D. To plan and manage the full lifecycle of all IT assets.

Answer: C

NEW QUESTION 175

- (Exam Topic 2)

Which practice establishes a channel between the service provider and its users?

- A. Relationship management
- B. Change enablement
- C. Supplier management
- D. Service desk

Answer: D

Explanation:

Reference: <https://www.knowledgehut.com/tutorials/itil4-tutorial/itil-management-practices-processes>

NEW QUESTION 178

- (Exam Topic 2)

Which term describes the functionality offered by a service?

- A. cost
- B. Utility
- C. Warranty

D. Risk

Answer: B

NEW QUESTION 181

- (Exam Topic 3)

Which statement about managing incidents is CORRECT?

- A. Low impact incidents should be resolved efficiently, making logging unnecessary
- B. The 'incident management' practice should use a single process regardless of the impact of the incident
- C. Low impact incidents should be resolved efficiently so the resource required is reduced
- D. Incidents with the lowest impact should be resolved first

Answer: C

NEW QUESTION 182

- (Exam Topic 2)

What is defined as an unplanned interruption or reduction in the quality of a service?

- A. An incident
- B. A problem
- C. A change
- D. An event

Answer: A

NEW QUESTION 183

- (Exam Topic 2)

Which practice has a purpose that includes restoring normal service operation as quickly as possible?

- A. Problem management
- B. Incident management
- C. Deployment management
- D. Supplier management

Answer: B

NEW QUESTION 184

- (Exam Topic 2)

Which approach is CORRECT when applying the guiding principle 'keep it simple and practical'?

- A. Only add controls and metrics when they are needed
- B. Design controls and metrics first, then remove those not adding value
- C. Design controls and metrics and add them individually until all are implemented
- D. Only add controls and metrics that are required for compliance

Answer: B

NEW QUESTION 189

- (Exam Topic 2)

Which practice needs people who understand complex systems and have creative and analytical skills?

- A. Change enablement
- B. Service level management
- C. Service request management
- D. Problem management

Answer: D

NEW QUESTION 191

- (Exam Topic 2)

Which statement about change management is CORRECT?

- A. It optimizes overall business risk
- B. It optimizes financial exposure
- C. It ensures that all changes are authorized by the change advisory board (CAB)
- D. It ensures that service requests follow the normal change management process

Answer: C

NEW QUESTION 194

- (Exam Topic 2)

Which practice includes conducting regular reviews to ensure that services are still appropriate and relevant?

- A. Service level management

- B. Service desk
- C. Continual improvement
- D. Change enablement

Answer: A

Explanation:

The service level management practice defines, documents and manages the service levels of all the services and products. Service level management should provide the end to end visibility of all the organizational services. Service level management has to establish and provide the service views with service level target ensure meeting defined service levels by collecting, analyzing, storing and reporting all the defined target metrics of the services regularly (periodically) perform the service reviews and ensure the services meet the organization's needs continuously identify, capture, review & report the issues related to services, its performance against the defined service targets.

Reference: <https://www.knowledgehut.com/tutorials/itil4-tutorial/itil-management-practices-processes>

NEW QUESTION 198

- (Exam Topic 2)

Which helps to manage an incident when it is unclear which support team should be working on the incident?

- A. Disaster recovery plans
- B. Swarming
- C. Target resolution times
- D. Self-help

Answer: B

Explanation:

Reference: <https://www.bmc.com/blogs/itil-incident-management/>

NEW QUESTION 202

- (Exam Topic 2)

Which TWO are important aspects of the 'service request management' practice?

- * 1. Standardization and automation
- * 2. Providing a variety of channels for access
- * 3. Establishing a shared view of targets
- * 4. Policies for approvals

- A. 1 and 2
- B. 2 and 3
- C. 3 and 4
- D. 1 and 4

Answer: D

Explanation:

Reference: <https://www.bmc.com/blogs/itil-service-request-management/>

NEW QUESTION 206

- (Exam Topic 2)

Which statement about the known error database (KEDB) is CORRECT?

