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NEW QUESTION: 1

What is defined as a change of state that has significance for the management of an IT service?

A. Problem
B. Event
C. Known error
D. Incident
Answer: (SHOW ANSWER)

NEW QUESTION: 2

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: (SHOW ANSWER)

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: 3

Which dimension includes activities and workflows?

A. Partners and suppliers
B. Organizations and people
C. Value streams and processes

D. Information and technology

Answer: ()

NEW QUESTION: 4

What is the definition of warranty?

A. A means of identifying events that could cause harm or loss

B. A means of determining whether a service is fit for purpose

C. A means of determining whether a service is fit for use

D. A means of identifying a result for a stakeholder

Answer: ()

NEW QUESTION: 5

Which type of change is MOST LIKELY to be initiated as part of the 'service request management' practice?

A. A standard change

B. A normal change

C. A change model

D. An emergency change

Answer: ()

NEW QUESTION: 6

Which statement about change authorization is CORRECT?

A. A change authority should be assigned to each type of change and change model

B. Centralizing change authorization to a single person is the most effective means of authorization

C. The authorization of normal changes should be expedited to ensure they can be implemented quickly

D. Standard changes are high risk and should be authorized by the highest level of change authority

Answer: ()

NEW QUESTION: 7

How does customer engagement contribute to the 'service level management' practice?

1.It captures information that metrics can be based on

2.It ensures the organization meets defined service levels

3.It defines the workflows for service requests

4.It supports progress discussions

A. 2 and 3

B. 1 and 2

C. 1 and 4

D. 3 and 4

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 8

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: ([SHOW ANSWER](#))

Over time, the focus of service desks has broadened from simply logging and resolving technical issues, to proving 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.

NEW QUESTION: 9

Which guiding principle recommends coordinating all dimensions of service management?

A. Start where you are

B. Think and work holistically

C. Keep it simple and practical

D. Progress iteratively with feedback

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 10

What aspect of 'service level management' asks service consumers what their work involves and how technology helps them?

A. Customer engagement

B. Operational metrics

C. Business metrics

D. Customer feedback

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 11

Which TWO statements about an organization's culture are CORRECT? (Choose two.)

1. It is created from shared values based on how it carries out its work

2. It is determined by the type of technology used to support services

3. It should be based on the culture of prospective suppliers

4. It should be based on the objectives of the organization

A. 2 and 3

B. 1 and 2

C. 3 and 4

D. 1 and 4

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 12

What defines the requirements for a service and takes responsibility for the outcomes of service consumption?

A. A customer

B. A user

C. An IT asset

D. A configuration item (CI)

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 13

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. 3 and 4

B. 2 and 3

C. 1 and 2

D. 1 and 4

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 14

Which is included in the purpose of the 'service level management' practice?

A. To ensure accurate information about the configuration of services is available

B. To maximize the number of successful service and product changes

C. To ensure that suppliers and their performance are managed appropriately

D. To set clear business-based targets for service levels

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 15

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. Monitoring and event management

B. Service level management

C. Service desk

D. Continual improvement

Answer: B (LEAVE A REPLY)

NEW QUESTION: 16
Which practice needs people who understand complex systems and have creative and analytical skills?
A. Service request management
B. Change enablement
C. Problem management
D. Service level management
Answer: (SHOW ANSWER)

NEW QUESTION: 17
Which role approves the cost of services?
A. User
B. Customer
C. Change authority
D. Sponsor
Answer: (SHOW ANSWER)

NEW QUESTION: 18
Which guiding principle considers how the steps of a process can be performed as efficiently as possible?
A. Focus on value
B. Optimize and automate
C. Think and work holistically
D. Start where you are
Answer: (SHOW ANSWER)

NEW QUESTION: 19
Which describes a set of defined steps for implementing improvements?
A. The 'engage' value chain activity
B. The 'improve' value chain activity

C. The 'continual improvement model'

D. The 'continual improvement register'

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 20

How should the workflow for a new service request be designed?

