EXAMTOPICS
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Topic 1 - Single Topic

Question #1 *Topic 1*

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

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

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

Correct Answer: *A*

Community vote distribution

A (100%)

Dar87 Highly Voted 6 months, 1 week ago
These questions are out of date, took the exam 05Feb2023 and I only saw three questions from this bank. Good luck everyone.
upvoted 7 times

nirabhi 5 months, 1 week ago
Hi, which dump is suitable to clear the exam ?
upvoted 1 times

B_Sumanth Most Recent 3 weeks, 5 days ago
Today I wrote the exam. Scored 39/40. Exam topics helped me a lot, around 70% of questions covered in this topics only. With knowledge of whole subject and Exam topics you can easily crack the exam. All the best to all.
upvoted 1 times

NVAV 1 month, 2 weeks ago
Answer is A.
Target resolution times are agreed, documented, and communicated to ensure that expectations are realistic
upvoted 1 times

natxu 1 month, 4 weeks ago
Selected Answer: A
"User expectations" is key.
upvoted 1 times

shreyasgoswami 5 months, 1 week ago
I am happy to share that I have passed my exam today and all questions are from examtopics only.,
upvoted 4 times

nirabhi 5 months, 1 week ago
hi, are you sure is this dump suffice ?
upvoted 3 times

jimd 7 months ago
Selected Answer: A
Incident management can have an enormous impact on customer and user satisfaction, and on how customers and users perceive the service provider. Every incident should be logged and managed to ensure that it is resolved in a time that meets the expectations of the customer and user. Target resolution times are agreed, documented, and communicated to ensure that expectations are realistic. Incidents are prioritized based on an agreed classification to ensure that incidents with the highest business impact are resolved first.
upvoted 3 times

YOurMoom 8 months, 2 weeks ago
Selected Answer: A
Target resolution times are agreed, documented, and communicated to ensure that expectations are realistic
upvoted 1 times

alfredoscar 8 months, 2 weeks ago
Selected Answer: A
Match user expectations are always important requirements for ITIL v4
upvoted 1 times

shadsong 10 months, 3 weeks ago

Did my exam and scored a 93%. I felt much more confident after practicing all these exam questions. I would say 35/40 questions were in examtopics.
upvoted 4 times

nirabhi 5 months, 1 week ago
hi, which dump is good to clear the exam ?
upvoted 1 times

heerowiind 11 months, 2 weeks ago
5.2.5 Incident Management
Target resolution times are agreed, documented, and communicated to ensure that expectations are realistic
upvoted 3 times

Question #2 *Topic 1*

Why should some service requests be fulfilled with no additional approvals?

A. To ensure that spending is properly accounted for

B. To ensure that information security requirements are met

C. To streamline the fulfilment workflow

D. To set user expectations for fulfilment times

Correct Answer: *C*

Community vote distribution

C (100%)

meneyn Highly Voted 2 years, 1 month ago
C: (confirmed ITIL 4)
Can be deduced from:
Since service requests are predefined and pre-agreed as a normal part of service delivery, they can usually be formalized with a clear, standard procedure for initiation, approval, fulfillment, and management. Some service requests have very simple workflows, such as a request for information. Others, such as the setup of a new employee, may be quite complex and require contributions from many teams and systems for fulfillment.
upvoted 10 times

Gumas Most Recent 5 months, 2 weeks ago
from the book:
Policies should be established regarding what service requests will be fulfilled with limited or even no additional approvals so that fulfillment can be streamlined.
so it is C
upvoted 4 times

certgreed 1 year, 6 months ago
Selected Answer: C
correct answer is C
upvoted 1 times

bigpete975 1 year, 7 months ago
C is correct.
upvoted 1 times

Question #3 *Topic 1*

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

Correct Answer: *C*

Community vote distribution

C (100%)

BananaSlug Highly Voted 9 months, 4 weeks ago

C. Service management

Chapter 2: Key Concepts of Service Management
"Definition: Service Management: A set of specialized organizational capabilities for enabling value for customers in the form of services."

upvoted 8 times

Concordant Most Recent 1 year, 5 months ago

B seems the correct answer.

upvoted 1 times

ormancini 1 year, 1 month ago

provision is what you offer, you capability is management

upvoted 1 times

certgreed 1 year, 6 months ago

Selected Answer: C

correct answer is C

upvoted 1 times

bigpete975 1 year, 7 months ago

C is correct.

upvoted 1 times

Nugi 2 years, 2 months ago

Shouldn't be A. Service Offering?

upvoted 2 times

skamorph 2 years, 1 month ago

No! The provided answer is the correct one.
This is the definition ofervice management:
A set of specialized organizational capabilities for enabling value for customers in the form of services.

upvoted 14 times

meneyn 2 years, 1 month ago

Correct

upvoted 3 times

Question #4 *Topic 1*

Which gives a user access to a system?

A. Service requirement

B. Service agreement

C. Service consumption

D. Service provision

Correct Answer: *D*

Community vote distribution

D (100%)

nerv Highly Voted 2 years, 10 months ago

@ags Thats one os possible service REQUESTS, not requirements.

answer is D indeed:
service provision
Activities performed by an organization to provide services. It includes management of the provider's resources, configured to deliver the service; ensuring access to these resources for users;....

upvoted 14 times

MrTargaryen Most Recent 1 month, 3 weeks ago

Service Provision

upvoted 1 times

MarcusWG86 5 months, 3 weeks ago

Service provision: Activities performed by an organization to provide services. ITIL Foundation 4 Edition 2.4.1

upvoted 2 times

certgreed 1 year, 4 months ago

Selected Answer: D

correct answer is D

upvoted 1 times

Izlu 1 year, 4 months ago

Selected Answer: D

D ----
D--- As service requests are pre-defined and pre-agreed as a normal part the provision of services, they can usually be formalized, with a procedure clear and standard for initiation, approval, compliance and management.

upvoted 2 times

Concordant 1 year, 5 months ago

A and D are both correct.

upvoted 1 times

certgreed 1 year, 6 months ago

Selected Answer: D

correct answer is D

upvoted 1 times

bigpete975 1 year, 7 months ago

D is correct.

upvoted 1 times

SandyIndia 2 years ago

A. Service requirement
Product and service requirements provided by engage.
B. Service agreement
Contract and agreement requirements for engage.
C. Service consumption
Service consumption consists of activities performed by a service consumer to consume services.
D. Service provision
Management of provider resources configured to deliver the service. Provision of access to resources for users.

upvoted 2 times

[Removed] 2 years ago

Provisioning user access requests: This sub-process is where access management activities come into play. Access management verifies the user, provides access rights, monitors the identity status, removes or restricts access, and logs and tracks access. The success of this sub-process depends maintaining an accurate user profile and access repository.

upvoted 1 times

Apurv_AU 2 years, 5 months ago

Overall I have noticed many questions are repeat too

upvoted 1 times

ags 2 years, 10 months ago

A is correct.
An access request is the way in which a user requests to be able to access a service. This is usually a request for a login via a service request from the service desk.
https://www.bmc.com/blogs/itil-access-management/

upvoted 3 times

Question #5

Topic 1

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

Correct Answer: *C*

Community vote distribution

C (100%)

MrTargaryen 1 month, 3 weeks ago

Selected Answer: C

C is the closest because of resource allocation

upvoted 2 times

VorteXPT 4 months ago

Selected Answer: C

Text copy from: Ansisy
Creating a comment only to vote on the correct option.(C)

5.2.5 Incident management:
Organizations should design their incident management practice to provide appropriate management and resource allocation to different types of incident.

Incidents with a low impact must be managed efficiently to ensure that they do not consume too many resources.

Incidents with a larger impact may require more resources and more complex management.

upvoted 2 times

Ansisy 10 months, 1 week ago

5.2.5 Incident management: Organizations should design their incident management practice to provide appropriate management and resource allocation to different types of incident. Incidents with a low impact must be managed efficiently to ensure that they do not consume too many resources. Incidents with a larger impact may require more resources and more complex management. There are usually separate processes for managing major incidents, and for managing information security incidents.

upvoted 4 times

Slindsey0304 10 months, 1 week ago

Its essential for incidents with low impact are to be catered for and efficiently managed to ensure too many resources are not consumed to resolve them.

upvoted 1 times

Question #6 *Topic 1*

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

Correct Answer: *B*

Community vote distribution

Ansisy Highly Voted 10 months, 1 week ago

B - 4.5 Service value chain: ...Each activity transforms inputs into outputs .... To convert inputs into outputs, the value chain activities use different combinations of ITIL practices (sets of resources for performing certain types of work), drawing on internal or third-party resources, processes, skills, and competencies as required.

upvoted 9 times

evoken Most Recent 1 month, 3 weeks ago

Selected Answer: B

GPT: es, each value chain activity uses different combinations of practices to convert inputs into outputs. ITIL 4 defines 34 practices, which are classified as general management practices, service management practices, and technical management practices

upvoted 1 times

Traktark 1 month, 3 weeks ago

Selected Answer: B

The correct answer is B. Each value chain activity uses different combinations of practices to convert inputs into outputs.

In the ITIL 4 framework, the service value chain is a key concept that represents the set of interconnected activities performed by an organization to deliver value to its customers. The service value chain consists of six core activities: Plan, Improve, Engage, Design and Transition, Obtain/Build, and Deliver and Support.

Option B is correct because each value chain activity utilizes different combinations of ITIL practices to transform inputs into outputs. The practices represent the specific actions, methods, and approaches employed within each activity to achieve the desired outcomes. These practices are selected and adapted based on the specific needs and context of the organization.

upvoted 3 times

MrTargaryen 1 month, 3 weeks ago

Selected Answer: A

A - outlines the key activities required to respond to demand.

upvoted 2 times

VorteXPT 4 months ago

Selected Answer: B

Voting for B

upvoted 1 times

HanniA 5 months, 2 weeks ago

A-
The service value chain is an operating model for the creation, delivery and ongoing improvement of services. It outlines the key activities required to create value in response to demand, through the creation and delivery of products and services

upvoted 1 times

Question #7 *Topic 1*

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

A. The ITIL service value system

B. The ITIL guiding principles

C. The four dimensions of service management

D. A service relationship

Correct Answer: *A*

Community vote distribution

A (100%)

Ansisy Highly Voted 10 months, 1 week ago

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

upvoted 10 times

ikothari Most Recent 3 weeks, 2 days ago

Selected Answer: A

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

upvoted 1 times

Vabz 1 month, 1 week ago

It it A

upvoted 1 times

Question #8 *Topic 1*

Which practice involves the management of vulnerabilities that were not identified before the service went live?

A. Service request management

B. Problem management

C. Change control

D. Service level management

Correct Answer: *B*

Ansisy Highly Voted 10 months, 1 week ago

B- 5.2.8 Problem management: Every service has errors, flaws, or vulnerabilities that may cause incidents. They may include errors in any of the four dimensions of service management. Many errors are identified and resolved before a service goes live. However, some remain unidentified or unresolved, and may be a risk to live services. In ITIL, these errors are called problems and they are addressed by the problem management practice.

upvoted 10 times

Abu_Talal Most Recent 2 months, 1 week ago

Its **B**:
Every service has errors, flaws, or vulnerabilities that may cause incidents. They may include errors in any of the four dimensions of service management. Many errors are identified and resolved before a service goes live.

upvoted 1 times

BestRK 5 months, 2 weeks ago

B. Problem management.

Problem management is the practice of managing the lifecycle of problems to prevent incidents from occurring and to minimize the impact of incidents that cannot be prevented. One of the key activities of problem management is to identify the root cause of incidents and to take steps to prevent similar incidents from occurring in the future.

One of the types of problems that problem management addresses is the management of vulnerabilities that were not identified before the service went live. These vulnerabilities may be discovered through incident management or through other means, such as vulnerability scans or security audits.

Once these vulnerabilities are identified, problem management teams can work to investigate the root cause and develop a plan to mitigate the risk. This may involve developing and implementing a patch or workaround, or making changes to the service design to address the vulnerability.

Overall, problem management is a critical aspect of service management, as it helps organizations to identify and address the underlying causes of incidents, and to improve the reliability and stability of services.

upvoted 4 times

cricosta 10 months, 2 weeks ago

A. Service request management
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.
B. Problem management
is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors.
C. Change control
is used to help plan changes, assist in communication, avoid conflicts, and assign resources. -> help manage normal changes
D. Service level management
is to set clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored and managed against these targets.

upvoted 3 times

Question #9 *Topic 1*

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

Correct Answer: *A*

Community vote distribution

A (100%)

R1_SH Highly Voted 2 years, 4 months ago

A: Services and methods already in place should be measured and/or observed directly to properly understand their current state and what can be re-used from them.

upvoted 12 times

JAZ_29 Most Recent 1 month, 1 week ago

A is the answer

upvoted 1 times

certgreed 1 year, 6 months ago

Selected Answer: A

correct answer is A

upvoted 1 times

bigpete975 1 year, 7 months ago

A is correct.

upvoted 1 times

Question #10 *Topic 1*

Which ITIL practice recommends performing service reviews to ensure that services continue to meet the needs of the organization?