- A. It is maintained by the service desk and updated with the details of each new incident
- B. It is a part of the configuration management database (CMDB) and contains workarounds
- C. It is maintained by problem management and is used by the service desk to help resolve incidents
- D. It is maintained by incident management and contains solutions to be implemented by problem management

Answer: C

NEW QUESTION 208

- (Exam Topic 2)

Which practice provides support for managing feedback, compliments and complaints from users?

- A. Change control
- B. Service request management
- C. Problem management
- D. Incident management

Answer: B

NEW QUESTION 212

- (Exam Topic 2)

Which practice ensures that accurate and reliable information is available about configuration items and the relationships between them?

- A. Service configuration management
- B. Service desk
- C. IT asset management
- D. Monitoring and event management

Answer:

A

NEW QUESTION 213

- (Exam Topic 2)

What should a release policy include?

- A. The process owner and process manager for each type of release
- B. The roles and responsibilities for incident and problem resolution
- C. The naming convention and expected frequency of each type of release
- D. The naming convention for all configuration items (CI) recorded in the configuration management system(CMS)

Answer: C

NEW QUESTION 215

- (Exam Topic 2)

Which of these activities is carried out as part of 'problem management'?

- A. Creating incident records
- B. Diagnosing and resolving incidents
- C. Escalating incidents to a support team for resolution
- D. Trend analysis of incident records

Answer: D

NEW QUESTION 219

- (Exam Topic 2)

Which processes are responsible for the regular review of underpinning contracts?

- A. Supplier management and service level management
- B. Supplier management and change management
- C. Availability management and service level management
- D. Supplier management and availability management

Answer: A

NEW QUESTION 222

- (Exam Topic 2)

Which is an example of a business related measurement?

- A. The number of passengers checked in
- B. The average time to response to change requests
- C. The average resolution time for incidents
- D. The number of problems resolved

Answer: A

NEW QUESTION 227

- (Exam Topic 2)

Which guiding principle emphasizes the need to understand the flow of work in progress, identify bottlenecks, and uncover waste?

- A. Focus on value
- B. Collaborate and promote visibility
- C. Think and work holistically
- D. Keep it simple and practical

Answer: B

NEW QUESTION 231

- (Exam Topic 2)

Which practice includes the use of approaches such as Lean, Agile and DevOps with the aim of facilitating a greater amount of change at a quicker rate?

- A. Service desk
- B. Monitoring and event management
- C. Service level management
- D. Continual improvement

Answer: C

NEW QUESTION 233

- (Exam Topic 2)

Which value chain activity ensures that service components meet agreed specifications?

- A. Plan
- B. Design and transition
- C. Obtain/build
- D. Deliver and support

Answer: C

NEW QUESTION 238

- (Exam Topic 2)

Which are phases of the release and deployment process?

- * 1. Release build and test
- * 2. Review and close
- * 3. Categorize and record
- * 4. Change authorization and schedule

- A. 1 and 2
- B. 1 and 3
- C. 2 and 4
- D. 3 and 4

Answer: A

NEW QUESTION 240

- (Exam Topic 2)

What is the definition of a known error?

- A. An unplanned interruption to a service, or reduction in the quality of a service
- B. A cause, or potential cause, of one or more incidents
- C. A problem that has been analyzed and has not been resolved
- D. Any change of state that has significance for the management of a service or other configuration item (CI)

Answer: C

NEW QUESTION 241

- (Exam Topic 2)

Which guiding principle recommends assessing the current state and deciding what can be reused?

- A. Focus on value
- B. Start where you are
- C. Collaborate and promote visibility
- D. Progress iteratively with feedback

Answer: B

NEW QUESTION 243

- (Exam Topic 2)

Which dimension considers data security and privacy?

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

Answer: B

NEW QUESTION 244

- (Exam Topic 2)

Which are elements of the service value system?

- A. Service provision, service consumption, service relationship management
- B. Governance, service value chain, practices
- C. Outcomes, utility, warranty
- D. Customer value, stakeholder value, organization

Answer: B

NEW QUESTION 248

- (Exam Topic 2)

Why should service desk staff detect recurring issues?