A. Use a single workflow for all types of service request

B. Use different workflows for each type of service request

C. Avoid workflows for simple service requests

D. Leverage existing workflows whenever possible

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 21

Which value chain activity communicates the current status of all four dimensions of service management?

A. Plan

B. Obtain/build

C. Engage

D. Improve

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 22

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

A. Partners and suppliers

B. Organizations and people

C. Information and technology

D. Value streams and processes

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 23

Which practice uses techniques such as SWOT analysis, balanced scorecard reviews, and maturity assessments?

A. Service request management

B. Problem management

C. Continual improvement

D. Incident management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 24

How are target resolution times used in the 'incident management' practice?

A. They are agreed, documented, and communicated to help set user expectations

B. They are initiated, approved, and managed to ensure that predictable responses are achieved

C. They are established, reviewed, and reported to ensure that customers are happy with the service

D. They are scheduled, assessed and authorized to reduce the risk of service failures

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 25

What should be used to set user expectations for request fulfilment times?

A. The service levels of the supplier

B. The time needed to realistically deliver the service

C. The time that the customer indicates for service delivery

D. The consumer demand for the service

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 26

Which statement about change management is CORRECT?

A. It optimizes overall business risk

B. It optimizes financial exposure

C. It ensures that service requests follow the normal change management process

D. It ensures that all changes are authorized by the change advisory board (CAB)

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 27

Which 'service level management' activity helps staff to deliver a more business-focused service?

A. Using complex technical terminology in service level agreements (SLAs)

B. Measuring low-level operational activities

C. Understanding the ongoing requirements of customers

D. Creating targets based on the percentage of uptime of a service

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 28

Which will NOT be handled as a service request?

A. The replacement of a toner cartridge

B. The provision of a laptop

C. The degradation of a service

D. A complaint about a support team

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 29

Which describes normal changes?

A. Changes that must be implemented as soon as possible

B. Changes that need to be scheduled and assessed following a process

C. Changes that are typically initiated as service requests

D. Changes that are low-risk and pre-authorized

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 30

Which term relates to service levels aligned with the needs of service consumers?

A. Cost

B. Warranty

C. Service management

D. Utility

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 31

Which activity is part of the 'continual improvement practice?

A. Identifying the cause unplanned interruptions to service.

B. Improving relationships with and between stakeholders.

C. handing compliments and complaints from user to identify improvements.

D. Prioritizing and creating business cases for improvement initiatives.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 32

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. 2 and 3

B. 1 and 2

C. 3 and 4

D. 1 and 4

Answer: ()

NEW QUESTION: 33

Which service transition process provides guidance about converting data into information?

A. Service asset and configuration management

B. Change evaluation

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C. Knowledge management

D. Service validation and testing

Answer: ()

NEW QUESTION: 34

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

A. Centralized

B. Local

C. Virtual

D. Outsourced

Answer: ()

NEW QUESTION: 35

Which statement about the 'incident management' practice is CORRECT?

A. It identifies the cause of major incidents.

B. It maintains detailed procedures for diagnosing incidents.

C. It resolves the highest impact incidents first.

D. It authorizes changes to resolve incidents.

Answer: ()

NEW QUESTION: 36

Why should incidents be prioritized?

A. To identify which support team the incident should be escalated to

B. To ensure that incidents with the highest business impact are resolved first

C. To encourage a high level of collaboration within and between teams

D. To help automated matching of incidents to problems or known errors

Answer: ()

NEW QUESTION: 37

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

A. Think and work holistically

B. Progress iteratively with feedback

C. Collaborate and promote visibility

D. Start where you are

Answer: (**SHOW ANSWER**)

NEW QUESTION: 38

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

A. It should be written in legal language

B. It should be based on the service provider's view of the service

C. It should relate to simple operational metrics

D. It should be simply written and easy to understand

Answer: (**SHOW ANSWER**)

NEW QUESTION: 39

Which is included in the purpose of the 'deliver and support' value chain activity?