A. Service desk

B. Service request management

C. Service level management

D. Service configuration management

Correct Answer: *C*

Community vote distribution

C (100%)

Ansisy Highly Voted 10 months, 1 week ago

C: 5.2.15 Service level management - Service level management provides the end-to-end visibility of the organization's services. To achieve this, service level management: performs service reviews to ensure that the current set of services continues to meet the needs of the organization and its customers

upvoted 11 times

2bCloudGuru Most Recent 9 months, 2 weeks ago

c it is

upvoted 2 times

leoiq91 9 months, 4 weeks ago

c is correct

upvoted 1 times

certgreed 1 year, 4 months ago

Selected Answer: C

correct answer is C

upvoted 1 times

a4212crew 1 year, 6 months ago

Selected Answer: C

C is the answer

upvoted 1 times

bigpete975 1 year, 7 months ago

C is correct.

upvoted 1 times

Hnadir 1 year, 8 months ago

Selected Answer: C

gdfukfyukl

upvoted 2 times

makowskim3 2 years ago

C seems correct.

upvoted 2 times

Question #11 *Topic 1*

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

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

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

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

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

Correct Answer: *A*

Community vote distribution

A (88%) 12%

Ansisy Highly Voted 10 months, 1 week ago

Selected Answer: A

3.3 Partners and suppliers: Relationships between organizations may involve various levels of integration and formality.

upvoted 7 times

gamrr1 Most Recent 5 months ago

Has to be A; C is Information and Technology, wrong dimension

upvoted 1 times

Fund81 7 months, 1 week ago

Stated under the partners and suppliers section, Relationships between organizations may involve various levels of integration and formality.

upvoted 1 times

justlikemo 8 months, 1 week ago

Selected Answer: A

Can't be C.
Service Provision Activities performed by an organisation to provide services.
Service Consumption Activities performed by an organisation to consume services.

Partners and Suppliers Encompasses an organization's relationships with other organizations that are involved in the design, development, deployment, delivery, support and / or continual improvement of services. It also incorporates contracts and other agreements between the organization and its partners or suppliers
Has to be A

upvoted 1 times

2bCloudGuru 9 months, 2 weeks ago

A it is

upvoted 1 times

Leintje 9 months, 2 weeks ago

Selected Answer: A

A. 3.3 Partners and Suppliers;
"All of these partners need to be integrated, to create a well balanced service for the customer. This can be achieved through service intergation and management."

upvoted 1 times

nickanme 9 months, 3 weeks ago

Selected Answer: A

Partners and suppliers dimension incorporates contracts and other agreements between the organization and its partners or suppliers.

upvoted 1 times

Sonia33 9 months, 3 weeks ago

Selected Answer: A

It's A

upvoted 1 times

BananaSlug 9 months, 4 weeks ago

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

upvoted 1 times

cyrille2020 10 months, 2 weeks ago

Selected Answer: A

Relationships between organizations may involve various levels of integration and formality.

upvoted 4 times

HokieShane98 10 months, 2 weeks ago

Selected Answer: C

C. explains itself

upvoted 2 times

Question #12 *Topic 1*

Which practice makes new services available for use?

A. Change enablement

B. Release management

C. Deployment management

D. IT asset management

Correct Answer: *B*

Community vote distribution

B (100%)

DChilds Highly Voted 1 year, 6 months ago

Selected Answer: B

The purpose of the release management practice is to make new and changed services and features available for use.

Release: A version of a service or other configuration item, or a collection of configuration items, that is made available for use.

Source: https://wiki.process-symphony.com.au/framework/lifecycle/process/release-management-itil-4/

upvoted 6 times

Boxbot Most Recent 4 months, 3 weeks ago

Definition: Release
A version of a service or other configuration item, or a collection of configuration items, that is made available for use.

The purpose of the release management practice is to make new and changed services and features available for use.

upvoted 1 times

Jinuu 5 months, 3 weeks ago

Release management makes the new change "Available" only to read as release but "Deployment Management" makes the new changes "Available to Use".

upvoted 2 times

Sonia33 9 months, 3 weeks ago

Selected Answer: B

It mentions "Available" so it's release management, not deployment.

upvoted 4 times

Izlu 1 year, 4 months ago

Selected Answer: B

release management is correct

upvoted 1 times

Concordant 1 year, 5 months ago

B and C are correct.

upvoted 2 times

bigpete975 1 year, 7 months ago

B is correct.

upvoted 1 times

Hnadir 1 year, 8 months ago

Fo use means for User, So its "B"

upvoted 1 times

meneyn 2 years, 1 month ago

B is correct (ITIL 4):
The purpose of a release management practice is to make new and changed services and features available for use.

upvoted 2 times

Question #13 *Topic 1*

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

Correct Answer: *B*

cricosta Highly Voted 10 months, 2 weeks ago

1. What is the vision -> Business mission, vision goals and objectives
2. Where are we now -> Perform baseline assessments (knowing the start point)
3. where do we want to be -> Define measurable targets (knowing end point)
4. How do we get there -> Define the improvement plan
5. take action -> execute improvement plan
6. Did we get there -> evaluate metrics and KPIs

-> How do we keep the moment going?

upvoted 19 times

WafferML Most Recent 7 months, 2 weeks ago

B = Where are we now -> Perform baseline assessments (knowing the start point)

upvoted 1 times

Ansisy 10 months, 1 week ago

correct answer: B - 4.6.1.2 Step 2: Where are we now?
A key element in this step is a current state assessment.
Current state assessments should be done through objective measurement whenever possible.
Current state assessments should be done through objective measurement whenever possible.

upvoted 2 times

Question #14 *Topic 1*

Which guiding principle considers the importance of customer loyalty?

A. Progress iteratively with feedback

B. Focus on value

C. Optimize and automate

D. Start where you are

Correct Answer: *B*

Community vote distribution

B (71%) A (29%)

meneyn Highly Voted 2 years, 1 month ago

B is correct ITIL v4:
This principle is mostly focused on the creation of value for service consumers. However, a service also contributes to value for the organization and other stakeholders. This value may come in various forms such as revenue, customer loyalty, lower cost, and/or growth opportunities. The

upvoted 17 times

wesleydonelli Most Recent 7 months, 1 week ago

4.3.1 Foco no valor
Tudo o que a organização faz deve estar vinculado, direta ou indiretamente, ao valor para ela mesma, seus clientes e outras partes interessadas.
Esta seção se concentra principalmente na criação de valor para os consumidores de serviço. No entanto, um serviço também contribui ao valor para a organização e outras partes interessadas. Esse valor pode vir de várias formas, como receita, fidelidade do cliente, menor custo ou oportunidades de crescimento. As recomendações a seguir podem ser adaptadas para abordar vários grupos de partes interessadas e o valor que é criado para elas pela organização. COMO PODEM VER A RESPOSTA CORRETA É O FOCO NO VALOR

upvoted 2 times

Panda_man 3 months, 4 weeks ago

Faz sentido

upvoted 1 times

Fund81 7 months, 1 week ago

Under the focus on value section, , This value may come in various forms, such as revenue, customer loyalty, lower cost, or growth opportunities.

upvoted 2 times

Manix 7 months, 1 week ago

B
4.3.1... This value may come in varius forms, such as revenue, customer loyalty, lower costs or growth opportunities.

upvoted 1 times

Sonia33 9 months, 3 weeks ago

Selected Answer: B

Focus on Value, because Value is something subjective based on customer experience and feedback.

upvoted 2 times

Gadeliow 10 months, 3 weeks ago

Focus on value

upvoted 1 times

PassAllExams 10 months, 4 weeks ago

Selected Answer: A

why B?

upvoted 2 times

APAmalaysia 1 year ago

Answer A.
Focus on value :- All activities conducted by the organization should link back, directly or indirectly, to value for itself, its customers, and other stakeholders.
This section is mostly focused on the creation of value for service consumers. However, a service also contributes to value for the organization and other stakeholders. This value may come in various forms, such as revenue, customer loyalty, lower cost, or growth opportunities.

upvoted 2 times

Concordant 1 year, 5 months ago
A is correct. Without loyalty, what you're getting back is more likely to be false.
upvoted 2 times

certgreed 1 year, 6 months ago
Selected Answer: B
correct answer is B
upvoted 3 times

bigpete975 1 year, 7 months ago
B is correct.
upvoted 1 times

Hnadir 1 year, 8 months ago
yes its B
upvoted 1 times

Question #15 *Topic 1*

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

Correct Answer: *D*

Community vote distribution

D (100%)

Leintje Highly Voted 9 months, 2 weeks ago
Selected Answer: D
D. "A holistic approach requires an understanding of the role of all four dimensions of service management in the SVS, working together in an integrated way."
upvoted 6 times

Gowthamdsk Most Recent 8 months ago
Correct Answer is D
upvoted 1 times

Kenneth1 8 months ago
Taking a holistic approach to service management includes establishing an understanding of how all the parts of an organization work together in an integrated way (remember the four dimensions of service management?), including having an end-to-end visibility of how demand is captured and translated into outcomes. In a complex system, the alteration of one element can impact others and, where possible, these impacts need to be identified, analysed and planned for.
upvoted 1 times

Manix 10 months ago
Selected Answer: D
agree with comment
upvoted 2 times

Ansisy 10 months, 1 week ago
Correct answer: D
4.3.5 Think and work holistically - Services are delivered to internal and external service consumers through the coordination and integration of the four dimensions of service management.
upvoted 3 times

Question #16 *Topic 1*

Which statement about 'continual improvement' is CORRECT?

A. All improvement ideas should be logged in a single 'continual improvement register'

B. A single team should carry out 'continual improvement' across the organization

C. 'Continual improvement' should have minimal interaction with other practices

D. Everyone in the organization is responsible for some aspects of 'continual improvement'

Correct Answer: *D*

Community vote distribution

D (100%)

_elj Highly Voted 1 year ago

Selected Answer: D

Ref. 5.1.2

Continual improvement is everyone's responsibility. Although there may be a group of staff members who focus on this work full-time, it is critical that everyone in the organization understands that active participation in continual improvement activities is a core part of their job.

upvoted 8 times

kevinivek Most Recent 4 months, 1 week ago

Selected Answer: D

D for sure

upvoted 1 times

Leintje 9 months, 2 weeks ago

Selected Answer: D

D. "Continual Improvement is a recurring organizational activity performed at all levels to ensure that an organization's performance continually meets stakeholders' expectations."

upvoted 4 times

bigpete975 1 year, 7 months ago

D is correct.

upvoted 2 times

Question #17 *Topic 1*

What impact does automation have on a service desk?

A. Less low level work and a greater ability to focus on user experience

B. Increased phone contact and a reduced ability to focus on user experience

C. Ability to work from multiple locations, geographically dispersed

D. Ability to work from a single centralized location

Correct Answer: *A*

Community vote distribution

A (100%)

Leintje Highly Voted 9 months, 2 weeks ago

Selected Answer: A

A: "With increased automation, the service desk now has reduced phone contact, less low-level work, and a greater ability to focus on excellent CX (customer experience) when personal contact is needed."

upvoted 5 times

bigpete975 Most Recent 1 year, 7 months ago

A is correct.

upvoted 2 times

makowskim3 1 year, 12 months ago

A - correct.

upvoted 3 times

Question #18 *Topic 1*

Identify the missing word(s) in the following sentence:
The service desk should be the entry point and single point of contact for the [?] with all of its users.

A. Service consumer

B. Service provider

C. Customer

D. Supplier

Correct Answer: *B*

Community vote distribution

B (100%)

Austinmethyl Highly Voted 3 years ago
Service desk is always owned and managed by Service Providers to interface between them and their Customers. The answer "Service Provider" is right.
upvoted 23 times

123RL Most Recent 1 week ago
Question is worded incorrectly. The simple word "WITH" in the question makes the meaning and answer entirely different. Question should have been worded as "... AND all of its users."
upvoted 1 times

Panda_man 3 months, 4 weeks ago
Selected Answer: B
from official ITIL book : "The purpose of the service desk practice is to capture demand for incident resolution and service requests. It should also be the entry point and single
point of contact for the service provider with all of its users."
upvoted 2 times

HT_TNT 7 months ago
Makes no sense to contact a Service Providers and all of its users, so immediately option A is disregard it. Just think logically, no one contact or even has any interest on contacting a SP and all their users. WT%.

From MPV it is Customer.
upvoted 3 times

HT_TNT 7 months ago
Option B I meant (disregarded)
upvoted 2 times

Leintje 9 months, 2 weeks ago
Selected Answer: B
B: "The service desk is the point of communication between the service provider and all of its users."
upvoted 2 times

bigpete975 1 year, 7 months ago
B is correct.
upvoted 1 times

Hnadir 1 year, 8 months ago
Service Provider" is right.
upvoted 1 times

TheSkyMan 1 year, 10 months ago
B is correct:
"The purpose of the service desk practice is to capture demand for
incident resolution and service requests. It should also be the entry point and single
point of contact for the service provider with all of its users." Ref 5.2.14
upvoted 3 times

dadageer 2 years ago
"Service desk forms a link between the service provider and the users of services". This question is tricky. Here it says the Service desk is entry point of contact for the ___ with all of its users. Service provider does not make sense here so the answer is C the customer with all its users can interact with Service desk "users of services"
upvoted 3 times

gtsvetko 2 years, 8 months ago

The point of communication between the service provider and all its users.

upvoted 1 times

PKJO 2 years, 11 months ago

I vote for Austinmenthyl

upvoted 3 times

crcarbo 3 years ago

I think C

upvoted 2 times

Question #19 *Topic 1*

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

Correct Answer: *A*

Community vote distribution

A (100%)

Traktark 1 month, 3 weeks ago

Selected Answer: A

The correct answer is A. Customer engagement.

Service level management is a practice within IT service management that focuses on defining, negotiating, and managing service levels between a service provider and its customers. It aims to ensure that agreed-upon service levels are met or exceeded to satisfy customer requirements.