- A. To help identify problems
- B. To escalate incidents to the correct support team
- C. To ensure effective handling of service requests
- D. To engage the correct change authority

Answer: A

NEW QUESTION 250

- (Exam Topic 2)

What is a problem?

- A. An addition or modification that could have an effect on services
- B. Any change of state that has significance for the management of a configuration item
- C. A cause or potential cause of one or more incidents
- D. An unplanned reduction in the quality of a service

Answer: C

NEW QUESTION 251

- (Exam Topic 2)

Which stage of the service lifecycle has the purpose of looking for ways to improve process efficiency and cost effectiveness?

- A. Service operation
- B. Service transition
- C. Continual service improvement D18912E1457D5D1DDCBD40AB3BF70D5D
- D. Service strategy

Answer: C

NEW QUESTION 255

- (Exam Topic 2)

Which is NOT a structure of service desk that is described in the ITIL service operation guidance?

- A. Local
- B. Centralized
- C. Outsourced
- D. Virtual

Answer: C

NEW QUESTION 259

- (Exam Topic 2)

What is recommended by the guiding principle 'progress iteratively with feedback'?

- A. A current state assessment that is carried out at the start of an improvement initiative
- B. The identification of all interested parts at the start of an improvement initiative
- C. An improvement initiative that is broken into a number of manageable sections
- D. An assessment of how all the parts of an organization will affect an improvement initiative

Answer: C

NEW QUESTION 264

- (Exam Topic 2)

Which ITIL practice has the purpose to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels?

- A. Supplier management
- B. Change enablement
- C. Relationship management
- D. Service desk

Answer: C

NEW QUESTION 269

- (Exam Topic 2)

In which step of the 'continual improvement model' is an improvement plan implemented?

- A. What is the vision?
- B. How do we get there?
- C. Take action
- D. Did we get there?

Answer: C

NEW QUESTION 270

- (Exam Topic 2)

Identify the missing words in the following sentence.

The purpose of the [?] is to ensure that the organization continually co-creates value with all stakeholders in line with the organization's objectives.

- A. 'focus on value' guiding principle
- B. service value system
- C. 'service request management' practice
- D. four dimensions of service management

Answer: B

NEW QUESTION 272

- (Exam Topic 2)

Which practice forms a link between the service provider and the users of services?

- A. Change enablement
- B. Service level management
- C. Problem management
- D. Service desk

Answer: D

NEW QUESTION 277

- (Exam Topic 2)

Which practice identifies metrics that reflect the customer's experience of a service?

- A. Continual improvement
- B. Service desk
- C. Service level management
- D. Problem management

Answer: C

NEW QUESTION 278

- (Exam Topic 2)

Which guiding principle helps to ensure that each improvement effort has more focus and is easier to maintain?

- A. Start where you are
- B. Collaborate and promote visibility
- C. Progress iteratively with feedback
- D. Think and work holistically

Answer: C

NEW QUESTION 279

- (Exam Topic 2)

Which helps to streamline the fulfilment of service requests?

- A. Understanding which service requests can be accomplished with limited approvals
- B. Creating new workflows for every service request
- C. Separating requests relating to service failures from the degradation of services
- D. Eliminating service requests which have complex workflows

Answer: A

Explanation:

Reference: <https://www.bmc.com/blogs/itil-service-request-management/>

NEW QUESTION 284

- (Exam Topic 2)

Which statement about the use of measurement in the 'start where you are' guiding principle is CORRECT?

- A. It should always be used to support direct observation
- B. It should always be used instead of direct observation
- C. Measured data is always more accurate than direct observation
- D. The act of measuring always positively impacts results

Answer: A

NEW QUESTION 289

- (Exam Topic 2)

What is a set of specialized organizational capabilities for enabling value for customers in the form of services?

- A. Service offering
- B. Service provision
- C. Service management
- D. Service consumption

Answer: C

NEW QUESTION 290

- (Exam Topic 2)

Which are the elements of process control?