A. Providing services to agreed specifications

B. Meeting stakeholder expectations for time to market

C. Understanding stakeholder needs

D. Understanding the organization's service vision

Answer: (**SHOW ANSWER**)

NEW QUESTION: 40

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. four dimensions of service management

D. 'service request management' practice

Answer: (**SHOW ANSWER**)

NEW QUESTION: 41

What is defined as any financially valuable component that can contribute to the delivery of a service?

A. Configuration item

B. Event

C. IT asset

D. Product

Answer: (**SHOW ANSWER**)

NEW QUESTION: 42

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

A. Trend analysis shows a large number of similar incidents

B. A monitoring tool detects a change of state for a service

C. 'Continual improvement' needs to prioritize an improvement opportunity

D. A user requests delivery of a laptop

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 43

Which is a key consideration for the guiding principle 'keep it simple and practical'?

A. Start with a complex solution, then simplify

B. Try to create a solution for every exception

C. Ignore the conflicting objectives of different stakeholders

D. Understand how each element contributes to value creation

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 44

What should be done for every problem?

A. It should be resolved so that it can be closed

B. It should have a workaround to reduce the impact

C. It should be diagnosed to identify possible solutions

D. It should be prioritized based on its potential impact and probability

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 45

What are guiding principles?

A. A set of interconnected activities that help an organization deliver a valuable service

B. A set of specialized organizational capabilities for enabling value for customers

C. A description of one or more services that help address the needs of a target consumer group

D. Recommendations that help an organization when adopting a service management approach

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 46

Which gives a user access to a system?

A. Service requirement

B. Service consumption

C. Service provision

D. Service agreement

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 47

Which practice is the responsibility of everyone in the organization?

A. Change control

B. Problem management

C. Continual improvement

D. Service level management

Answer: (SHOW ANSWER)

NEW QUESTION: 48

Which statement about outcomes is CORRECT?

A. The co-create value for service providers by reducing costs and risks.

B. They provide products to service providers based on outputs.

C. They allow service consumers to achieve a desired result.

D. They are deliverables provided to service consumers.

Answer: (SHOW ANSWER)

NEW QUESTION: 49

What is NOT within the scope of service catalogue management?

A. Interfaces between the service catalogue and service portfolio

B. Interfaces between all services and supporting services

C. Contribution to the definition of services

D. Fulfilment of business service requests

Answer: (SHOW ANSWER)

NEW QUESTION: 50

Which statement about costs is CORRECT?

A. Costs imposed on the consumer are costs of service warranty

B. Costs imposed on the consumer are costs of service utility

C. Costs removed from the consumer are part of the value proposition

D. Costs removed from the consumer are part of service consumption

Answer: (SHOW ANSWER)

NEW QUESTION: 51

Which service level metrics are BEST for measuring user experience?

A. Metrics linked to defined outcomes

B. Metrics for the percentage of uptime of a service

C. Operational metrics

D. Single system-based metrics

Answer: (SHOW ANSWER)

NEW QUESTION: 52

Which statement about outcomes is CORRECT?

A. Outcomes help service consumers achieve outputs

B. Helping service consumers achieve outcomes reduces service provider costs

C. Outcomes are one or more services that fulfil the needs of a service consumer

D. Service providers help service consumers achieve outcomes

Answer: (SHOW ANSWER)

NEW QUESTION: 53

When should a workaround be created?

A. After the resolution of a problem

B. When a problem cannot be resolved quickly

C. As soon as possible, once the incident is logged

D. When a potential permanent solution has been identified

Answer: B (LEAVE A REPLY)

NEW QUESTION: 54

Which is a purpose of release management?