Customer engagement is an aspect of service level management that involves actively involving service consumers in discussions and activities related to service levels. It includes gathering insights from customers about their work, understanding their needs and expectations, and soliciting feedback on how technology supports their work processes. By engaging customers, service level management can better align services with customer requirements and improve customer satisfaction.

upvoted 1 times

arahmanar7 9 months ago

What is the difference between customer engagement and customer feedback?

upvoted 3 times

jqnko 7 months, 4 weeks ago

engagement is done before service is provided, feedback is gathered afterwards

upvoted 4 times

Syl0 10 months, 1 week ago

5.2.15
Service level management involves collating and analysing information from a number of sources, including:

•Customer engagement This involves initial listening, discovery, and information capture on which to base metrics, measurement, and ongoing progress discussions. Consider asking customers some simple open questions such as:

•What does your work involve?
•How does technology help you?

upvoted 4 times

bigpete975 1 year, 7 months ago

A is correct.

upvoted 1 times

makowskim3 1 year, 12 months ago

A - correct.

upvoted 1 times

Henk1234 1 year, 11 months ago

It sure is, it's A.

upvoted 1 times

Question #20 *Topic 1*

Which is a result of applying the guiding principle 'progress iteratively with feedback'?

A. The ability to discover and respond to failure earlier

B. Standardization of practices and services

C. Understanding the customer's perception of value

D. Understanding the current state and identifying what can be reused

Correct Answer: *A*

Community vote distribution

A (70%) C (30%)

SandyIndia Highly Voted 2 years ago

A. The ability to discover and respond to failure earlier.
Progress Iteratively with Feedback.
B. Standardization of practices and services.
Optimize and automate.
C. Understanding the customerλ€™s perception of value.
Focus on value.
D. Understanding the current state and identifying what can be reused.
Start where you are.

upvoted 25 times

mikilik Highly Voted 2 years, 4 months ago

Should be A
Progress Iteratively with Feedback
o Working in a time-boxed, iterative manner with feedback loops embedded into the process allows for greater flexibility, faster responses to customer and business needs, the ability to discover and respond to failure earlier, and an overall improvement in quality.

upvoted 25 times

ikothari Most Recent 2 weeks, 1 day ago

Selected Answer: C

Refer bullet point no.1 under section 4.3.3.1
end user and customer perception of the value created

So the correct answer is C

upvoted 1 times

justlikemo 8 months, 1 week ago

Selected Answer: A

-The ability to discover and respond to failure earlier
It is NOT “Understanding the customer’s perception of value” (this would have been true if the word “created” was at the end, but without “created”, this option refers to “Focus on value”)

upvoted 1 times

Sonia33 9 months, 3 weeks ago

Selected Answer: A

It's A

upvoted 2 times

willypal 10 months, 1 week ago

Selected Answer: C

Answer is C.
In a well-functioning organization, feedback is actively collected and processed along the value chain. A good feedback mechanism facilitates understanding of:
“End-user and customer perception of the value created".

upvoted 2 times

_elj 1 year ago

Selected Answer: A

Answer is A as stated in section 4.3.3.2 (Iteration and feedback together) of the book.

upvoted 2 times

136898is42 1 year ago

Selected Answer: A

"Progress iteratively with feedback" The ability to discover and respond to failure earlier. It's generally how software development is done.

upvoted 1 times

shardas 1 year, 5 months ago

arreglen la pregunta, es A

upvoted 1 times

Roro2011 1 year, 5 months ago

A. The ability to discover and respond to failure earlier

upvoted 1 times

Roro2011 1 year, 5 months ago

A -The ability to discover and respond to failure earlier

upvoted 1 times

Lizarda2od 1 year, 7 months ago

Selected Answer: A

Should be A
Progress Iteratively with Feedback
o Working in a time-boxed, iterative manner with feedback loops embedded into the process allows for greater flexibility, faster responses to customer and business needs, the ability to discover and respond to failure earlier, and an overall improvement in quality

upvoted 1 times

bigpete975 1 year, 7 months ago

A is correct.

upvoted 1 times

kaspi4s 1 year, 12 months ago

Nope it`s C.
As stated in book by Axelos 4.3.3.1 The role of feedback
..
Well-constructed feedbacmechanismsfacilitate understanding of:
- end user and customer perception of value
- the efficiency and effectiveness of value chain activities
- The effectiveness of service governance as well as management controls
- The interfaces between the organization and its partner and supplier network
- The demand for product and services

upvoted 2 times

kaspi4s 1 year, 12 months ago

Also next section 4.3.3.2 says
o Working in a time-boxed, iterative manner with feedback loops embedded into the process allows for greater flexibility, faster responses to customer and business needs, the ability to discover and respond to failure earlier, and an overall improvement in quality.

upvoted 1 times

makowskim3 1 year, 12 months ago

A - correct
Working in a time-boxed, iterative manner with feedback loops embedded into the process allows for greater flexibility, faster responsesto customer and business needs, the ability to discover and respond to failure earlier, and an overall improvement in quality

upvoted 3 times

dihan 2 years ago

4.3.3.2 Iteration and feedback together ITIL v4 page 69
Working in a timeboxed, iterative manner with feedback loops embedded into the process allows for:
-greater flexibility
-faster responses to customer and business needs
-the ability to discover and respond to failure earlier
-an overall improvement in quality.

upvoted 4 times

peppe 2 years, 1 month ago

it's a tricky question because C is also correct (A is the best one)

upvoted 2 times

g13013 2 years, 2 months ago

We are talking about Progress Iteratively With Feedback, not about Feedback, so the answer should be A

upvoted 4 times

Question #21 *Topic 1*

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

A. Availability

B. Warranty

C. Outcome

D. Utility

Correct Answer: *D*

Community vote distribution

D (100%)

nreed Highly Voted 11 months ago

Utility: fit for purpose
Warranty: Fit for use

upvoted 19 times

Soshiraz Most Recent 5 months, 1 week ago

Selected Answer: D

Reponse

upvoted 1 times

Ansisy 10 months ago

Selected Answer: D

2.5.4 Utility and warranty: Utility can be summarized as 'what the service does' and can be used to determine whether a service is 'fit for purpose'

upvoted 3 times

Question #22 *Topic 1*

In service relationships, what is a benefit of identifying consumer roles?

A. It enables effective stakeholder management

B. It provides shared service expectations

C. It removes constraints from the customer

D. It enables a common definition of value

Correct Answer: *A*

Community vote distribution

A (100%)

cyrille2020 Highly Voted 10 months, 2 weeks ago

Selected Answer: A

It is important to identify these roles in service relationships to ensure effective communication and stakeholder management.

upvoted 9 times

ikothari Most Recent 3 weeks ago

Selected Answer: A

2.2.2 It is important to identify these roles in service

upvoted 1 times

Abu_Talal 2 months, 1 week ago

A
It is important to identify these roles in service relationships to ensure effective communication and stakeholder management. Each of these roles may have different, and sometimes even conflicting, expectations from services, and different definitions of value.

upvoted 4 times

Question #23 *Topic 1*

Which is an external input to the service value chain?

A. The 'improve' value chain activity

B. An overall plan

C. Customer requirements

D. Feedback loops

Correct Answer: *C*

Community vote distribution

C (100%)

ikothari 3 weeks ago

Selected Answer: C

4.5 Each activity transforms inputs into outputs. These inputs can be demand from outside the value chain

upvoted 1 times

Piyush_Dubey 7 months, 1 week ago

If you see the diagram of SVC, notice that "Demand" is referred to as an external input. This demand refers to customer requirements.

upvoted 4 times

mks190 8 months, 1 week ago

Answer is C

upvoted 2 times

certgreed 1 year, 4 months ago

Selected Answer: C

correct answer is C

upvoted 1 times

Concordant 1 year, 5 months ago

D also works because as requirements change, a feedback loop to provide constant feedback can be used as an external feedback to maintain value.

upvoted 1 times

bigpete975 1 year, 7 months ago

C is correct.

upvoted 1 times

Hnadir 1 year, 8 months ago

correct its C

upvoted 1 times

marib 2 years, 6 months ago

C is the correct answer.

You'll find this under key inputs for 'Engage' value chain activity. It states 'detailed requirements for services and products provided by customer'

upvoted 4 times

feed_cat 2 years, 6 months ago

From book:
Service desk

Purpose: „to capture demand for incident resolution and service requests. It should also be the entry point and single point of contact for the service provider with all of its users"
Service desks provide a clear path for users to report issues, queries, and requests, and have them acknowledged, classified, owned, and actioned.

upvoted 1 times

Eben01 1 year, 3 months ago

Typical example of when they say "Do not smoke joint before you study or attempt ITIL questions" lol

upvoted 8 times

hbtri2009 2 years, 8 months ago

is Customer requirements can be counted as an input?

upvoted 2 times

AhmedAtta 2 years, 8 months ago

For sure as it's counted as a demand which is the input of SVC

upvoted 1 times

Gianlucag77 2 years, 11 months ago

Answer is "A"

The Service Value Chain has key inputs and outputs for each activity. Inputs can come from external sources, such as Governance; they also come from other activities in the Service Value Chain, such as "Improve", Engage, and Obtain/Build.

upvoted 2 times

nerv 2 years, 10 months ago

that sentence contradict your own statement. "external sources such as: ...., they also come from..." Sentence and that coma, gives you clear separation between external and other activities (inside SVC).

upvoted 2 times

KidCastaldo 2 years, 9 months ago

Answer is not A. "A" is internal to the SVC. The question is specifically asking for external.
I agree with the given answer C is correct.

upvoted 5 times

Question #24 *Topic 1*

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

A. Outcomes

B. Value

C. Utility

D. Warranty

Correct Answer: *D*

Community vote distribution

D (100%)

ikothari 3 weeks ago

Selected Answer: D

2.5.4 Definition of Warranty -Warranty typically addresses such areas as the availability of the service, its capacity, levels of security and continuity

upvoted 1 times

ikothari 3 weeks ago

Selected Answer: D

2.5.4 Definition of Warranty - Each activity transforms inputs into outputs. These inputs can be demand from outside the value chain

upvoted 1 times

Piyush_Dubey 7 months, 1 week ago

D.
Warranty means an assurance that service will meet customer requirements
Warranty

upvoted 1 times

Leintje 9 months, 2 weeks ago

Selected Answer: D

D. "Warranty relates to how the service performs. This can be expressed in terms of service levels that should be agreed and aligned with the needs of consumers, including:
- avalability
- capacity
- security
- continuity
A service may be said to provide acceptable assurance, or "warranty", if all defined and agreed conditions are met."

upvoted 3 times

bigpete975 1 year, 7 months ago

D is correct.

upvoted 2 times

Rom0817 2 years ago

D. Warranty
Warranty is fit for use; how the service is delivered; assurance that a product or service will meet its agreed requirements for availability, capacity, security, continuity

upvoted 3 times

Question #25 *Topic 1*

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

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

B. To capture demand for incident resolution and service requests

C. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents

D. To support the agreed service quality by effective handling of all agreed user-initiated service requests

Correct Answer: *A*

Community vote distribution

A (100%)

meneyn Highly Voted 2 years, 1 month ago

A is correct (ITIL v4):
The purpose of incident management is to minimize the negative impact of incidents by restoring normal service operation as quickly as possible.

upvoted 12 times

asdfg1234qwerty Highly Voted 8 months, 3 weeks ago

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

sevice desk - B. To capture demand for incident resolution and service requests

problem management - C. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents

service request management - D. To support the agreed service quality by effective handling of all agreed user-initiated service requests

upvoted 8 times

PHD_CHENG Most Recent 1 year ago

Selected Answer: A

This is ITIL definition

upvoted 1 times

Izlu 1 year, 4 months ago

Selected Answer: A

A - Meneyn is right

upvoted 1 times

certgreed 1 year, 6 months ago

Selected Answer: A

correct answer is A

upvoted 1 times

bigpete975 1 year, 7 months ago

A is correct.

upvoted 1 times

Question #26 *Topic 1*

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

Correct Answer: *A*

Community vote distribution

A (100%)

mirmah 5 months ago
A est la bonne
upvoted 1 times

asdfg1234qwerty 8 months, 3 weeks ago
incident is a single unplanned event that causes a service while problem is a cause or potential cause of one or more incidents.
upvoted 2 times

cleonleon 12 months ago
A is correct
upvoted 2 times

APAmalaysia 1 year ago
ANSWER A
Incident
An unplanned interruption to a service or reduction in the quality of a service.
upvoted 1 times

certgreed 1 year, 6 months ago
Selected Answer: A
correct answer is A
upvoted 1 times

bigpete975 1 year, 7 months ago
A is correct.
upvoted 1 times

Tiks 2 years, 1 month ago
A is right
upvoted 2 times

Question #27 *Topic 1*

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 control

C. Relationship management

D. Service desk

Correct Answer: *C*

Community vote distribution

C (100%)

Ansisy Highly Voted 10 months ago

Selected Answer: C

5.1.9 Relationship management: The purpose of the relationship management practice is to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels.

upvoted 6 times

MrTargaryen Most Recent 1 month, 3 weeks ago

Selected Answer: C

Keyword "nurture the links"

upvoted 1 times

Question #28 *Topic 1*

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

Correct Answer: *C*

Community vote distribution

B (100%)

celomomo 1 week ago

B. Increasing collaboration and visibility for the improvement

The guiding principle "collaborate and promote visibility" in ITIL v4 emphasizes the importance of involving stakeholders, sharing information, and fostering collaboration to drive successful improvements.

upvoted 1 times

Gabriel_Doga 2 weeks, 4 days ago

Has to be option B.
All other options are prescriptive.

upvoted 1 times

Shervin 2 weeks, 6 days ago

Selected Answer: B

CORRECT B. Increasing collaboration and visibility for the improvement

A. Restricting information about the improvement to essential stakeholders only - "collaborate and promote visibility" promotes transparency. This is other way around.
C. Involving customers after all planning has been completed - involvement should be as early as planning phase.
D. Engaging every stakeholder group in the same way, with the same communication - not necessarily, your communication method may change based on your stakeholders. There is no one way method for all.

upvoted 2 times

vam15 1 month ago

Selected Answer: B

B should be correct

upvoted 1 times

Traktark 1 month, 3 weeks ago

Selected Answer: B

The correct answer is B. Increasing collaboration and visibility for the improvement.