- A. Inputs, outputs and triggers
- B. Work instructions, procedures and roles
- C. Resources, capabilities and metrics
- D. Process owner, policy and objectives

Answer: D

NEW QUESTION 293

- (Exam Topic 2)

Which is handled as a service request?

- A. An investigation to identify the cause of an incident
- B. A compliment about an IT support team
- C. The failure of an IT service
- D. An emergency change to implement a security patch

Answer: C

NEW QUESTION 296

- (Exam Topic 2)

What describes the steps needed to create and deliver a specific service to a consumer?

- A. Service management
- B. Practices
- C. A value stream
- D. Service level management

Answer: C

NEW QUESTION 299

- (Exam Topic 2)

What is the purpose of problem management?

- A. Reduces the likelihood and impact of incidents
- B. Ensures services are restored as soon as possible
- C. Helps direct the incident to the correct support area
- D. Determines how the service provider is perceived

Answer: A

NEW QUESTION 300

- (Exam Topic 2)

Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

- A. Categorization
- B. Detection
- C. Prioritization
- D. Escalation

Answer: A

Explanation:

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NEW QUESTION 303

- (Exam Topic 2)

Which is considered by the 'partners and suppliers' dimension?

- A. Using artificial intelligence
- B. Defining controls and procedures
- C. Using formal roles and responsibilities
- D. Working with an integrator to manage relationships

Answer: D

NEW QUESTION 308

- (Exam Topic 2)

What happens if a workaround becomes the permanent way of dealing with a problem that cannot be resolved cost-effectively?

- A. The problem record is deleted
- B. The problem remains in the known error status
- C. A change request is submitted to change control
- D. Problem management restores the service as soon as possible

Answer: B

NEW QUESTION 310

- (Exam Topic 2)

Which is intended to help an organization adopt and adapt ITIL guidance?

- A. The four dimensions of service
- B. Practices
- C. The service value chain
- D. The guiding principles

Answer: D

NEW QUESTION 312

- (Exam Topic 2)

What is a service?

- A. A possible event that could cause harm or loss, or make it more difficult to achieve objectives
- B. A means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks
- C. A tangible or intangible deliverable of an activity
- D. Joint activities performed by a service provider and a service consumer to ensure continual value co- creation based on agreed and available service offerings

Answer: B

Explanation:

Reference: <https://www.bmc.com/blogs/itil-key-concepts-service-management/>

NEW QUESTION 314

- (Exam Topic 2)

Which dimension of service management considers governance, management, and communication?

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

Answer: A

NEW QUESTION 317

- (Exam Topic 2)

What considerations influence the supplier strategy of an organization?

- A. Contracts and agreements
- B. Type of cooperation with suppliers
- C. Corporate culture of the organization
- D. Level of formality

Answer: C

NEW QUESTION 319

- (Exam Topic 2)

Which practice provides users with a way to get various requests arranged, explained and coordinated?

- A. Service level management
- B. Relationship management
- C. Continual improvement
- D. Service desk

Answer: D

Explanation:

Over time, the focus of service desks has broadened from simply logging and resolving technical issues, to providing more comprehensive support for people and the business. They are increasingly being used to get various matters arranged, explained, and coordinated. The service desk has a major influence on user experience and how the service provider is perceived by the users. By understanding and acting on the business context of transactional activity (i.e. logging tickets), the service desk is better placed to add value to the organization.

Reference: <https://www.bmc.com/blogs/itil-service-desk/>

NEW QUESTION 321

- (Exam Topic 1)

What type of change is MOST likely to be managed by the 'service request management' practice?

- A. An emergency change
- B. A normal change
- C. An application change
- D. A standard change

Answer: D

NEW QUESTION 323

- (Exam Topic 1)

Which is a key requirement for a successful service level agreement?

- A. It should be written in legal language
- B. It should be simply written and easy to understand
- C. It should be based on the service provider's view of the service
- D. It should relate to simple operational metrics

Answer: B

NEW QUESTION 325

- (Exam Topic 1)

Which practice updates information relating to symptoms and business impact?