A. To make new and changed services available for use

B. To move hardware and software to live environments

C. To handle user-initiated service requests

D. To protect the organization's information

Answer: A (LEAVE A REPLY)

NEW QUESTION: 55

Which is an example of improving service utility using service management automation?

A. Reducing the time to compile service data

B. Monitoring service availability

C. Faster resource allocation

D. Pre-determined routing of a service request

Answer: (SHOW ANSWER)

NEW QUESTION: 56

How does categorization of incidents assist the 'incident management' practice?

A. It ensures that incidents are resolved in timescales agreed with the customer

B. It determines how the service provider is perceived

C. It helps direct the incident to the correct support area

D. It determines the priority assigned to the incident

Answer: (SHOW ANSWER)

NEW QUESTION: 57

What type of change is pre-authorized, low risk, relatively common, and follows a procedure or work instruction?

A. An internal change

B. An emergency change

C. A normal change

D. A standard change

Answer: (SHOW ANSWER)

NEW QUESTION: 58

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

A. Problem control

B. Error control

C. Post-implementation review

D. Problem identification

Answer: (SHOW ANSWER)

NEW QUESTION: 59

Which is the BEST example of an emergency change?

A. The implementation of a security patch to a critical software application

B. The implementation of a planned new release of a software application

C. A low-risk computer upgrade implemented as a service request

D. A scheduled major hardware and software implementation

Answer: (SHOW ANSWER)

NEW QUESTION: 60

What MAIN factors are considered to assess the priority of an incident?

A. The complexity and cost

B. The cost and urgency

C. The urgency and impact

D. The impact and complexity

Answer: (SHOW ANSWER)

NEW QUESTION: 61

Which practice uses technologies such as intelligent telephony systems, a knowledge base and monitoring tools?

A. Problem management

B. Service desk

C. Deployment management

D. Service configuration management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 62

What is the MOST important reason for prioritizing incidents?

A. To ensure that incidents with highest impact are resolved first

B. To ensure that user expectations are realistic

C. To help information-sharing are learning

D. To provide links to related changes and known errors

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 63

Which is provided by the 'engage' value chain activity?

A. Ensuring that stakeholder expectations for quality are met

B. Ensuring that services are operated to meet agreed specifications

C. Ensuring that stakeholder needs are understood by the organization

D. Ensuring that service components are available when needed

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 64

An SLA is a service level agreement.

Which describes the 'watermelon SLA' effect?

A. Introducing SLAs for a service enables customer to see that the service provider is doing a really good job, so this improves satisfaction.

B. SLA targets change very frequently, so that each report includes new measures and trends cannot be analyzed.

C. A single SLA defines target service levels for multiple customer, so every customer sees reports about other customers' experiences.

D. The metrics in an SLA are focused on internal measures, so that reports show everything is good, while the customer is not satisfied.

Answer: (SHOW ANSWER)

NEW QUESTION: 65

Which statement about a service value stream is CORRECT?

A. It integrates practices for a specific scenario

B. It provides an operating model for service providers

C. it uses inputs and outputs prescribed by ITIL

D. It is a service value chain activity

Answer: (SHOW ANSWER)

NEW QUESTION: 66

A service offering may include, access to resources, and service actions, which is an example of a service action?

A. A mobile phone enables a user to work remotely

B. A service desk agent provides support to user.

C. A license allows a user to install a software product

D. A password allows a user connect to a Wifi network

Answer: (SHOW ANSWER)

NEW QUESTION: 67

When should a full risk assessment and authorization be carried out for a standard change?

A. When the procedure for the standard change is created

B. At least once a year

C. Each time the standard change is implemented

D. When an emergency change is requested

Answer: (SHOW ANSWER)

NEW QUESTION: 68

How should an organization include third-party suppliers in the continual improvement of services?

A. Ensure that all supplier problem management activities result in improvements

B. Require evidence that the supplier implements all improvements using project management practices

C. Ensure suppliers include details of their approach to service improvement in contracts

D. Require evidence that the supplier uses agile development methods

Answer: (SHOW ANSWER)

NEW QUESTION: 69

Which statement about known errors and problems is CORRECT?

