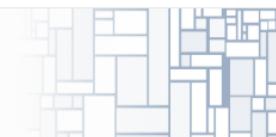


 Norbert Frick - IT-Manage
 ITM2025 - Bonus Exercise
 ITM2025 - Exercise 1
 ITM2025 - Exercise 2
 ITM2025 - Exercise 3
 ITM2025 - Exercise 4
 ITM2025 - Exercise 5
 ITM2025 - Exercise 6
 ITM2025 - Exercise 7
 ITM2025 - Exercise 8
 Lecture Material 2025
 ITM 2025 Forum

## ITM2025 - Exercise 8



### Performance summary

✓ Assessed

Success status		Rating			Score	
<span style="color: green;">Passed</span>					<b>29</b> of 40 points	
Attempts		1	of 1 attempts			

### ▼ Results

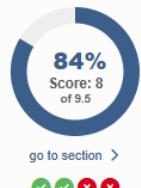
Course	Norbert Frick - IT-Management 2025 - 0442017 ID: 4862705870 / 108015944790318
Test	ITM2025 - Test 8 ID: 4933452350

You have passed the test!

Duration	0h 45m 50s 6/19/2025, 12:23 PM - 6/19/2025, 1:08 PM
Answered	12 of 12 questions (100%)
Your score	29 of 40 points (73%)
Necessary score	20.0
Success status	<span style="color: green;">✓ Passed</span>



#### ITIL Foundations 4



#### Four Dimensions 1



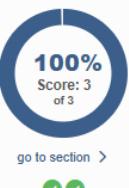
#### Service Value System 4



#### Service Value Chain 1



#### Miscellaneous 2



## ITIL Foundations 8 of 9.5 points (84%)

Task 1: ITIL Evolution

Status	Answered
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Your score	0.5 / 0.5	<div style="width: 100%; background-color: #336699; height: 10px;"></div>	100%
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### Response

ITIL 4 was released in 2019 as the first major update since 2007. What is the primary reason for this update according to the ITIL 4 guidance?

- To reduce the number of processes from 26 to 24
- To eliminate the need for continual improvement practices
- To keep up with recent trends
- To focus exclusively on IT services rather than business services

### Task 2: ITIL v3 vs ITIL v4

Status	Answered
Your score	2 / 2 <div style="width: 100%; background-color: #336699; height: 10px;"></div> 100%

### Response

Match the ITIL evolution concepts between versions.

	34 Practices	Service Value Chain	Service Management (broader scope)	Practice-based approach
Process-focused approach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
IT Service Management focus	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Service Lifecycle	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26 Processes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Task 3: ITIL 4 General Knowledge

Status	Answered
Your score	1.5 / 2 <div style="width: 75%; background-color: #336699; height: 10px;"></div> 75%

### Response

Which of the following statements about ITIL 4 are correct? Select all that apply.

- ITIL 4 focuses not only on technology management practices
- The Service Value System facilitates value co-creation
- ITIL 4 was first released in March 2019
- The framework includes integration guidance for DevOps
- The framework provides a flexible foundation for digital transformation
- ITIL 4 replaces the need for continual improvement

### Task 4: Service Management vs IT Service Management

Status	Answered
Your score	4 / 5 <div style="width: 80%; background-color: #336699; height: 10px;"></div> 80%

### Response

Evaluate the following statements about ITIL 4's approach to service management if they are Right or Wrong!

Unanswered	Right	Wrong	
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	ITIL 4 maintains the same narrow focus on IT services as previous versions.
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	ITIL 4 practices can only be applied to IT services.
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	ITIL 4's Service Value System (SVS) requires organizations to adopt all six activities of the Service Value Chain simultaneously to effectively co-create value with customers.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The High-velocity IT (HVIT) module in ITIL 4 is mainly applicable to organizations using Agile and DevOps methodologies.

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	ITIL 4's governance component within the Service Value System is primarily focused on regulatory compliance rather than strategic alignment.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	ITIL 4 positions itself as "a framework for service management" rather than just "IT service management."
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The framework reflects a growing trend of applying service management to enterprise and business services.
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	ITIL 4 eliminates the concept of processes entirely, replacing them with practices to better align with modern service management approaches.
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	ITIL 4's Four Dimensions model replaced the previous versions' Service Lifecycle approach primarily to reduce complexity in implementation.
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The value co-creation concept in ITIL 4 means that service providers are mainly responsible for defining what constitutes value for their customers.