The guiding principle "collaborate and promote visibility" emphasizes the importance of involving relevant stakeholders, fostering collaboration, and ensuring transparency throughout the improvement process. By increasing collaboration and visibility, resistance to a planned improvement can be reduced. When stakeholders are actively engaged, informed, and involved in the improvement efforts, they are more likely to understand the rationale behind the changes, have an opportunity to provide input and feedback, and feel a sense of ownership and involvement in the process.

upvoted 3 times

O_Lider7 4 months ago

Selected Answer: B

C is Wrong. Customers should be involved in the planning stage so that the improvement initiative adds value to all stakeholders. So the correct answer is B, like everyone here is saying

upvoted 2 times

EmarOliva 4 months, 1 week ago

Selected Answer: B

Its B. 3. Increasing collaboration and visibility for the improvement.

upvoted 2 times

eric2050 4 months, 2 weeks ago

Involving customers after all planning has been completed may not be the best approach to reducing resistance to a planned improvement when applying the guiding principle 'collaborate and promote visibility'. Customers are an important stakeholder group and their needs and feedback should be considered throughout the planning and implementation process. By involving customers early on,

their input can help shape the improvement and increase their buy-in and support. Waiting until after planning has been completed may result in changes that are not aligned with their needs, and may lead to resistance and pushback. Therefore, it is important to involve customers and all stakeholders throughout the process to reduce resistance and increase collaboration and visibility.

upvoted 1 times

JakeLandicho 6 months, 3 weeks ago

Why C:? There should be a collaboration with the customer earlier rather than involve them after your plan. Resistance will be higher if you do it that way. It should be B:

upvoted 2 times

WanessaZisa 7 months ago

Many companies do the "C" option, however this is not a good practice according to ITIL and to common sense as well. lol So B is correct.

upvoted 3 times

bcub83 7 months, 1 week ago

Selected Answer: B

This should be B.

upvoted 2 times

Shankappu1986 8 months ago

Selected Answer: B

B Should be the correct answer

upvoted 4 times

doniaanis8 8 months, 1 week ago

B Should be the correct answer

upvoted 2 times

Shahnewaz31 8 months, 3 weeks ago

Selected Answer: B

B Should be the correct answer

upvoted 3 times

Mitch111 9 months, 2 weeks ago

Selected Answer: B

THIS SHOULD BE THE CORRECT ONE.

upvoted 2 times

Ansisy 10 months ago

Selected Answer: B

4.3.4 Collaborate and promote visibility: ork and its results should be made visible, hidden agendas should be avoided, and information should be shared to the greatest degree possible... When improvement activity occurs in relative silence, or with only a small group being aware of the details, assumptions and rumours can prevail. Resistance to change will often arise as staff members speculate about what is changing and how it might impact them.

upvoted 4 times

Manix 10 months ago

Selected Answer: B

incresed visibility and collabiration reduce resistance. comments are correct

upvoted 1 times

Question #29 *Topic 1*

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

Correct Answer: *B*

Community vote distribution

B (100%)

MrTargaryen 1 month, 3 weeks ago

Selected Answer: B

B per definition

upvoted 1 times

sephereth 10 months ago

Selected Answer: B

B is correct

upvoted 3 times

bigpete975 1 year, 7 months ago

B is correct.

upvoted 2 times

Question #30 *Topic 1*

Which practice ensures that any addition, modification, or removal of anything that could have an effect on services is assessed and authorized?

A. Deployment management

B. Release management

C. Change control

D. Service configuration management

Correct Answer: *C*

Community vote distribution

C (100%)

Leintje Highly Voted 9 months, 2 weeks ago

Selected Answer: C

C. But referring to the book ITIL 4, the ITIL practice is called "Change Enablement".

upvoted 9 times

MrTargaryen Most Recent 1 month, 3 weeks ago

Selected Answer: C

Change control is the correct answer but I agree, it is now called Change Enablement.

upvoted 1 times

Ansisy 10 months ago

Selected Answer: C

5.2.4 Change control: the purpose of the change control practice is to maximize the number of successful service and product changes by ensuring that risks have been properly assessed, authorizing changes to proceed, and managing the change schedule.
Change: The addition, modification, or removal of anything that could have a direct or indirect effect on services.

upvoted 3 times

Manix 10 months ago

Selected Answer: C

you can't have procedures for each incident. collaboration with teams is correctt answer.

upvoted 1 times

bral 10 months, 2 weeks ago

Answer C indeed, however it should be updated to 'Change Enablement'.

upvoted 4 times

Question #31 *Topic 1*

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

A. Information security management

B. Continual improvement

C. Monitoring and event management

D. Service level management

Correct Answer: *A*

Community vote distribution

A (100%)

MrTargaryen 1 month, 3 weeks ago

Selected Answer: A

A - keywords are CIA.

upvoted 1 times

MarcusWG86 5 months, 3 weeks ago

5.1.3 Information security management

Key message
The purpose of the information security management practice is to protect the information needed by the organization to conduct its business. This includes understanding and managing risks to the confidentiality, integrity, and availability of information, as well as other aspects of information security such as authentication (ensuring someone is who they claim to be) and non-repudiation (ensuring that someone can't deny that they took an action).

upvoted 2 times

adidas168 6 months, 3 weeks ago

A - Cyber Security involved CIA.

upvoted 1 times

kapurg 11 months, 1 week ago

A-correct

upvoted 1 times

allamismail 11 months, 2 weeks ago

Selected Answer: A

I go with A too

upvoted 1 times

certgreed 1 year, 4 months ago

Selected Answer: A

correct answer is A

upvoted 1 times

Izlu 1 year, 4 months ago

Selected Answer: A

A - Is right

upvoted 1 times

bigpete975 1 year, 7 months ago

A is correct.

upvoted 1 times

Bakayalo 1 year, 10 months ago

Repeated question #240

upvoted 1 times

aldacumaph 2 years ago

Information Security Management involves data, information, knowledge and security/protection related management.

upvoted 4 times

Question #32 *Topic 1*

Which will help solve incidents more quickly?

A. Target resolution times

B. Escalating all incidents to support teams

C. Collaboration between teams

D. Detailed procedural steps for incident investigation

Correct Answer: *D*

Community vote distribution

C (81%) D (19%)

_elj Highly Voted 1 year ago

Selected Answer: C

Ref. 5.2.5
Effective incident management often requires a high level of collaboration within and between teams. These teams may include the service desk, technical support, application support, and vendors. Collaboration can facilitate information-sharing and learning, as well as helping to solve the incident more efficiently and effectively.

upvoted 24 times

noto21 11 months, 2 weeks ago

Agree with this answer which is clearly written in the book

upvoted 3 times

TaniaA Highly Voted 8 months, 2 weeks ago

Selected Answer: D

Ref. 5.2.5 - this question is related to time, therfore D is correct
Every incident should be logged and managed to ensure that it is resolved in a time that meets the expectations of the customer and user. Target resolution times are agreed, documented, and communicated to ensure that expectations are realistic. Incidents are prioritized based on an agreed classification to ensure that incidents with the highest business impact are resolved first.

upvoted 8 times

Traktark Most Recent 1 month, 3 weeks ago

Selected Answer: C

The correct answer is C. Collaboration between teams.

Collaboration between teams is crucial in solving incidents more quickly and effectively. When different teams and individuals work together, they can leverage their collective expertise, share knowledge, and coordinate efforts to diagnose and resolve incidents efficiently. Collaboration promotes communication, collaboration, and knowledge sharing, allowing for faster identification of root causes and the application of appropriate solutions.

upvoted 1 times

SumanCh 4 months, 1 week ago

Selected Answer: D

Answer is D

upvoted 1 times

EmarOliva 4 months, 1 week ago

Selected Answer: C

it is C

upvoted 1 times

Soshiraz 4 months, 3 weeks ago

Selected Answer: D

Je suis pour D car la collaboration c est important pour les incidents complexes. Les procedures pour accroitre la velocité des incidents faible ou moderé.

upvoted 1 times

rokhir 4 months, 4 weeks ago

I agree with D. The question is about time. Full procedure steps will make solving it faster. Collaboration between teams make solving it more efficient and effective. They are playing with words.

upvoted 1 times

BestRK 5 months, 1 week ago

The practice that will help solve incidents more quickly is C. Collaboration between teams.

Collaboration between teams allows for a faster and more efficient resolution of incidents. When teams work together, they can share information, expertise, and resources to identify the root cause of the incident and determine the best course of action to resolve it. This collaborative effort can result in a quicker resolution of the incident and can help prevent similar incidents from occurring in the future.

Target resolution times (A) are useful for setting expectations and prioritizing incidents, but they do not necessarily lead to quicker incident resolution. Escalating all incidents to support teams (B) may overload support teams and slow down incident resolution if not properly prioritized. Detailed procedural steps for incident investigation (D) are important for ensuring that incidents are investigated thoroughly, but they do not necessarily lead to faster incident resolution.

upvoted 2 times

JakeLandicho 6 months, 3 weeks ago

Not all incidents can be covered by a written manual that you need to follow. Case in point an airplane that lost all its engines. Collaboration with all engineers, flight crew, etc. will solve it more quickly than iterating to the textbook line by line. It is C:

upvoted 1 times

raduclaudia 6 months, 3 weeks ago

Selected Answer: C

swarming

upvoted 3 times

Manix 7 months ago

Selected Answer: C

It's not D, because "This process does NOT usually inlcude detailed procedures how to diagnose, investigate, and resolve incidents"

upvoted 4 times

RhinoSauvage 7 months ago

Selected Answer: C

Swarming concept

upvoted 3 times

wesleydonelli 7 months, 1 week ago

O gerenciamento de incidente eficaz geralmente requer um alto nível de colaboração entre as equipes, podendo incluir a central de serviço, o suporte técnico, o suporte a aplicativos e os fornecedores. A colaboração pode facilitar o compartilhamento e o aprendizado de informações, além de ajudar a resolver o incidente de maneira mais eficiente e eficaz. (este é um trecho do capitulo de gerenciamento de incidentes, o qual todo o capitulo sempre cita a colaboração de toda a equipe sempre deixando isso claro) por tanto resposta correta é a C

upvoted 1 times

just_one_exam 7 months, 4 weeks ago

ref. 5.2.5 >>Investigation of more complicated incidents often requires knowledge and expertise, rather than procedural steps.<< so, correct is C

upvoted 1 times

dejavu1987 7 months, 4 weeks ago

Selected Answer: C

Agree, this should be C

upvoted 3 times

WookieWoo 7 months, 4 weeks ago

Selected Answer: C

D is incorrect. There is PROCESS (for logging and managing incidents) but does not usually include detailed PROCEDURES

upvoted 2 times

Svay 8 months, 3 weeks ago

Selected Answer: D

Collaboration between the teams doesn't automatically ensure that the incidents will be resolved quickly, however, the well-designed process for incident management will help for sure.

upvoted 2 times

Question #33 *Topic 1*

When is the earliest that a workaround can be documented in 'problem management'?

A. After the problem has been logged

B. After the problem has been prioritized

C. After the problem has been analyzed

D. After the problem has been resolved

Correct Answer: *C*

Community vote distribution

A (77%) C (23%)

Manix Highly Voted 11 months, 1 week ago

Selected Answer: A

Last paragrph on page 131:
Workarrounds are documented in probloem records. This can be done at any stage; it doesn'tneed to wait for the analysis to be complete.

upvoted 21 times

just_one_exam 7 months, 4 weeks ago

ref. 5.2.8

upvoted 1 times

celomomo Most Recent 1 week ago

C. After the problem has been analyzed: This is the most reasonable option. Once the problem has been analyzed and its root cause (or contributing factors) have been understood, it becomes possible to develop effective workarounds to mitigate the impact of the problem while a permanent solution is being developed.

upvoted 1 times

evoken 1 month, 2 weeks ago

According to ITIL, workarounds are documented in problem records. This can be done at any stage; it doesn’t need to wait for analysis to be complete. If a workaround has been documented early in problem control, then this should be reviewed and improved after problem analysis has been completed12.

upvoted 1 times

Traktark 1 month, 3 weeks ago

Selected Answer: A

The correct answer is A. After the problem has been logged.

In problem management, a workaround is a temporary solution or workaround that can be implemented to mitigate the impact of a problem while the root cause is being investigated and resolved. The earliest stage at which a workaround can be documented is after the problem has been logged and identified.

After the problem has been logged, it is essential to assess and prioritize it based on its impact and urgency (option B). Then, the problem can be analyzed to determine the root cause (option C). Once the root cause has been identified and a permanent solution is implemented, the problem can be considered resolved (option D). However, the documentation of a workaround can occur as soon as the problem is logged to provide immediate relief or workaround instructions to affected users.

upvoted 1 times

Abu_Talal 2 months, 1 week ago

C
When a problem cannot be resolved quickly, it is often useful to find and document
a workaround for future incidents, based on an understanding of the problem.
Workarounds are documented in problem records

upvoted 1 times

EmarOliva 4 months, 1 week ago

Selected Answer: C

it is C

upvoted 1 times

Soshiraz 4 months, 2 weeks ago

Selected Answer: A

A dans un contexte d une solution de contournement non validé maus C pour une solution validé. La question n est pas assez précise.

upvoted 1 times

BestRK 5 months, 1 week ago

The earliest that a workaround can be documented in 'problem management' is A. After the problem has been logged.