A. Known errors cause vulnerabilities, problems cause incidents

B. Known error is the status assigned to a problem after it has been analysed

C. Known errors are managed by technical staff, problems are managed by service management staff

D. A known error is the cause of one or more problems

Answer: (SHOW ANSWER)

NEW QUESTION: 70

Which practice provides a single point of contact for users?

A. Incident management

B. Service desk

C. Service request management

D. Change control

Answer: (SHOW ANSWER)

NEW QUESTION: 71

Which statement about the 'change enablement' practice is CORRECT?

A. Service requests are usually normal changes that can be implemented quickly without authorization

B. Emergency changes are changes that must be implemented as soon as possible and therefore authorization is expedited

C. Emergency changes are changes that must be fully tested and fully documented prior to implementation

D. Standard changes are changes that need to be scheduled, assessed and authorized following a standard process

Answer: (SHOW ANSWER)

NEW QUESTION: 72

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

A. Service desk

B. Problem management

C. Change enablement

D. Service level management

Answer: A (LEAVE A REPLY)

NEW QUESTION: 73

Which value chain activity ensures the availability of service components?

A. Deliver and support

B. Engage

C. Obtain/build

D. Improve

Answer: (SHOW ANSWER)

NEW QUESTION: 74

Which guiding principle describes the importance of doing something, instead of spending a long time analysing different options?

A. Progress iteratively with feedback

B. Optimize and automate

C. Start where you are

D. Focus on value

Answer: (SHOW ANSWER)

NEW QUESTION: 75

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 model is applicable to only certain parts of the service value system

C. The flow of the model helps organizations to link improvements to its goals

D. Organizations should use an additional model or method to link improvements to customer value

Answer: (SHOW ANSWER)

NEW QUESTION: 76

What is a service?

A. 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

B. Joint activities performed by a service provider and a service consumer to ensure continual value co- creation based on agreed and available service offerings

C. A possible event that could cause harm or loss, or make it more difficult to achieve objectives

D. A tangible or intangible deliverable of an activity

Answer: (SHOW ANSWER)

NEW QUESTION: 77

When should a change request be submitted to resolve a problem?

A. As soon as the analysis of the frequency and impact of incidents justifies the change

B. As soon as a solution for the problem has been identified

C. As soon as a workaround for the problem has been identified

D. As soon as the analysis of cost, risks and benefits justifies the change

Answer: (SHOW ANSWER)

NEW QUESTION: 78

What must always be done before an activity is automated?

A. Ensure that DevOps has been successfully implemented

B. Check that the activity has already been optimized

C. Ensure the solution removes the need for human intervention

D. Check that suitable new technology has been purchased

Answer: (SHOW ANSWER)

NEW QUESTION: 79

What is the PRIMARY use of a change schedule?

A. To manage emergency changes

B. To plan changes and help avoid conflicts

C. To manage standard changes

D. To support the 'incident management' practice and improvement planning

Answer: (SHOW ANSWER)

NEW QUESTION: 80

Identify the missing word in the following sentence.
The purpose of the 'supplier management' practice is to ensure that the organization's suppliers and their performances are [?] appropriately to support the seamless provision of quality products and services.

A. measured

B. managed

C. rewarded

D. defined

Answer: (SHOW ANSWER)

NEW QUESTION: 81

Which guiding principle considers customer and user experience?

A. Keep it simple and practical

B. Start where you are

C. Collaborate and promote visibility

D. Focus on value

Answer: D (LEAVE A REPLY)

NEW QUESTION: 82

Which term describes the functionality offered by a service?

A. Risk

B. cost

C. Utility

D. Warranty

Answer: (SHOW ANSWER)

NEW QUESTION: 83

Which practice has a purpose that includes the handling of pre-defined, user-initiated demands for service?

