

15. Which dimension of service management is communication?

- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes

16. Which describes the nature of the guiding principles?

- Each guiding principle mandates specific actions and decisions
- Guiding principles can guide an organization in all circumstances
- An organization will select and adopt only one of the seven guiding principles
- Guiding principles describe the processes that all organizations must adopt

- Incident Management
- Release Management
- Configuration Management
- Service Catalogue Management

19. What is the expected outcome from using a service value chain?

- Service Value Streams
- Customer engagement
- Value realization
- The application of practices

20. How should the seven guiding principles be combined when an organization is making a decision?

- By using all the guiding principles equally when making any decision
- By using the one or two guiding principles that are most relevant to the specific decision
- By using the "focus on value" principle and one or two that are relevant to the specific decision



2. Which of the following are likely members of the Change Advisory Board?

- Problem Manager
- Change Manager
- Customer representatives
- All of them

3. A good Incident Management process will:

- Ensure that error corrections are treated as urgent changes
- Diagnose the underlying cause of incidents quickly
- Restore normal service operation as quickly as possible following an incident
- All of the other answers

4. Which ITIL concept describes governance?

- The seven guiding principles
- The four dimensions of Service Management
- The Service Value Chain
- The Service Value System

5. A service provider describes a package that includes a laptop with software, licenses, and support.

What is this package an example of?

- Value

- Determining who the service consumer is in each situation
- Determining the cost of providing the service

12. 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.

- Focus on Value guiding principles
- Four dimensions of Service Management
- Service Value System
- Service Request Management practice

13. Which guiding principle would help the MOST in breaking down silos and eliminating conflicting goals?

- Collaborate and promote visibility
- Start where you are
- Optimize and automate
- Progress iteratively with feedback

14. What describes how components and activities work together to facilitate value creation?

- The ITIL Service Value System
- The ITIL guiding principles
- The four dimensions of Service Management