Once a problem has been identified and logged, the next step is to document any available workarounds that can be used to minimize the impact of the problem. This is done to ensure that the appropriate workaround can be applied as soon as possible to restore normal service operations.

After the problem has been prioritized (B), the focus is on determining the urgency of the problem and allocating resources to resolve it. After the problem has been analyzed (C), the focus is on determining the root cause of the problem and developing a permanent solution to prevent it from recurring. After the problem has been resolved (D), the focus is on verifying that the solution has been effective and documenting the resolution for future reference.

upvoted 3 times

AndyReiz 5 months, 2 weeks ago

You can use a defined workaround in Incident Management, but the first time you convert a group of Incidents to a Problem there is normally no approved workaround in place. Many people could have different ideas of a workaround when they encounter a new incident, until a problem team has reviewed the workaround and approved it's use it is dangerous to use any random workaround.

upvoted 2 times

Bokkena 5 months, 3 weeks ago

Answer is C

upvoted 1 times

Hutsi 6 months ago

Selected Answer: A

Correct Answer is A. Question was When is the earliest...
5.2.8
When a problem cannot be resolved quickly, it is often useful to find and document a workaround for future incidents, based on an understanding of the problem. Workarounds are documented in problem records. This can be done at any stage; it doesn't need to wait for analysis to be complete. If a workaround has been documented early in problem control, then this should be reviewed and improved after problem analysis has been completed.
There is also: It is not essential to analyse every problem; it is more valuable to make significant progress on the highest-priority problems than to investigate every minor problem that the organization is aware of.

upvoted 4 times

RhinoSauvage 7 months ago

Selected Answer: A

https://www.bmc.com/blogs/itil-problem-management/

upvoted 1 times

WanessaZisa 7 months ago

Selected Answer: C

If the problem has not been analysed how will people know what to document? The answer is correct. C

upvoted 3 times

CazGotcha 7 months, 1 week ago

Selected Answer: C

Problems are prioritiesed, and managed or analysed based on the risk that they pose,
Problems are analysed from the perspective of all four dimensions to identify all contributory causes,
Workarounds are documented in the problem record to help with quick resolution of future incidents.
REF: 5.2.8

upvoted 1 times

Mbenson23 7 months, 3 weeks ago

Answer is C: If a workaround has been documented early in problem control, then this should be reviewed and improved after problem analysis has been completed 5.2.8 last paragraph

upvoted 1 times

dejavu1987 7 months, 4 weeks ago

Selected Answer: A

Workarounds are documented in problem records, and this can be done at any stage without necessarily having to wait for analysis to be complete. However, if a workaround has been documented early in problem control, then this should be reviewed and improved after problem analysis has been completed.

upvoted 1 times

Ting3346 8 months ago

Selected Answer: C

in phases of problem management: Problem control has to analyze problems document workarounds and known errors.

upvoted 2 times

Question #34

Topic 1

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

A. Restoration of normal service operation as quickly as possible

B. Prioritization of problems based on the risk that they pose

C. Authorization of changes to resolve the cause of problems

D. Resolution of incidents in a time that meets customer expectations

Correct Answer: *B*

Community vote distribution

B (100%)

cricosta Highly Voted 10 months, 2 weeks ago

Selected Answer: B

A. Restoration of normal service operation as quickly as possible - incident Management
B. Prioritization of problems based on the risk that they pose - Problem Management
C. Authorization of changes to resolve the cause of problems - Change Enablement

upvoted 16 times

MarcusWG86 Most Recent 5 months, 3 weeks ago

5.2.8 Problem management
Problems are prioritized for analysis based on the risk that they pose, and are managed as risks based on their potential impact and probability. It is not essential to analyse every problem; it can be more valuable to make significant progress on the highest-priority problems than to investigate every minor problem that the organization is aware of.

upvoted 3 times

Question #35

Topic 1

Which practice is MOST likely to benefit from the use of chatbots?

A. Service level management

B. Change enablement

C. Continual improvement

D. Service desk

Correct Answer: *D*

Community vote distribution

D (100%)

Maryjn3 Highly Voted 9 months, 2 weeks ago

D
5.2.14 Service desk
With increased automation, AI, robotic process automation (RPA), and chatbots, service desks are moving to provide more self-service logging and resolution directly via online portals and mobile applications. The impact on service desks is reduced phone contact, less low-level work, and a greater ability to focus on excellent CX when personal contact is needed.

upvoted 8 times

geo11111 Most Recent 5 days, 7 hours ago

Selected Answer: D

Correct answer is D

upvoted 1 times

Question #36 *Topic 1*

Where are the details of the required performance outcomes of a service defined?

A. Service level agreements

B. Service requests

C. Service components

D. Service offerings

Correct Answer: *A*

Community vote distribution

A (100%)

MD2022abcd 6 months, 3 weeks ago

Correct answer is A

upvoted 2 times

Katy_mc 7 months, 3 weeks ago

Selected Answer: A

Correct answer is A

upvoted 1 times

AdeChuks 10 months, 2 weeks ago

Selected Answer: A

Correct answer A

upvoted 4 times

Question #37 *Topic 1*

Which value chain activity ensures a shared understanding of the current status and required direction for all products and services?

A. Plan

B. Improve

C. Design and transition

D. Deliver and support

Correct Answer: *A*

Community vote distribution

A (100%)

Gabriel_Doga 2 weeks, 4 days ago

Selected Answer: A

A plan

upvoted 1 times

Traktark 1 month, 3 weeks ago

Selected Answer: A

The correct answer is A. Plan.

The "Plan" value chain activity ensures a shared understanding of the current status and required direction for all products and services. This activity involves defining the organization's strategic objectives, assessing the current state of products and services, and determining the future direction and plans for improvement.

During the planning phase, the organization analyzes its current products and services, identifies areas for improvement, and sets strategic goals and objectives. This activity helps establish a clear direction and understanding of what needs to be achieved, ensuring alignment with the organization's overall strategy.

upvoted 2 times

MD2022abcd 6 months, 3 weeks ago

answer is A
plan :
The value chain activity that ensures a shared understanding of the vision, current status, and improvement direction for all four dimensions and all products and services across an organization.

upvoted 3 times

allamismail 11 months, 2 weeks ago

Selected Answer: A

ofc it is A

upvoted 3 times

Question #38 *Topic 1*

Which practice has the purpose of ensuring that the organization's suppliers and their performance are managed appropriately to support the provision of seamless, quality products and services?

A. Release management

B. Supplier management

C. Service management

D. Relationship management

Correct Answer: *B*

Community vote distribution

B (100%)

MarcusWG86 Highly Voted 5 months, 3 weeks ago

5.1.13 Supplier management
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 services. This includes creating closer, more collaborative relationships with key suppliers to uncover and realize new value and reduce the risk of failure.

upvoted 5 times

khalilg Most Recent 4 months, 3 weeks ago

Selected Answer: B

B is the correct answer 5.1.13

upvoted 1 times

bigpete975 1 year, 7 months ago

B is correct.

upvoted 4 times

Question #39 *Topic 1*

Which two practices interact the MOST with the service desk practice?

A. Incident management and service request management

B. Service request management and deployment management

C. Deployment management and change enablement

D. Change enablement and incident management

Correct Answer: *A*

Community vote distribution

A (100%)

Maryjn3 Highly Voted 9 months, 2 weeks ago

A
Service desk practice – the practice of capturing demand for incident resolution and service requests
upvoted 9 times

geo11111 Most Recent 5 days, 7 hours ago

Selected Answer: A

A is correct
upvoted 1 times

pkugan03 5 months, 2 weeks ago

@Maryjn3 you are absolutely correct.
upvoted 1 times

Question #40 *Topic 1*

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

Correct Answer: *C*

Community vote distribution

C (81%) A (19%)

xaoo Highly Voted 9 months, 3 weeks ago

Selected Answer: C

C, 5.2.5 It is important that people working on an incident provide good-quality updates in a timely fashion.

upvoted 12 times

BhardwajP Highly Voted 10 months ago

C is correct : Anyone working on incident should provide quality,timely updates

upvoted 6 times

celomomo Most Recent 1 week ago

C. Providing good-quality updates when expected

This activity is a critical component of the incident management practice, ensuring effective communication during incident resolution.

upvoted 1 times

ger19ph 1 month, 3 weeks ago

C is the correct answer

upvoted 1 times

Traktark 1 month, 3 weeks ago

Selected Answer: C

The correct answer is C. Providing good-quality updates when expected.

An activity of the "incident management" practice is to provide good-quality updates when expected. Incident management is responsible for restoring normal service operations as quickly as possible and minimizing the impact on business operations. Effective communication is crucial during incident management to keep stakeholders informed about the status, progress, and resolution of incidents.

Providing timely and accurate updates to stakeholders helps manage their expectations, keeps them informed about the incident progress, and provides transparency into the incident management process. These updates may include information about the incident's cause, current status, estimated resolution time, and any workarounds or mitigation measures in place.

Assessing and prioritizing improvement opportunities (A) is typically associated with the "continual improvement" practice rather than incident management. Performing service reviews with customers (B) is more related to the "relationship management" practice. Automating service requests to the greatest degree possible (D) is associated with the "service request management" practice.

upvoted 3 times

MrTargaryen 1 month, 3 weeks ago

Selected Answer: C

Logically thinking, during an incident, providing quality updates is the best practice you can do based on the selection.

upvoted 1 times

PythonWolf 4 months, 2 weeks ago

Selected Answer: C

A - Continual improvement
B - Service Management
C - Incident Management
D - Optimize and automate

upvoted 2 times

Yasa89 6 months ago

I am an Incident Manager and the answer is C. Trust me

upvoted 4 times

Traktark 6 months, 1 week ago

Selected Answer: C

The correct answer is C. Providing good-quality updates when expected. One of the activities of incident management in ITIL is to keep stakeholders informed about the status of incidents and the actions being taken to resolve them. This requires clear and timely communication, including providing good-quality updates to users and other stakeholders when expected. Other activities of incident management include incident detection and logging, incident investigation and diagnosis, incident resolution and recovery, incident reporting and communication, and incident review and closure.

upvoted 1 times

Papo28 6 months, 3 weeks ago

Selected Answer: C

Part of Incident Management is Providing updates on incidents

upvoted 2 times

wesleydonelli 7 months, 1 week ago

ref: 5.2.5 Melhorar: os registros de incidentes são uma entrada essencial para atividades de melhoria e são priorizados em termos de frequência e gravidade de incidente. Portanto a resposta correta é a A

upvoted 1 times

poyzerj 7 months, 1 week ago

Selected Answer: C

Answer is C

upvoted 2 times

O_GXx 7 months, 1 week ago

Selected Answer: A

5.2.5 the contribution of incident management to SVC ..Improve; Incident records are a key input to improvement activities, and are prioritized both in terms of incident frequency and severity

upvoted 1 times

Ting3346 8 months ago

Selected Answer: A

key activities of incident management are to log and management, agree, document, and communicate the target resolution times , prioritize the incidents.
the design of incident management practice are resource allocation to different type of incidents and providing good-quality updates on incidents.

upvoted 1 times

itilhead 8 months ago

Selected Answer: C

https://www.bmc.com/blogs/itil-incident-management/
It is important that people working on an incident provide good-quality updates in a timely fashion

upvoted 3 times

Shahnewaz31 8 months, 3 weeks ago

Selected Answer: A

A and C both can be a answer.
Improve: Incident records are a key input to improvement activities, and are prioritized both in terms of incident frequency and severity.
Engage: Incidents are visible to users, and significant incidents are also visible to customers. Good incident management requires regular communication to understand the issues, set expectations, provide status updates, and agree that the issue has been resolved so the incident can be closed.

upvoted 1 times

Swastik348 10 months ago

Selected Answer: A

Correct answer is A. Incident Management, overseen by those working on a Service Desk, is the practice that allows us to quickly respond to and get our customers.

upvoted 1 times

Question #41 *Topic 1*

Identify the missing words in the following sentence:
A user is [?] that uses services.

A. an organization

B. a role

C. a team

D. a supplier

Correct Answer: *B*

Community vote distribution

JeroenvdS 1 month ago

Selected Answer: A

I would go with A.
"The service consumer is the person or organisation that is receiving a service", and user, who is a service consumer, is “a person who uses services.”

upvoted 1 times

Luxurie 5 months, 2 weeks ago

Correct answer is B

upvoted 1 times

MarcusWG86 5 months, 3 weeks ago

2.2.2 Service consumers
User: The role that uses services.

upvoted 2 times

certgreed 1 year, 4 months ago

Selected Answer: B

correct answer is B

upvoted 2 times

certgreed 1 year, 6 months ago

Selected Answer: B

correct answer is B

upvoted 2 times

bigpete975 1 year, 7 months ago

B is correct.

upvoted 2 times

Waynepandi 2 years, 5 months ago

B)
Roles: Service Consumer and Service Provider
User comes under service consumer

upvoted 4 times

Question #42 *Topic 1*

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

Correct Answer: *B*

Community vote distribution

B (100%)

heerowiind Highly Voted 11 months, 2 weeks ago

Selected Answer: B

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

upvoted 27 times

MarcusWG86 Most Recent 5 months, 3 weeks ago

5.2.4 Change enablement
The purpose of the change enablement practice is to maximize the number of successful service and product changes by ensuring that risks have been properly assessed, authorizing changes to proceed, and managing the change schedule.

upvoted 1 times

Madiba_kaka 5 months, 4 weeks ago

I believe "change control" is ITILv3 while in ITILv4 "change control" is rebranded to "change enablement"

upvoted 1 times

Maryjn3 9 months, 2 weeks ago

B
Change enablement practice - The practice of ensuring that risks are properly assessed, authorizing changes to proceed and managing a change schedule in order to maximize the number of successful service and product changes.

upvoted 2 times

naf50 11 months ago

is there any different between change enablement and change control

upvoted 3 times

Leintje 9 months, 2 weeks ago

No I think not, I have a pocket guide from ITIL 4, and the change control practice isn't mentioned there, only change enablement.

upvoted 2 times

Question #43 *Topic 1*

Which activity is part of the 'continual improvement' practice?