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## ⌚ Four Dimensions 4.5 of 6.5 points (69%)

### ▼ Task 5: Characteristics of ITIL's Four Dimensions

Status Answered

Your score 4.5 / 6.5 

69%

#### Response

The ITIL 4 Four Dimensions model provides a holistic approach to service management, ensuring that organizations consider all critical aspects when designing and delivering services. The model recognizes that no single dimension can deliver value independently, requiring integrated consideration of all elements. The four dimensions are: Organizations and People, which encompasses organizational structures, culture, roles, responsibilities, and the human capabilities required for effective service delivery; Information and Technology, which addresses both the data and knowledge management systems as well as the technological infrastructure supporting service operations; Partners and Suppliers, which focuses on relationships with external entities involved in service design, development, delivery, and continual improvement; and Value Streams and Processes, which defines the coordinated activities and workflows that enable value creation for stakeholders.

Beyond the four core dimensions, ITIL 4 recognizes that external factors can significantly impact service management effectiveness. The framework recommends using methodologies such as PESTEL analysis to evaluate Political, Economic, Social, Technological, Environmental, and Legal influences on service delivery. This holistic perspective ensures that organizations maintain a service focus while adapting to changing business environments and stakeholder needs. The dimensions work collectively within the Service Value System to facilitate value co-creation between service providers and consumers.

Each dimension requires different levels of emphasis depending on the specific practices being implemented. For example, Event Management is heavily dependent on the VS & P dimension, while Relationship Management relies more heavily on the O & P dimension. The ultimate goal is to ensure all dimensions work together in an integrated and coordinated manner to create and deliver value in the most effective and efficient ways possible.

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## ⌚ Service Value System 12.5 of 18 points (69%)

### ⌚ Task 6: ITIL 4 Guiding Principles

Status Answered

Your score 3.5 / 3.5 

100%

#### Response

Match each ITIL 4 guiding principle with its correct description by dragging the principles to their corresponding descriptions.

Collaborate and promote visibility	Work transparently with stakeholders and across organizational boundaries
Keep it simple and practical	Collaborate and promote visibility
Optimize and automate	Understand how current services and methods work before determining how to improve them
Progress iteratively with feedback	Start where you are
Focus on value	Everything should link back to value for stakeholders, customers, and the organization
Think and work holistically	Focus on value
Start where you are	Use technology to eliminate repetitive work and human error where

<p>appropriate</p> <p><b>Optimize and automate</b></p>
<p>Make small improvements frequently rather than large changes infrequently</p> <p><b>Progress iteratively with feedback</b></p>
<p>Consider how actions affect all parts of the system and stakeholders</p> <p><b>Think and work holistically</b></p>
<p>Use the minimum number of steps to achieve objectives</p> <p><b>Keep it simple and practical</b></p>

#### Task 7: Management Practices Categories

Status	Answered
Your score	3.5 / 3.5 <span style="width: 100%;">100%</span>

#### Response

Match each management practice with its correct category in ITIL 4.

	General Management Practices	Technical Management Practices	Service Management Practices
Incident Management	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Deployment Management	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Software Development and Management	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Architecture Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Continual Improvement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service Desk	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Risk Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Task 8: Continual Improvement Practice

Status	Answered
Your score	3.5 / 6 <span style="width: 60%;">58%</span>

#### Response

Read the following text about the Continual Improvement practice and select the key terms that define its purpose (click on the words that you think are most important for defining its purpose).

The **purpose** of the **continual improvement** practice is to **align** the **organization's practices** and **services** with **changing business needs** through the **ongoing improvement** of any **element** involved in the **management** of products and services. This practice ensures that organizations **identify opportunities** for improvement within services, service **components**, practices or other parts of service management.

#### Task 9: ITIL 4 Guiding Principles Scenarios

Status	Answered
Your score	2 / 5 <span style="width: 40%;">40%</span>

#### Response

Match each scenario with the most relevant ITIL 4 guiding principle being applied.

<p>An organization ensures that every process change directly contributes to customer satisfaction</p>	<p>Start where you are</p> <p>A team conducts a thorough assessment of current tools and processes before implementing a new ITSM solution</p>
--	--