- A. Service level management
- B. Change control
- C. Service request management
- D. Incident management

Answer: D

NEW QUESTION 326

- (Exam Topic 1)

Identify the missing word in the following sentence.

A service is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific [?] and risks.

- A. information
- B. utility
- C. warranty
- D. costs

Answer: D

NEW QUESTION 329

- (Exam Topic 1)

Which practice identifies metrics that reflect a customer experience of a service?

- A. Continual improvement
- B. Service level management
- C. Service desk
- D. Problem management

Answer: B

NEW QUESTION 331

- (Exam Topic 1)

What are the MOST important skills required by service desk staff?

- A. Incident analysis skills
- B. Technical skills
- C. Problem resolution skills
- D. Supplier management skills

Answer: A

NEW QUESTION 336

- (Exam Topic 1)

Which is NOT a key focus of the 'information and technology' dimension?

- A. Workflow management and inventory systems
- B. Communication systems and knowledge bases
- C. Roles and responsibilities
- D. Security and compliance

Answer: C

NEW QUESTION 339

- (Exam Topic 1)

Which is a purpose of the 'service desk' practice?

- A. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents
- B. To capture demand for incident resolution and service requests
- C. To set clear business-based targets for service performance
- D. To maximize the number of successful IT changes by ensuring risks are properly assessed

Answer: B

NEW QUESTION 343

- (Exam Topic 1)

What should be done to determine the appropriate metrics for measuring a new service?

- A. Measuring the performance over the first six months, and basing a solution on the results
- B. Asking customers to provide numerical targets that meet their needs
- C. Using operational data to provide detailed service reports
- D. Asking customers open questions to establish their requirements

Answer: C

NEW QUESTION 347

- (Exam Topic 1)

When planning 'continual improvement', which approach for assessing the current state of a service is CORRECT?

- A. An organization should always use a single technique to ensure metrics are consistent
- B. An organization should always use a strength, weakness, opportunity and threat (SWOT) analysis
- C. An organization should always develop competencies in methodologies and techniques that will meet their needs
- D. An organization should always use an approach that combines Lean, Agile and DevOps methodologies

Answer: C

NEW QUESTION 349

- (Exam Topic 1)

Which practice has a purpose that includes observing a service to report selected changes of state identified as events?

- A. Incident management
- B. Monitoring and event management
- C. Change control
- D. Information security management

Answer: D

NEW QUESTION 350

- (Exam Topic 1)

Which statement about the steps to fulfill a service request is CORRECT?

- A. They should be complex and detailed
- B. They should be well-known and proven
- C. They should include incident handling
- D. They should be brief and simple

Answer: B

NEW QUESTION 353

- (Exam Topic 1)

Which stakeholders co-create value in a service relationship?

- A. Investor and consumer
- B. Investor and supplier
- C. Consumer and provider
- D. Provider and supplier

Answer: C

NEW QUESTION 357

- (Exam Topic 1)

What is an output?

- A. A possible event that could cause harm or loss
- B. Something created by carrying out an activity
- C. A result for a stakeholder
- D. A change of state that has significance for the management of a configuration item

Answer: B

NEW QUESTION 358

- (Exam Topic 1)

Which of these should be logged and managed as a problem?

- A. Trend analysis shows a large number of similar incidents
- B. A user requests delivery of a laptop
- C. A monitoring tool detects a change of state for a service
- D. 'Continual improvement' needs to prioritize an improvement opportunity

Answer: A

NEW QUESTION 359

- (Exam Topic 1)

What is defined as any component that needs to be managed in order to deliver an IT service?

- A. A service request
- B. An IT asset
- C. A configuration item (CI)
- D. An incident

Answer: C

NEW QUESTION 361

- (Exam Topic 1)

Which practice has a purpose that includes aligning the organization's practices and services with changing business needs?