A. Identifying the cause of incidents and recommending related improvements

B. Authorizing changes to implement improvements

C. Logging and managing incidents that result in improvement opportunities

D. Making business cases for improvement action

Correct Answer: *D*

Community vote distribution

D (100%)

pdybo Highly Voted 10 months ago

Selected Answer: D

D is correct.
Key activities that are part of continual improvement practices include:
encouraging continual improvement across the organization
securing time and budget for continual improvement
identifying and logging improvement opportunities
assessing and prioritizing improvement opportunities
making business cases for improvement action
planning and implementing improvements
measuring and evaluating improvement results
coordinating improvement activities across the organization

upvoted 10 times

celomomo Most Recent 1 week ago

A. Identifying the cause of incidents and recommending related improvements: This activity is part of the 'continual improvement' practice. It involves analyzing incidents, identifying root causes, and suggesting improvements to prevent similar incidents from occurring in the future. This aligns with the iterative improvement process.

upvoted 1 times

Traktark 1 month, 3 weeks ago

Selected Answer: D

The correct answer is D. Making business cases for improvement action.

One of the activities of the "continual improvement" practice is making business cases for improvement action. This involves identifying improvement opportunities, assessing their potential value and impact, and developing a business case that justifies the investment of resources and effort in implementing the improvements.

The continual improvement practice aims to continually enhance the effectiveness, efficiency, and value of services and processes within an organization. It involves activities such as identifying improvement opportunities, analyzing data and metrics, conducting assessments and reviews, and making decisions on prioritizing and implementing improvements.

Identifying the cause of incidents and recommending related improvements (A) is more closely associated with the "problem management" practice. Authorizing changes to implement improvements (B) is part of the "change control" or "change enablement" practices. Logging and managing incidents that result in improvement opportunities (C) is related to incident management and problem management.

upvoted 2 times

BD12 1 month, 3 weeks ago

Les principales activités qui font partie des pratiques d'amélioration continue comprennent : encourager l'amélioration continue dans l'ensemble de l'organisation garantir du temps et un budget pour l'amélioration continue identifier et consigner les opportunités d'amélioration évaluer et hiérarchiser les opportunités d'amélioration effectuer des analyses de rentabilisation pour l'amélioration planifier des actions et mettre en œuvre des améliorations mesurer et évaluer les résultats d'amélioration coordonner activités d'amélioration dans l'ensemble de l'organisation

upvoted 1 times

pdybo 10 months ago

Key activities that are part of continual improvement practices include:
encouraging continual improvement across the organization
securing time and budget for continual improvement
identifying and logging improvement opportunities
assessing and prioritizing improvement opportunities
making business cases for improvement action
planning and implementing improvements
measuring and evaluating improvement results
coordinating improvement activities across the organization

upvoted 2 times

Question #44 *Topic 1*

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?

Correct Answer: *C*

Community vote distribution

C (100%)

hgh8790 1 month ago

La respuesta es la la C.
paso 5: tomar acción
 En este paso, se actúa sobre el plan de mejora.
 Las prácticas de ITIL

upvoted 1 times

MrTargaryen 1 month, 3 weeks ago

Selected Answer: C

Answer is C
Take action = execute improvement actions
Did we get there = evaluate metrics and KPIs
I think the tricky part of this question is the word "Implemented" because it is past tense.

upvoted 2 times

dufad 10 months, 3 weeks ago

C -Take action
Absolutely correct

upvoted 2 times

HopsWaterBarley 1 year ago

Interesting. the only step that is not a question.

upvoted 1 times

Dragon1Khan 1 year, 2 months ago

it is trick question and is not about PLAN or how to Plan or when to plan. It is about when to implement a plan! So the ans is C. See the logic from ITIL V4:
4.6.1.4 Step 4: How do we get there? a plan for addressing the challenges of the initiative can be created. The plan for Step 4 can be a straightforward and direct route to completing a single simple improvement, or it may be more involved.
4.6.1.5 Step 5: Take action: In Step 5 the plan for the improvement is acted upon. This could involve a traditional waterfall-style approach, but it could be more appropriate to follow an Agile approach by experimenting, iterating, changing directions, or even going back to previous steps.

upvoted 4 times

Izlu 1 year, 4 months ago

Selected Answer: C

C- Take Action - Take Action for Improvement

upvoted 1 times

Concordant 1 year, 5 months ago

A is correct.

upvoted 1 times

certgreed 1 year, 6 months ago

Selected Answer: C

correct answer is C

upvoted 1 times

yanellisv 1 year, 7 months ago

How do we get there?
This step focuses on defining the required action to be taken to improve the target set by “where do we want to be” step
For example: defining the approach / plan for achieving the 85% for customer satisfaction by considering all the factors which are required to achieve 85%

Take action:

This step focuses on executing the proposed plan from step “how do we get there” and implementing all those actions planned. For example, implementing the plan defined to achieve 85% customer satisfaction

upvoted 2 times

bigpete975 1 year, 7 months ago

C is correct.

upvoted 1 times

duRENdal 1 year, 8 months ago

Why not B? How do we get there? - execute improvements actions

upvoted 1 times

SaviorSV 1 year, 6 months ago

plan implement, is execute , not a plan

upvoted 1 times

Vandana_kulakrni 2 years ago

which is correct answer? is it Take action or did we get there?

upvoted 1 times

makowskim3 2 years ago

C is correct.

upvoted 3 times

Question #45 *Topic 1*

Which is the BEST example of a standard change?

A. The review and authorization of a change requested by a customer

B. The implementation of a critical software patch in response to a vendor security issue

C. The installation of a software application in response to a service request

D. The replacement of a component in response to a major incident

Correct Answer: *C*

Community vote distribution

C (100%)

celomomo 1 week ago

C. A standard change is a type of change that is pre-authorized and routine, with a well-defined process for execution that has a low level of risk and has been approved in advance. It is typically used for changes that are repetitive, low impact, and have been proven to be successful through experience.

upvoted 1 times

MrTargaryen 1 month, 3 weeks ago

Selected Answer: C

For me answer is C, using the elimination process technique
A - Normal change "for review"
B - Emergency change "critical software patch"
C - Standard change "normall this is pre-approved"
D - Emergency change "major incident"

upvoted 2 times

skypp 4 months ago

I have been working on many CHGs over the years ...
'B' mentined the "critical" so it means an Emergency change -> as soon as possible
in case of 'D' I guess a Normal change would be fine -> if you make any change you need a nornal CHG an should be approved on the CAB.
in 'A' two phase of the change workflow mentined about the Change Management lifecycle
so only 'C' remains, but would notice that application installation allowed only if it's on the "green list" and it's widely used in your organization.

upvoted 1 times

MarcusWG86 5 months, 3 weeks ago

5.2.4 Change enablement
Standard changes: These are low-risk, pre-authorized changes that are well understood and fully documented, and can be implemented without needing additional authorization. They are often initiated as service requests, but may also be operational changes. When the procedure for a standard change is created or modified, there should be a full risk assessment and authorization as for any other change. This risk assessment does not need to be repeated each time the standard change is implemented; it only needs to be done if there is a modification to the way it is carried out.

upvoted 2 times

Ansisy 10 months ago

Selected Answer: C

5.2.16 Service request management - Fulfilment of service requests may include changes to services or their components; usually these are standard changes

upvoted 1 times

Question #46 *Topic 1*

Which statement about the automation of service requests is CORRECT?

A. Service requests that cannot be automated should be handled as incidents

B. Service requests and their fulfilment should be automated as much as possible

C. Service requests that cannot be automated should be handled as problems

D. Service requests and their fulfilment should be carried out by service desk staff without automation

Correct Answer: *B*

Community vote distribution

B (100%)

Ansisy Highly Voted 10 months ago

Selected Answer: B

5.2.16 - service request mgmt - Service requests and their fulfilment should be standardized and automated to the greatest degree possible.

upvoted 5 times

certgreed Most Recent 1 year, 4 months ago

Selected Answer: B

correct answer is B

upvoted 1 times

Izlu 1 year, 4 months ago

Selected Answer: B

B. As solicitações de serviço e seu atendimento devem ser automatizados o máximo possível

upvoted 1 times

certgreed 1 year, 6 months ago

Selected Answer: B

correct answer is B

upvoted 1 times

bigpete975 1 year, 7 months ago

B is correct.

upvoted 1 times

Iyado 1 year, 10 months ago

B is Correct

upvoted 2 times

Question #47 *Topic 1*

Which can act as an operating model for an organization?

A. The four dimensions of service management

B. The service value chain

C. The ITIL guiding principles

D. Continual improvement

Correct Answer: *B*

Community vote distribution

B (100%)

heerowiind Highly Voted 11 months, 2 weeks ago

Selected Answer: B

1.3.1 The ITIL SVS
The ITIL service value chain provides an operating model for the creation, delivery, and continual improvement of services.

upvoted 10 times

Wallythekid Most Recent 5 months, 1 week ago

La catena del valore dei servizi ITIL fornisce un modello operativo per la creazione, la fornitura e il miglioramento continuo dei servizi.

upvoted 1 times

Question #48 *Topic 1*

Which practice recommends the use of event-based surveys to gather feedback from customers?

A. Service level management

B. Change enablement

C. Service request management

D. Problem management

Correct Answer: *A*

Community vote distribution

A (100%)

heerowiind Highly Voted 11 months, 2 weeks ago

Selected Answer: A

5.2.15.1 Service level agreements
Surveys These can be from immediate feedback such as follow-up questions to incidents, or from more reflective periodic surveys that gauge feedback on the overall service experience. Both are event-based.

upvoted 13 times

HappyJo Highly Voted 8 months, 3 weeks ago

Thank you team...this is the 2nd certification I did with your help after CBAP and I cleared with 83%....I will continue my relationship with you :)

upvoted 7 times

Question #49 *Topic 1*

Which statement about change authorities is CORRECT?

A. Change authorities are only required for authorizing emergency changes

B. Change authorities are assigned when each change is deployed

C. Change authorities are only required for authorizing normal changes

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

Correct Answer: *D*

Community vote distribution

D (100%)

Traktark 1 month, 2 weeks ago

Selected Answer: D

The correct answer is: D. Change authorities are assigned for each type of change and change model.

Explanation: Change authorities are responsible for approving and authorizing changes within an organization. The level of authority and the specific roles assigned as change authorities may vary depending on the type of change and the change model being used. Different types of changes, such as emergency changes, normal changes, and standard changes, may require different levels of approval and authorization. The assignment of change authorities ensures that the appropriate individuals or groups are involved in the decision-making process for each type of change, following the established change management procedures.

upvoted 3 times

MrTargaryen 1 month, 3 weeks ago

Selected Answer: D

Change authorities = Change Advisory Board (CAB) to review all changes.

upvoted 1 times

136898is42 1 year ago

Selected Answer: D

Standard changes are pre-authorized, someone had to approve the change.

upvoted 2 times

bigpete975 1 year, 7 months ago

D is correct.

upvoted 1 times

Goodak47 1 year, 10 months ago

D is answer

upvoted 1 times

makowskim3 2 years ago

D or C? Standard is pre auth so rather C?

upvoted 1 times

Zephaniah 1 year, 11 months ago

C not correct.. the word "only" eliminates it

upvoted 3 times

klezlil 1 year, 8 months ago

Even if standard change is pre-autorized, it needs to be authorized at least once. So the correct answer is D

upvoted 1 times

Question #50 *Topic 1*

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 enablement

Correct Answer: *C*

Community vote distribution

C (100%)

Fund81 7 months, 1 week ago

Under 5.2.5 in CBK, key message - The purpose of the incident management practice is to minimize the negative impact of incidents by restoring normal service operation as quickly as possible.

upvoted 1 times

bhallachetan 9 months ago

Selected Answer: C

Incident management ensure to quickly restore services

upvoted 2 times

Roro2011 1 year, 5 months ago

C. Incident management

upvoted 1 times

bigpete975 1 year, 7 months ago

C is correct.

upvoted 1 times

Henk1234 1 year, 11 months ago

C - It's correct. Also amazing!

upvoted 3 times

Question #51 *Topic 1*

Which will NOT be handled as a service request?