A. Change enablement

B. Service request management

C. Service configuration management

D. Deployment management

Answer: (SHOW ANSWER)

NEW QUESTION: 84

Which guiding principle recommends organizing work into smaller, manageable sections that can be executed and completed in a timely manner?

A. Progress iteratively with feedback

B. Collaborate and promote visibility

C. Start where you are

D. Focus on value

Answer: (SHOW ANSWER)

NEW QUESTION: 85

What can be described as an operating model for the creation and management of products and services?

A. Guiding principles

B. Practices

C. Governance

D. Service value chain

Answer: (SHOW ANSWER)

NEW QUESTION: 86

Which is a key requirement for a successful service level agreement (SLA)?

A. Using individual metrics that relate to the service catalogue

B. Using an agreement between the service provider and service supplier

C. Using bundled metrics to relate performance to outcomes

D. Using single-system-based metrics that relate to outputs

Answer: (SHOW ANSWER)

NEW QUESTION: 87

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. utility

B. warranty

C. costs

D. information

Answer: (**SHOW ANSWER**)

NEW QUESTION: 88

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

A. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

B. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors

C. To align the organization's practices and services with changing business needs through the ongoing identification and improvement of services

D. To protect the information needed by the organization to conduct its business

Answer: (**SHOW ANSWER**)

NEW QUESTION: 89

What term is used to describe whether a service will meet availability, capacity and security requirements?

A. Utility

B. Value

C. Outcomes

D. Warranty

Answer: (**SHOW ANSWER**)

NEW QUESTION: 90

Which process works with incident management to ensure that security breaches are detected and logged?

A. Change management

B. Access management

C. Service level management

D. Continual service improvement

Answer: (**SHOW ANSWER**)

NEW QUESTION: 91

What do customer perceptions and business outcomes help to define?

A. Service metrics

B. The value of a service

C. The total cost of a service

D. Key performance indicators (KPIs)

Answer: (SHOW ANSWER)

NEW QUESTION: 92

Which practice has a purpose that includes managing risks to confidentiality, integrity and availability?

A. Problem management

B. Service configuration management

C. Information security management

D. Change enablement

Answer: (SHOW ANSWER)

NEW QUESTION: 93

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

A. The model is applicable to only certain parts of the service value system

B. Organizations should work through the steps of the model in the sequence in which they are presented

C. The low of the model helps organizations to link improvements to its goals

D. Organizations should use an additional model or method to link improvements to customer value

Answer: (SHOW ANSWER)

NEW QUESTION: 94

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: (SHOW ANSWER)
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: 95
Which practice has a purpose that includes restoring normal service operation as quickly as possible?
A. Incident management
B. Deployment management
C. Supplier management
D. Problem management
Answer: (SHOW ANSWER)

NEW QUESTION: 96
Which skill is required by the 'service level management' practice?
A. Problem management
B. Supplier management
C. Technical expertise
D. Event monitoring
Answer: (SHOW ANSWER)

NEW QUESTION: 97
Which practice improves customer and user satisfaction by reducing the negative impact of service interruptions?
A. Service request management
B. Service level management
C. Incident management
D. Change management
Answer: (SHOW ANSWER)
The purpose of incident management is to minimize the negative impact of incidents by restoring normal service operation as quickly as possible. Incident management can have an enormous impact on customer and user satisfaction, and the perception of those stakeholders of the service provider.
https://www.bmc.com/blogs/itil-incident-management/

NEW QUESTION: 98
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. The act of measuring always positively impacts results

C. Measured data is always more accurate than direct observation

D. It should always be used instead of direct observation

Answer: (SHOW ANSWER)

NEW QUESTION: 99

What is used to link activities within the service value chain?

A. Service desk

B. Service level agreements

C. Opportunity, demand and value

D. Inputs, outputs and triggers

Answer: (SHOW ANSWER)

NEW QUESTION: 100

What is the MAIN benefit of 'problem management'?