Process before implementing a new ITSM solution	
<p>A financial services company prioritizes automating their backup verification processes only after they have streamlined and standardized their backup procedures across all systems, ensuring the automated solution addresses actual business needs rather than perpetuating inefficiencies.</p> <p>A telecommunications company implements a new monitoring system by first piloting it with one customer segment, gathering performance data and user feedback, then gradually expanding to additional segments while making continuous improvements based on lessons learned.</p> <p>A retail organization conducts quarterly business impact assessments to ensure their IT service improvements directly support revenue generation and customer retention goals, regularly discontinuing services that don't demonstrate clear business value.</p> <p>IT implements small, frequent updates to services based on user feedback</p> <p>A manufacturing company's IT team works closely with production managers, quality control, and supply chain teams to implement a new ERP system, ensuring all departments understand how the technology changes will affect their daily operations and overall business processes.</p> <p>An IT department creates a comprehensive service catalog that shows how their network infrastructure, security systems, and application services all interconnect to deliver business outcomes, rather than managing each component in isolation.</p> <p>A project team includes representatives from IT, business, and customer service departments</p> <p>A healthcare organization decides to eliminate redundant approval steps in their incident management process after discovering that three different managers were required to sign off on routine password resets, causing delays of up to 24 hours for simple requests.</p> <p>A team conducts a thorough assessment of current tools and processes before implementing a new ITSM solution</p>	<p><b>Focus on value</b></p> <p>An organization ensures that every process change directly contributes to customer satisfaction</p> <p>A retail organization conducts quarterly business impact assessments to ensure their IT service improvements directly support revenue generation and customer retention goals, regularly discontinuing services that don't demonstrate clear business value.</p> <p><b>Progress iteratively with feedback</b></p> <p>A telecommunications company implements a new monitoring system by first piloting it with one customer segment, gathering performance data and user feedback, then gradually expanding to additional segments while making continuous improvements based on lessons learned.</p> <p>IT implements small, frequent updates to services based on user feedback</p> <p><b>Think and work holistically</b></p> <p>A manufacturing company's IT team works closely with production managers, quality control, and supply chain teams to implement a new ERP system, ensuring all departments understand how the technology changes will affect their daily operations and overall business processes.</p> <p>An IT department creates a comprehensive service catalog that shows how their network infrastructure, security systems, and application services all interconnect to deliver business outcomes, rather than managing each component in isolation.</p> <p><b>Collaborate and promote visibility</b></p> <p>A project team includes representatives from IT, business, and customer service departments</p> <p><b>Optimize and automate</b></p> <p>A financial services company prioritizes automating their backup verification processes only after they have streamlined and standardized their backup procedures across all systems, ensuring the automated solution addresses actual business needs rather than perpetuating inefficiencies.</p> <p><b>Keep it simple and practical</b></p> <p>A healthcare organization decides to eliminate redundant approval steps in their incident management process after discovering that three different managers were required to sign off on routine password resets, causing delays of up to 24 hours for simple requests.</p>

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## ⌚ Service Value Chain 1 of 3 points (33%)

### ⌚ Task 10: Value Chain Activity Mapping

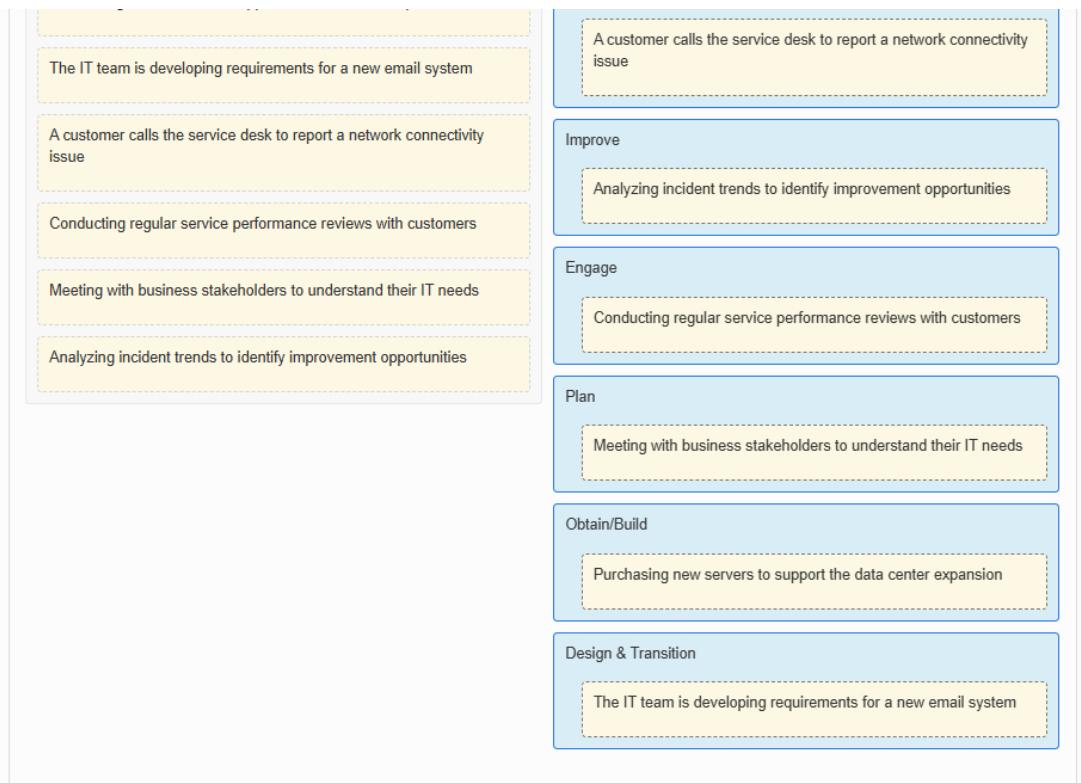
Status	Answered
Your score	1 / 3

### Response

Match each scenario with the appropriate ITIL 4 Service Value Chain activity by dragging the scenarios to the correct activity boxes.