A. The degradation of a service

B. The replacement of a toner cartridge

C. The provision of a laptop

D. A complaint about a support team

Correct Answer: *A*

Community vote distribution

A (100%)

Deny Highly Voted 2 years, 8 months ago
A: the definition of incident --> handled by Incident Management
upvoted 7 times

MrTargaryen Most Recent 1 month, 3 weeks ago
Selected Answer: A
Answer is A, because this is handled by Incident Management.
upvoted 1 times

MarcusWG86 5 months, 2 weeks ago
5.2.16 Service request management
Service requests are a normal part of service delivery and are not a failure or degradation of service, which are handled as incidents.
upvoted 2 times

certgreed 1 year, 4 months ago
Selected Answer: A
correct answer is A
upvoted 1 times

DChilds 1 year, 6 months ago
Can someone explain how a complaint about a support team can be handled as a service request?
upvoted 2 times

jaroti2116 1 year, 6 months ago
Continual improvements
upvoted 2 times

DChilds 1 year, 4 months ago
Ah, I see. Much appreciated.
upvoted 1 times

Izlu 1 year, 4 months ago
It is described in the book, complaint or praise can be dealt with by opening a ticket in the service desk
upvoted 5 times

bigpete975 1 year, 7 months ago
A is correct.
upvoted 1 times

LalithW 1 year, 10 months ago
Degradation of a service needs to be raised via Change Management. So the given answer is correct.
upvoted 2 times

aldacumaph 2 years ago
Incident management handles interuption or degradation of service
upvoted 2 times

KidCastaldo 2 years, 9 months ago
Given answer is correct. The degradation of a service would be handled as an incident, not a service request.
upvoted 3 times

PKJO 2 years, 11 months ago
Is there anyone who can explain which would handle A?

upvoted 1 times

Farbod 2 years, 11 months ago

Incident management at first.

upvoted 5 times

Apurv_AU 2 years, 5 months ago

SD Team in form of a ticket / incident - its degradation simple

upvoted 1 times

Question #52 *Topic 1*

A service offering may include goods, 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 password allows a user connect to a WiFi network

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

D. A service desk agent provides support to a user

Correct Answer: *D*

Community vote distribution

D (83%) A (17%)

SandyIndia Highly Voted 2 years ago

A. A mobile phone enables a user to work remotely.
Goods.
B. A password allows a user connect to a WiFi network.
Access to resources.
C. A license allows a user to install a software product.
Access to resources.
D. A service desk agent provides support to a user.
Service action.

upvoted 33 times

phamxuanha Most Recent 1 month, 1 week ago

Selected Answer: D

service desk supporting is an activitt

upvoted 2 times

Heavy_Object 6 months ago

Selected Answer: D

The answer is D

upvoted 2 times

Heavy_Object 6 months ago

Selected Answer: D

Its D pal

upvoted 1 times

ahmad90sy 6 months, 2 weeks ago

Selected Answer: A

A. A mobile phone enables a user to work remotely.

upvoted 1 times

Fund81 7 months, 1 week ago

The definition of service action is , " Any action required to deliver a service output to a user. Service actions may be performed by a service provider resource, by service users, or jointly." in this case, the service desk agent (is the service provider/service users) providing the service outcome to the user.

upvoted 1 times

mohammadonline 11 months ago

Examples from the book - 2.3.2 Service offerings
Goods ===> 1. A mobile phone 2. A physical server
Access to resources ===> Access to the mobile network, or to network storage
Service actions===> 1. User support 2. Replacement of a piece of equipment

upvoted 1 times

Badsheeep 1 year, 3 months ago

My answer is A

upvoted 1 times

BoxGhost 1 year, 1 month ago

Why? Answers A to C all indicate a user performing their day to day activities. D is the only answer which demonstrates a service provider providing serivce!

upvoted 3 times

bigpete975 1 year, 7 months ago

D is correct.
upvoted 2 times

Question #53 *Topic 1*

Which describes a CORRECT approach to change authorization?

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

B. Normal changes should be assessed and authorized before they are deployed

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

D. Normal changes are typically implemented as service requests and authorized by the service desk

Correct Answer: *B*

Community vote distribution

B (100%)

Boxbot Highly Voted 4 months, 3 weeks ago

Selected Answer: B

5.2.4 Change enablement
Normal changes: These are changes that need to be scheduled, assessed, and authorized following a process. Change models based on the type of change determine the roles for assessment and authorization.
upvoted 5 times

ger19ph Most Recent 2 weeks, 6 days ago

B is correct
upvoted 1 times

MarcusWG86 5 months, 2 weeks ago

5.2.4 Change enablement
All changes should be assessed by people who are able to understand the risks and the expected benefits; the changes must then be authorized before they are deployed.
upvoted 2 times

MD2022abcd 6 months, 3 weeks ago

I think it is B:
upvoted 2 times

bigpete975 1 year, 7 months ago

B is correct.
upvoted 1 times

makowskim3 1 year, 12 months ago

B - correct.
upvoted 1 times

Question #54 *Topic 1*

Which statement about a service value stream is CORRECT?

A. It uses prescriptive inputs and outputs

B. It is a value chain activity

C. It integrates practices for a specific scenario

D. It is used to provide governance

Correct Answer: *C*

Community vote distribution

C (57%) B (43%)

zanie4 Highly Voted 5 months ago

Selected Answer: B

According to ITIL 4, the correct statement about a service value stream is B. It is a value chain activity.

A service value stream is a series of steps an organization uses to create and deliver a service to its customers. It represents the end-to-end flow of activities required to create and deliver value to the customer. The concept of a service value stream is borrowed from Lean and Agile methodologies and is used to identify waste, optimize flow, and improve the efficiency and effectiveness of service delivery.

A service value stream is not prescriptive in nature (option A). Instead, it is designed to be flexible and adaptable to different scenarios and situations (option C). Additionally, while governance is an important part of service management, a service value stream is not specifically used to provide governance (option D).

upvoted 6 times

Manix Highly Voted 7 months, 1 week ago

Selected Answer: C

page 59: To carry out a certain task, or respond to a particular situation, organizations create service value streams. These are specific combinations of activities and practices, and each one is designed for a particular scenario.

upvoted 6 times

Melvintina594 Most Recent 3 weeks, 1 day ago

Selected Answer: B

These are specific combinations of activities and practices, and each one is designed for a particular scenario.
Please note the word AND which means it needs both activities AND practices therefore it cannot be C.

upvoted 1 times

PCM_6969 1 month, 2 weeks ago

A value stream is a combination of the organisations value chain activities

upvoted 1 times

Yuraq 4 months, 1 week ago

Selected Answer: C

Service value chain - The service value chain describes six activities that work together to take incoming demand and create corresponding value – by creating and managing the products and services which enable the service provider to co-create value with the service consumers.

A value stream is a specific journey through the service value chain, starting with demand and ending with value creation. There is only one value chain, but each organization may have many different value streams, and these are likely to be completely different to the value streams in another organization.

upvoted 1 times

michalse 5 months, 2 weeks ago

I would say B

upvoted 1 times

MD2022abcd 6 months, 3 weeks ago

i think c

upvoted 1 times

Sizabona 9 months, 2 weeks ago

ITIL 4's definition of value stream is "a series of steps an organization undertakes to create and deliver products and services to consumers", all working across the ITIL 4 service value chain (SVC).

upvoted 2 times

Chris_Cain 9 months, 3 weeks ago

Selected Answer: B

A value stream is a series of steps that an organization uses to create and deliver products and services to a service consumer. A value stream is a combination of the organization's value chain activities (see section 4.5 for more details on value chain activities and Appendix A for examples of value streams). 3.4.1

upvoted 2 times

Manix 9 months, 3 weeks ago

Selected Answer: C

SVS components can be sonfigured and reconfigured in multiple combinations in flexible way...

upvoted 2 times

Pcghosh 10 months ago

Selected Answer: C

C is correct as Service Value Streams are specific combinations of activities and practices, and each one is designed for a particular scenario. (Section 4.5 Axelos book)

upvoted 4 times

Pcghosh 10 months, 1 week ago

Selected Answer: B

A value Stream is a combination of the organization's value chain activities (Section 3.4.1 Key message)

upvoted 1 times

RickSanchez69 10 months, 1 week ago

Just check C is correct.

upvoted 1 times

RickSanchez69 10 months, 1 week ago

it should be B

upvoted 1 times

RickSanchez69 10 months, 1 week ago

Not sure, it could be wrong.!!

upvoted 1 times

Question #55

Topic 1

Which statement about outputs 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 describe how the service performs

Correct Answer: *C*

Community vote distribution

C (100%)

Ansisy Highly Voted 10 months ago

Selected Answer: C

2.5.1 - Outcomes - Acting as a service provider, an organization produces outputs that help its consumers to achieve certain outcomes.

upvoted 8 times

Question #56 *Topic 1*

Which is an example of a business related measurement?

A. The number of passengers checked in

B. The average time to respond to change requests

C. The average resolution time for incidents

D. The number of problems resolved

Correct Answer: *A*

Community vote distribution

A (100%)

AbdulA1 Highly Voted 2 years, 5 months ago

B, C and D are operational measures. A is correct answer from Business point of view

upvoted 26 times

Phuba Most Recent 1 year ago

A. The number of passengers checked in

upvoted 3 times

Izlu 1 year, 4 months ago

Selected Answer: A

A - Business metrics and the rest are operational

upvoted 3 times

Concordant 1 year, 5 months ago

All of these answers are correct.

upvoted 1 times

certgreed 1 year, 6 months ago

Selected Answer: A

correct answer is A

upvoted 1 times

bigpete975 1 year, 7 months ago

A is correct.

upvoted 1 times

MoZari 2 years, 9 months ago

nope, it is A

upvoted 3 times

JoopSL56 3 years ago

c is also oke

upvoted 1 times

Question #57

Topic 1

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

Correct Answer: *D*

MD2022abcd Highly Voted 6 months, 3 weeks ago

D is correct:
improve:
The value chain activity that ensures continual improvement of products, services, and practices across all value chain activities and the four dimensions of service management.

upvoted 6 times

bigpete975 Most Recent 1 year, 7 months ago

D is correct.

upvoted 1 times

makowskim3 1 year, 12 months ago

D - correct.

upvoted 1 times

Question #58

Topic 1

Which includes governance, management practices, and continual improvement?

A. The service value system

B. The 'deliver and support' value chain activity

C. The 'focus on value' guiding principle

D. The 'value stream and processes' dimension

Correct Answer: *A*

Community vote distribution

A (100%)

MrTargaryen 1 month, 3 weeks ago

Selected Answer: A

Answer is A
Service Value System describes how all the components and activities of the organization work together as a system to enable value creation.

upvoted 4 times

bigpete975 1 year, 7 months ago

A is correct.

upvoted 3 times

Question #59

Topic 1

What is the definition of a problem?

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. An incident for which a full resolution is not yet available

D. Any change of state that has significance for the management of a configuration item (CI)

Correct Answer: *B*

bigpete975 1 year, 7 months ago
B is correct.
upvoted 4 times

Bakayalo 1 year, 11 months ago
Repeated question : #221
upvoted 3 times

makowskim3 1 year, 12 months ago
B - correct.
upvoted 2 times

Question #60

Topic 1

Which practice provides a communications point for users to report operational issues, queries and requests?

A. Incident management

B. Continual improvement

C. Service desk

D. Relationship management

Correct Answer: *C*

MarcusWG86 5 months, 2 weeks ago
5.2.14 Service desk
Service desks provide a clear path for users to report issues, queries, and requests, and have them acknowledged, classified, owned, and actioned.
upvoted 3 times

bigpete975 1 year, 7 months ago
C is correct.
upvoted 2 times

makowskim3 1 year, 12 months ago
C - correct.
upvoted 1 times

Question #61 *Topic 1*

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

Correct Answer: *A*

Community vote distribution

A (100%)

Traktark 1 month, 2 weeks ago

Selected Answer: A

The correct answer is: A. Organizations and people.

Explanation: The "Organizations and people" dimension of service management is primarily concerned with the people, skills, competencies, roles, and responsibilities within an organization. It focuses on understanding the organizational structure, defining roles and responsibilities, establishing governance, developing skills and competencies, and ensuring effective communication and collaboration among individuals and teams. This dimension recognizes that the success of service management depends on having the right people with the right skills and knowledge in place to support the delivery of services.

upvoted 2 times

MarcusWG86 5 months, 2 weeks ago

3.1 Organizations and people
The complexity of organizations is growing, and it is important to ensure that the way an organization is structured and managed, as well as its roles, responsibilities, and systems of authority and communication, is well defined and supports its overall strategy and operating model.

upvoted 2 times

showmiro 7 months, 3 weeks ago

Selected Answer: A

A is correct

upvoted 1 times

Gadeliow 10 months, 3 weeks ago

A is correct

upvoted 1 times

bigpete975 1 year, 7 months ago

A is correct.

upvoted 2 times

makowskim3 1 year, 12 months ago

A - correct.

upvoted 1 times

Question #62 *Topic 1*

An organization asks a stakeholder to review a planned change. Which guiding principle does this demonstrate?

A. Collaborate and promote visibility

B. Start where you are

C. Focus on value

D. Keep it simple and practical

Correct Answer: *A*

Community vote distribution

A (100%)

MrTargaryen 1 month, 3 weeks ago

Selected Answer: A

Answer is "A".

upvoted 1 times

bigpete975 1 year, 7 months ago

A is correct.

upvoted 1 times

Question #63 *Topic 1*

Which practice has a strong influence on the user experience and perception of the service provider?