- A. Relationship management
- B. Continual improvement
- C. Service configuration management
- D. Service level management

Answer: B

NEW QUESTION 365

- (Exam Topic 1)

Which statement about emergency changes is CORRECT?

- A. The testing of emergency can be eliminated in order to implement the change quickly
- B. The assessment and authorization of emergency changes is expedited to ensure they can be implemented quickly
- C. Emergency changes should be authorized and implemented as service requests
- D. Emergency changes must be fully documented before authorization and implementation

Answer: B

NEW QUESTION 366

- (Exam Topic 1)

Which is part of service provision?

- A. The management of resources configured to deliver the service
- B. The management of resources needed to consume the service
- C. The grouping of one or more services based on one or more products
- D. The joint activities performed to ensure continual value co-creation

Answer: A

NEW QUESTION 371

- (Exam Topic 1)

Which ITIL practice has a purpose that includes reducing the likelihood of incidents?

- A. Change control
- B. Continual improvement
- C. Problem management
- D. Service desk

Answer: C

NEW QUESTION 372

- (Exam Topic 1)

Which statement about outcomes is CORRECT?

- A. Outcomes help service consumers achieve outputs
- B. Outcomes are one or more services that fulfil the needs of a service consumer
- C. Service providers help service consumers achieve outcomes
- D. Helping service consumers achieve outcomes reduces service provider costs

Answer: C

NEW QUESTION 375

- (Exam Topic 1)

How does information about problems and known errors contribute to 'incident management'?

- A. It enables the reassessment of known errors
- B. It enables quick and efficient diagnosis of incidents
- C. It removes the need for collaboration during incident resolution
- D. It removes the need for regular customer updates

Answer: B

NEW QUESTION 378

- (Exam Topic 1)

Which is NOT a component of the service value system?

- A. The guiding principles
- B. Governance
- C. Practices
- D. The four dimensions of service management

Answer: D

NEW QUESTION 381

- (Exam Topic 1)

How does a service consumer contribute to the reduction of risk?

- A. By paying for the service
- B. By managing server hardware
- C. By communicating constraints
- D. By managing staff availability

Answer: C

NEW QUESTION 386

- (Exam Topic 1)

Which practice coordinates the classification, ownership and communication of service requests and incidents?

- A. Supplier management
- B. Service desk
- C. Problem management
- D. Relationship management

Answer: B

NEW QUESTION 388

- (Exam Topic 1)

Which TWO statements about the 'service request management' practice are CORRECT?

- * 1. Service requests are part of normal service delivery
- * 2. Complaints can be handled as service requests
- * 3. Service requests result from a failure in service
- * 4. Normal changes should be handled as service requests

- A. 3 and 4
- B. 2 and 3
- C. 1 and 4
- D. 1 and 2

Answer: D

NEW QUESTION 391

- (Exam Topic 4)

Which organization delivers output or outcomes of a service?

- A. A service consumer delivers outcomes of the service
- B. A service provider delivers outcomes of the service
- C. A service consumer delivers outputs of the service
- D. A service provider delivers outputs of the service

Answer: D

Explanation:

An output is a tangible or intangible deliverable of an activity, while an outcome is a result for a stakeholder enabled by one or more outputs1. A service provider produces outputs that allow customers to achieve outcomes2. A service consumer utilizes the outputs and benefits from the outcome2s.

NEW QUESTION 394

- (Exam Topic 4)

Which is the MOST important stakeholder group that a service provider needs to collaborate with?

- A. Suppliers
- B. Customers
- C. Relationship managers
- D. Developers

Answer: B

Explanation:

The first important step is identifying and managing all the stakeholder groups that an organization deals with. The first and most obvious stakeholder group is the

customers, as in service management the organization's main goal is to facilitate customer outcomes. Other examples of stakeholder collaboration include:

- Developers working with other internal teams
- Suppliers collaborating with the organization
- Relationship managers collaborating with service consumers
- Customers collaborating with each other
- Internal and external suppliers collaborating with each other

The contribution to improvement of each stakeholder group at each level should be understood, as should the most effective methods to engage with them.

