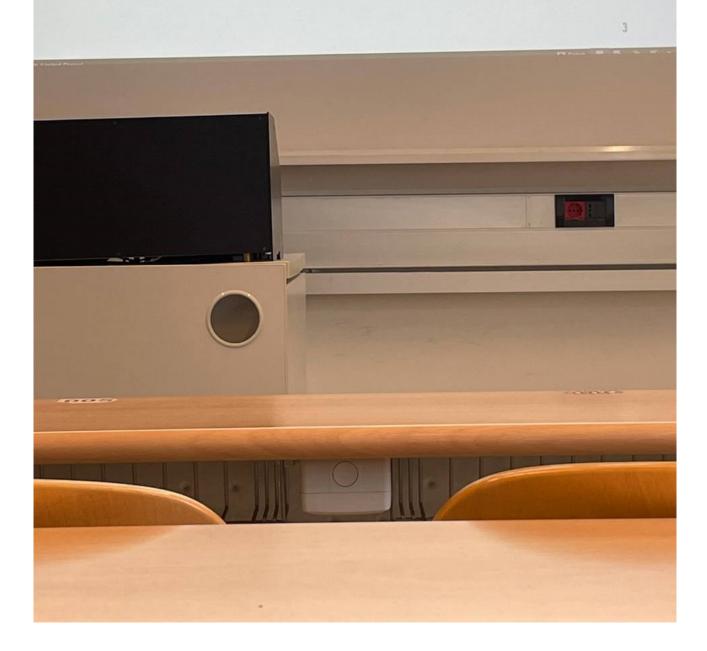
communication?

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

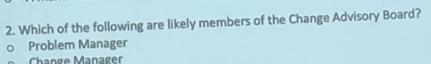
16. Which describes the nature of the guiding principles?

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



- Incident Management
- o Release Management
- o Configuration Management
- o Service Catalogue Management
- 19. What is the expected outcome from using a service value chain?
- Service Value Streams
- Customer engagement
- o Value realization
- o The application of practices
- 20. How should the seven guiding principles be combined when an organization is n 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 d
- o By using the "focus on value" principle and one or two that are relevant to the





- o Change Manager
- o Customer representatives
- o All of them
- 3. A good Incident Management process will:
- o Ensure that error corrections are treated as urgent changes
- Diagnose the underlying cause of incidents quickly
- o Restore normal service operation as quickly as possible following an incident
- o All of the other answers
- 4. Which ITIL concept describes governance?
- o The seven guiding principles
- o The four dimensions of Service Management
- o The Service Value Chain
- o The Service Value System
- 5. A service provider describes a package that includes a laptop with software, licenses, and support.