A. Managing workarounds and known errors

B. Reducing the number and impact of incidents

C. Restoring normal service as quickly as possible

D. Maximizing the number of successful changes

Answer: (SHOW ANSWER)

NEW QUESTION: 101

Which are elements of the service value system?

A. Service provision, service consumption, service relationship management

B. Governance, service value chain, practices

C. Customer value, stakeholder value, organization

D. Outcomes, utility, warranty

Answer: (SHOW ANSWER)

NEW QUESTION: 102

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

A. Problem resolution skills

B. Supplier management skills

C. Incident analysis skills

D. Technical skills

Answer: (SHOW ANSWER)

NEW QUESTION: 103

Identify the missing words in the following sentence.

The 'incident management' practice should maintain [?] for logging and managing incidents.

A. a formal process

B. detailed procedures

C. a dedicated team

D. a value chain activity

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 104

How should an organization prioritize incidents?

A. Ask the user for their preferred resolution timeframe.

B. Assess the availability of the appropriate support team.

C. Use an agreed classification which is based on the business impact of the incident.

D. Create an order of incidents based on the dates and times when they were logged.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 105

What is the primary focus of business capacity management?

A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology

B. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services

C. Review of all capacity supplier agreements and underpinning contracts with supplier management

D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 106

How should automation be implemented?

A. By replacing human intervention wherever possible

B. By initially concentrating on the most complex tasks

C. By optimizing as much as possible first

D. By replacing the existing tools first

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 107

What is the effect of increased automation on the 'service desk1 practice?

A. Increased ability to focus on fixing technology instead of supporting people

B. Decrease in self-service incident logging and resolution

C. Greater ability to focus on customer experience when personal contact is needed

D. Elimination of the need to escalate incidents to support teams

Answer: (**SHOW ANSWER**)

NEW QUESTION: 108

Which statement about change authorities is CORRECT?

A. Change authorities are assigned for each type of change and change model

B. Change authorities are only required for authorizing normal changes

C. Change authorities are assigned when each change is deployed

D. Change authorities are only required for authorizing emergency changes

Answer: (**SHOW ANSWER**)

NEW QUESTION: 109

Which is an activity of 'problem identification'?

A. Establishing potential permanent solutions

B. Analyzing the cause of problems

C. Establishing problem workarounds

D. Analyzing information from software developers

Answer: (**SHOW ANSWER**)

NEW QUESTION: 110

Which will help solve incidents more quickly?

A. Target resolution times

B. Collaboration between teams

C. Detailed procedural steps for incident investigation

D. Escalating all incidents to support teams

Answer: (**SHOW ANSWER**)

NEW QUESTION: 111

Which ITIL concept describes governance?

A. The four dimensions of service management

B. The service value system

C. The service value chain

D. The seven guiding principles

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 112

Which guiding principle is PRIMARILY concerned with consumer's revenue and growth?

A. Focus on value

B. Keep it simple and practical

C. Optimize and automate

D. Progress iteratively with feedback

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 113

A customer is a person who defines the requirements for a service and takes responsibility for the [?] of service consumption.

A. outcomes

B. costs

C. outputs

D. risks

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 114

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

A. Design and transition

B. Obtain/build

C. Deliver and support

D. Plan

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 115

What actions does a service desk take for all issues, queries and requests that are reported to them?

A. Acknowledge, classify, own

B. Schedule, assess, authorize

C. Diagnose, investigate, resolve

D. Initiate, approve, fulfill

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 116

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

A. It removes the need for collaboration during incident resolution

B. It enables the reassessment of known erros

C. It enables quick and efficient diagnosis of incidents

D. It removes the need for regular customer updates

Answer: (SHOW ANSWER)

NEW QUESTION: 117

Which does the ITIL service value system discourage?