Depending on the service and the relationship between the service provider and the service consumer, the expectations about the level and type of collaboration can vary significantly. It is important to involve stakeholders, and address their needs at all levels. Determining the type, method, and frequency of such messaging is one of the central activities related to communication.

<https://www.bmc.com/blogs/itil-guiding-principles/>

NEW QUESTION 395

- (Exam Topic 4)

What ensures that service providers and service consumers continue to create value together?

- A. Service consumption
- B. Service offerings
- C. Service level management
- D. Service relationship management

Answer: D

Explanation:

Service relationship management is the joint activities performed by a service provider and a service consumer to ensure continual value co-creation¹. It involves establishing, maintaining, and optimizing the service relationship throughout the service lifecycle². Service relationship management ensures that service providers and service consumers continue to create value together by aligning their objectives, expectations, and capabilities³. References: ITIL Foundation - ITIL 4 Edition, page 5; ITIL® 4 – A Pocket Guide, page 16; ITIL® 4 Practice Guide: Service Relationship Management, page 7.

NEW QUESTION 396

- (Exam Topic 4)

Which practice would be MOST involved in assessing the risk to services when a supplier modifies the contract they offer to the organization?

- A. Incident management
- B. Service level management
- C. Service request management
- D. Change enablement

Answer: B

Explanation:

<https://www.bmc.com/blogs/itil-service-level-management/>

NEW QUESTION 397

- (Exam Topic 4)

Which activity is NOT recommended by the 'start where you are' guiding principle?

- A. Involving people who are not familiar with a service when observing and assessing its activities
- B. Applying risk management when considering to introduce new processes
- C. Using source data to avoid any unintentional data distortion found in reports
- D. Discarding existing processes before assessing their usefulness

Answer: D

Explanation:

The 'start where you are' guiding principle advises organizations to observe and understand the current state of affairs before initiating any improvement or change¹. This principle also recommends using source data, involving people who know the service, and applying risk management when considering new processes². However, this principle does not suggest discarding existing processes before assessing their usefulness, as this would be wasteful and potentially harmful³. References: ITIL Foundation - ITIL 4 Edition page 7; ITIL® 4 – A Pocket Guide, page 26; ITIL® 4 Practice Guide: Start Where You Are, page 9.

NEW QUESTION 399

- (Exam Topic 4)

Which TWO of the following statements are MOST associated with the 'optimize and automate' guiding principle?

- * 1. It is important to assess which method of communication is appropriate 'or each type of stakeholder.
- * 2. Complex systems should be designed with an understanding of how the components' parts are related.
- * 3. Organizations should consider whether technology could improve the efficiency o' manual processes.
- * 4 It is important to understand the organization's objectives when assessing the impact of potential improvements.

- A. 1 and 2
- B. 2 and 3
- C. 3 and 4
- D. 1 and 4

Answer: C

Explanation:

You need to use all of your resources as effectively and efficiently as you can. This means that you should automate wherever you can, and use people only for tasks that can't be automated. It also means that you need to think carefully about what you can automate and about the circumstances where only a person will do; and about simplifying those processes you do decide to automate to eliminate wasteful or inefficient steps.

You should always optimize the work BEFORE you automate it, as automating something that is inefficient or ineffective may just result in you doing the wrong thing faster!

<https://www.sysaid.com/blog/itil/the-7-guiding-principles-of-itil-4-practical-advice-to-help-you-make-decisions>

NEW QUESTION 402

- (Exam Topic 4)

What ensures that a service provider and a service consumer continually co-create value?

- A. Service consumption
- B. Service offerings
- C. Change enablement
- D. Service relationship management

Answer: D

Explanation:

A service relationship is defined as the cooperation between a service provider and service consumer. Service relationships are established between two or more organizations to co-create value. An organization can play the role of provider or consumer interchangeably, depending on the situation.

<https://www.bmc.com/blogs/itil-key-concepts-service-management/#:~:text=and%20stakeholder%20manageme>

NEW QUESTION 404

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