Purchasing new servers to support the data center expansion

Deliver & Support



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## 📍 Miscellaneous 3 of 3 points (100%)

Task 11: Hybrid Framework Design

Status Answered

Your score 1.5 / 1.5 

100%

### Response

Which three ITIL 4 components integrate best with DevOps?

- Four Dimensions
- Change Enablement
- Release Management
- Service Value Chain
- Incident Management

## 💻 Task 12: Digital Strategy Alignment

Status Answered

Your score 1.5 / 1.5 

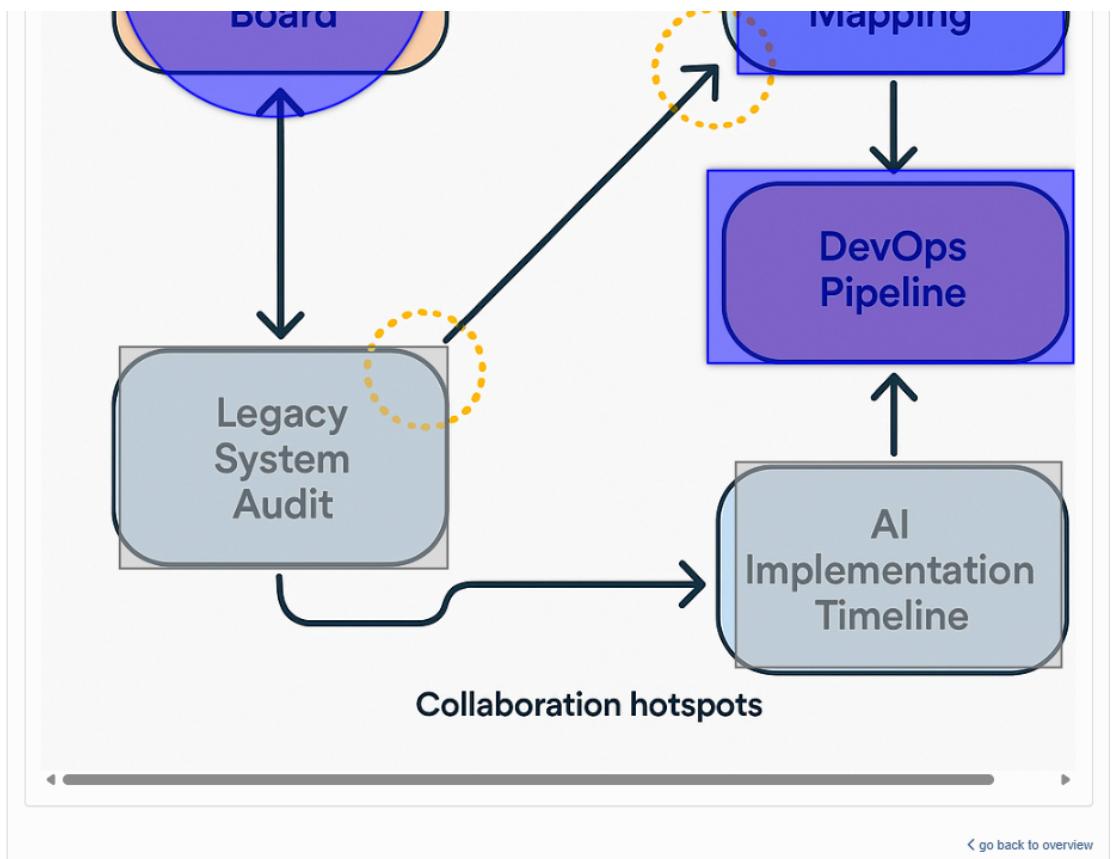
100%

### Response

Analyze the following digital strategy diagram. Click on the three areas where ITIL 4's Collaborate and Promote Visibility principle should be applied to ensure alignment between IT and business objectives.

# Digital Strategy Alignment





### Test execution

#### Information

- Availability: Until 7/1/2025, 11:59 PM (is pulled in automatically)
- Max. attempts: 1 | No further attempts are available to you
- Results of this test are visible to administrators and tutors of this course.

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Logged in as Ravi Himmabhai Ramani (1316 People are online)



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