A. Coordinated authorities and responsibilities

B. Organizational silos

C. Interfaces among practices

D. Organizational agility

Answer: (SHOW ANSWER)

Architecture of the ITIL SVS specifically enables flexibility and discourages siloed working. This is because the service value chain and practices do not form a fixed, rigid structure, but rather they can be combined in multiple value streams to address the needs of the organization in a variety of scenarios, with open flow of communication across the many interfaces.

NEW QUESTION: 118

Which step of the continual improvement model includes baseline assessments?

A. What is the vision?

B. Where are we now?

C. Did we get there?

D. Where do we want to be?

Answer: (SHOW ANSWER)

NEW QUESTION: 119

What is a problem?

A. An unplanned reduction in the quality of a service

B. Any change of state that has significance for the management of a configuration item

C. An addition or modification that could have an effect on services

D. A cause or potential cause of one or more incidents

Answer: (SHOW ANSWER)

NEW QUESTION: 120

Which is the CORRECT approach for managing a large improvement initiative as smaller iterations?

A. Each iteration should be continually re-evaluated based on feedback

B. Feedback should only be taken into account when one iteration fails to meet its objective

C. Each iteration should be designed before starting the initiative and implemented without feedback

D. Feedback should be reduced for large improvements as it is unlikely that circumstances will change

Answer: (SHOW ANSWER)

NEW QUESTION: 121

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

A. Customer engagement

B. Service value streams

C. Value realization

D. The application of practices

Answer: (SHOW ANSWER)

NEW QUESTION: 122

What should be considered as part of the 'partners and suppliers' dimension?

A. The activities, workflows, controls and procedures needed to achieve the agreed objectives

B. The information created, managed and used in the course of service provision and consumption

C. The level of integration and formality involved in the relationships between organizations

D. The required skills and competencies of teams and individual members of the organization

Answer: (SHOW ANSWER)

NEW QUESTION: 123

Which dimension considers how knowledge assets should be protected?

A. Organizations and people

B. Value streams and processes

C. Partners and suppliers

D. Information and technology

Answer: (SHOW ANSWER)

NEW QUESTION: 124

Identify the missing word in the following sentence.

A [?] is the addition, modification, or removal of anything that could have a direct or indirect effect on services

A. problem

B. configuration item

C. risk

D. change

Answer: (**SHOW ANSWER**)

NEW QUESTION: 125

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

A. Service consumption

B. Service management

C. Service provision

D. Service offering

Answer: (**SHOW ANSWER**)

NEW QUESTION: 126

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. A change request is submitted to change control

C. The problem remains in the known error status

D. Problem management restores the service as soon as possible

Answer: C (**LEAVE A REPLY**)

NEW QUESTION: 127

What helps diagnose and resolve a simple incident?

A. Rapid escalation

B. Problem prioritization

C. Formation of a temporary team

D. The use of scripts

Answer: (**SHOW ANSWER**)

NEW QUESTION: 128

Which describes a CORRECT approach to change authorization?

A. formal changes are typically implemented as service requests and authorized by the service desk

B. Emergency changes should be authorized by as many people as possible to reduce risk

C. Changes included in the change schedule are pre-authorized and do not need additional authorization

D. formal changes should be assessed and authorized before they are deployed

Answer: (**SHOW ANSWER**)

NEW QUESTION: 129

Which should be handled by 'service request management'?

A. A request to resolve an error in a service

B. A request to provide a laptop

C. A request to change a target in a service level agreement

D. A request to implement a security patch

Answer: (SHOW ANSWER)

NEW QUESTION: 130

Which practice may involve the initiation of disaster recovery?

A. Incident management

B. Service request management

C. IT asset management

D. Service level management

Answer: (SHOW ANSWER)

NEW QUESTION: 131

Which practice updates information relating to symptoms and business impact?

A. Incident management

B. Service request management

C. Change control

D. Service level management

Answer: (SHOW ANSWER)