A. Service desk

B. Change enablement

C. Service level management

D. Supplier management

Correct Answer: *A*

Community vote distribution

A (100%)

_elj Highly Voted 1 year ago

Selected Answer: A

Ref. 5.2.14

It is also essential to understand that the service desk has a major influence on user experience and how the service provider is perceived by the users.

upvoted 8 times

BD12 Most Recent 1 month, 3 weeks ago

C'est la réponse A

upvoted 1 times

ZERO99 10 months, 2 weeks ago

A is correct

upvoted 1 times

sephereth 10 months, 3 weeks ago

Selected Answer: A

A is correct

upvoted 1 times

bigpete975 1 year, 7 months ago

A is correct.

upvoted 1 times

Question #64 *Topic 1*

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

Correct Answer: *D*

Community vote distribution

D (100%)

El_Capitan Highly Voted 1 year, 6 months ago

Since service requests are pre-defined and pre-agreed as a normal part of service delivery, they can usually be formalized, with a clear, standard procedure for initiation, approval, fulfilment, and management. Some service requests have very simple workflows, such as a request for information.

upvoted 8 times

Traktark Most Recent 1 month, 2 weeks ago

Selected Answer: D

The correct answer is: D. Service requests are usually formalized using standard procedures for initiation, approval, and fulfillment.

Explanation: Service requests are specific user or customer requests for information, access to resources, or the fulfillment of a standard service. They typically follow a predefined process or workflow that involves initiation, approval, and fulfillment. These processes are documented and standardized to ensure consistent handling of service requests and to provide a structured approach to managing them. By using standard procedures, organizations can effectively manage and fulfill service requests in a timely and efficient manner.

upvoted 1 times

MrTargaryen 1 month, 3 weeks ago

Selected Answer: D

D is the most obvious answer.

upvoted 2 times

BD12 1 month, 3 weeks ago

D est correct!

upvoted 1 times

RickSanchez69 10 months, 1 week ago

Explain why A?

upvoted 1 times

ZERO99 10 months, 2 weeks ago

A is correct

upvoted 1 times

bigpete975 1 year, 7 months ago

D is correct.

upvoted 1 times

dadageer 2 years ago

nothing else is making sense so yes D

upvoted 2 times

Question #65 *Topic 1*

Which practice is responsible for moving new or changed components to live or other environments?

A. Release management

B. Deployment management

C. Change enablement

D. Supplier management

Correct Answer: *B*

Community vote distribution

B (100%)

heamgu Highly Voted 2 years, 4 months ago

The purpose of the deployment management practice is to move new or changed hardware, software, documentation, processes, or any other component to live environments. It may also be involved in deploying components to other environments for testing or staging.

upvoted 11 times

BD12 Most Recent 1 month, 3 weeks ago

c'est B qui correct

upvoted 1 times

Ting3346 8 months ago

Selected Answer: B

the purpose of the deployment management practice is to moving new or changed hardware, software, documentation, processes or any other service component to live environment.

upvoted 3 times

dufad 10 months, 3 weeks ago

B is correct

upvoted 1 times

bigpete975 1 year, 7 months ago

B is correct.

upvoted 2 times

peppe 2 years, 1 month ago

B is correct

upvoted 2 times

Atsedea 2 years, 4 months ago

The purpose of the release management practice is to make new and changed services and features available for use.

upvoted 3 times

Question #66 *Topic 1*

Which dimension focuses on relationships with other organizations that are involved in the design, development, deployment and delivery of services?

A. Organizations and people

B. Information and technology

C. Partners and suppliers

D. Value streams and processes

Correct Answer: *C*

Community vote distribution

C (100%)

BD12 1 month, 3 weeks ago

la relation qu'une organisation entretient avec d'autres organisations impliquées dans la conception, le développement, le déploiement, la livraison, le support et/ou l'amélioration continue du service.

upvoted 1 times

MarcusWG86 5 months, 2 weeks ago

3.3 Partners and suppliers
The partners and suppliers dimension encompasses an organization's relationships with other organizations that are involved in the design, development, deployment, delivery, support, and/or continual improvement of services. It also incorporates contracts and other agreements between the organization and its partners or suppliers.

upvoted 2 times

Ting3346 8 months ago

Selected Answer: C

the relationship an organization has with other organizations that are involved in the design, development, deployment, delivery, support and/or continual improvement of service.

upvoted 1 times

daekum 1 year, 5 months ago

C seems to be correct as it is referring to the relationship
Partners & Suppliers
"The relationship with partners and suppliers is usually defined based on what the organization needs. "
https://www.bmc.com/blogs/itil-four-dimensions-service-management/

upvoted 3 times

Question #67 *Topic 1*

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

Correct Answer: *D*

Community vote distribution

D (100%)

Ansisy Highly Voted 10 months ago

Selected Answer: D

5.2.8 - Problem Management - Problem identification activities identify and log problems. These include: performing trend analysis of incident records

upvoted 7 times

MD2022abcd Most Recent 6 months, 3 weeks ago

Answer is D:
5.2.8 Problem identification activities identify and log problems. These include:
performing trend analysis of incident records
detection of duplicate and recurring issues by users, service desk, and technical support staff during major incident management,
identifying a risk that an incident could recur
analysing information received from suppliers and partners
analysing information received from internal software developers, test teams, and project teams.

upvoted 3 times

bigpete975 1 year, 7 months ago

D is correct.

upvoted 1 times

Question #68 *Topic 1*

What must always be done before an activity is automated?

A. Check that the activity has already been optimized

B. Check that suitable new technology has been purchased

C. Ensure that DevOps has been successfully implemented

D. Ensure the solution removes the need for human intervention

Correct Answer: *A*

Community vote distribution

A (100%)

MarcusWG86 Highly Voted 5 months, 2 weeks ago

4.3.7 Optimize and automate
Optimization means to make something as effective and useful as it needs to be. Before an activity can be effectively automated, it should be optimized to whatever degree is possible and reasonable.

upvoted 5 times

MrTargaryen Most Recent 1 month, 3 weeks ago

Selected Answer: A

Adding vote for "A"

upvoted 1 times

certgreed 1 year, 4 months ago

Selected Answer: A

correct answer is A

upvoted 1 times

Izlu 1 year, 4 months ago

Selected Answer: A

A is right (Simplify and optimize before automating.)

upvoted 1 times

Concordant 1 year, 5 months ago

D is correct. Automating something that's incorrect is just a problem in the making.

upvoted 1 times

bigpete975 1 year, 7 months ago

A is correct.

upvoted 1 times

aldacumaph 2 years ago

Optimize the process before automating ...

upvoted 4 times

Question #69 *Topic 1*

What is a change schedule PRIMARILY used for?

A. To help plan emergency changes

B. To help authorize standard changes

C. To help assign a change authority

D. To help manage normal changes

Correct Answer: *D*

Community vote distribution

D (84%) C (16%)

RaymondChan Highly Voted 10 months, 3 weeks ago

Selected Answer: D

The change schedule is used to help plan changes, assist in communication, avoid conflicts, and assign resources.

D seems correct.

upvoted 8 times

MrTargaryen Most Recent 1 month, 3 weeks ago

Selected Answer: D

I was originally going with C but when I read the comments, I think D is more closer.
Analysis:
Standard change - pre-approved
Emergency change - does not need to discussed in scheduled call, urgent.
Normal change - normally assessed in the call with change authority

upvoted 1 times

Soshiraz 4 months, 2 weeks ago

Selected Answer: D

C'est certain que ce n est pas C...

upvoted 1 times

Traktark 6 months, 1 week ago

Selected Answer: D

The correct answer is D. To help manage normal changes. A change schedule is a tool used in ITIL change management to help manage normal changes to IT services and infrastructure. It provides a structured approach to planning, reviewing, and implementing changes, and is used to coordinate changes, minimize the risk of disruption, and ensure that changes are made in a consistent and controlled manner. The change schedule is primarily used to manage normal changes, although it may also be used to help plan emergency changes. Other activities in change management include change assessment and approval, change implementation and testing, and change evaluation and closure.

upvoted 3 times

RhinoSauvage 7 months ago

Selected Answer: D

FSC is primarly used for NORMAL changes

upvoted 1 times

WanessaZisa 7 months ago

Selected Answer: D

D is crrect

upvoted 1 times

bengy78 9 months, 2 weeks ago

Selected Answer: D

It should be D as emergency changes are not normally part of the change schedule "Emergency changes are not typically included in a change schedule, and the process for assessment and authorization is expedited to ensure they can be implemented quickly."

upvoted 1 times

Shank003 10 months ago

Change schedule covers all normal, emergency and standard changes so not sure if D would be absolutely correct. It does assigns a change authority too so shouldn't it be C?

upvoted 1 times

Sizabona 9 months, 2 weeks ago

Emergency change is not scheduled.

upvoted 1 times

mac89 11 months ago

Selected Answer: C

Not C ?

upvoted 3 times

sephereth 10 months, 3 weeks ago

i think D. is still the right answer, "The change schedule is used to help plan changes, assist in communication, avoid conflicts, and assign resources." reads like managing change.
Normal change = "A change that needs to be scheduled, assessed, and authorized following a standard process."

upvoted 1 times

Question #70 *Topic 1*

Which role approves the cost of services?

A. User

B. Change authority

C. Sponsor

D. Customer

Correct Answer: *C*

Community vote distribution

C (100%)

Traktark 1 month, 2 weeks ago

Selected Answer: C

The correct answer is: C. Sponsor.

Explanation: The sponsor is the role responsible for approving the cost of services. They have the authority to review and authorize the financial aspects related to the delivery and ongoing operation of services. The sponsor ensures that the costs associated with the provision of services align with the organization's overall budget and strategic goals.

upvoted 2 times

JerryMemoFash 4 months ago

C is the right answer

upvoted 1 times

dufad 10 months, 3 weeks ago

Sponsor: A person who authorizes budget for service consumption
C= correct

upvoted 1 times

certgreed 1 year, 4 months ago

Selected Answer: C

correct answer is C

upvoted 1 times

Izlu 1 year, 4 months ago

C - Yes

upvoted 1 times

Pudu_vlad 1 year, 6 months ago

Selected Answer: C

C is correct.

upvoted 1 times

a4212crew 1 year, 6 months ago

Selected Answer: C

Sponsor: Role to allocate budget

upvoted 1 times

bigpete975 1 year, 7 months ago

C is correct.

upvoted 2 times

makowskim3 2 years ago

C is correct.
Sponsor - The role that authorizes budget for service consumption.

upvoted 1 times

Question #71 *Topic 1*

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

A. Schedule, assess, authorize

B. Diagnose, investigate, resolve

C. Initiate, approve, fulfil

D. Acknowledge, classify, own

Correct Answer: *C*

Community vote distribution

D (97%)

chmielo Highly Voted 2 years, 12 months ago

Should be D

upvoted 19 times

xoyar93528 Highly Voted 2 years, 7 months ago

Answer is D

Service Desk provides a clear path for users to report issues, queries, and requests, and have them acknowledged, classified, owned, and actioned.

upvoted 16 times

celomomo Most Recent 1 day, 12 hours ago

Selected Answer: B

B. Diagnose, investigate, resolve.

When issues, queries, and requests are reported to a service desk, the standard process involves diagnosing the problem, investigating the root cause, and then working to resolve the issue or fulfill the request.

upvoted 1 times

celomomo 1 day, 12 hours ago

B. Diagnose, investigate, resolve.

When issues, queries, and requests are reported to a service desk, the standard process involves diagnosing the problem, investigating the root cause, and then working to resolve the issue or fulfill the request.

upvoted 1 times

celomomo 5 days, 22 hours ago

D. Acknowledge, classify, own. These three steps are standard best practices in IT service management (ITSM) for handling reported issues, queries, and requests.

upvoted 1 times

MarysSon 1 week, 6 days ago

D is the better answer. C seems less likely because service desk personnel do not approve requests; they fulfill pre-approved requests or get approval from an approval authority.

upvoted 1 times

Traktark 1 month, 2 weeks ago

Selected Answer: D

The correct answer is: D. Acknowledge, classify, own.

Explanation: When issues, queries, and requests are reported to the service desk, they typically follow a standard process. The service desk first acknowledges the reported item to confirm receipt and provide initial contact. Then, they classify the item by categorizing and prioritizing it based on predefined criteria. Finally, they take ownership of the item by either resolving it themselves or assigning it to the appropriate team for further investigation and resolution.

upvoted 3 times

khalilg 4 months, 3 weeks ago

Selected Answer: D

D is the correct answer.
5.2.14 - Service desks provide a clear path for users to report issues, queries, and requests, and have them acknowledged, classified, owned, and actioned.

upvoted 5 times

Fund81 6 months, 4 weeks ago

D. Under section 5.2.14, " Service desks provide a clear path for users to report issues, queries, and requests, and have them acknowledged, classified, owned, and actioned." A complete answer would be including the 4th answer - "action"

upvoted 6 times

RhinoSauvage 7 months ago

Selected Answer: D

Service desk is owner of incident and SR. It does NOT acknowledge SR

upvoted 1 times

sulpgur13 7 months ago

Selected Answer: D

D is the correct answer. because they take action to acknowledge, classify and own

upvoted 1 times

OFJ 7 months ago

Answer is showing C

upvoted 1 times

Wolejon 7 months ago

Selected Answer: D

correct answer is D

upvoted 1 times

atuldhadhich 7 months, 2 weeks ago

Should be D as mentioned in Definition of service Desk

upvoted 1 times

Ting3346 8 months ago

Selected Answer: D

D is the correct answer. because they take action to acknowledge, classify and own.

upvoted 1 times

JLOx 8 months ago

Selected Answer: D

D is the correct answer, Albert

upvoted 1 times

Manix 10 months ago

Selected Answer: D

acknowledge, classify, own

upvoted 2 times

Question #72 *Topic 1*

Which describes the utility of a service?

A. A service that is fit for use

B. A service that meets its service level targets

C. A service that increases constraints on the consumer

D. A service that supports the performance of the consumer

Correct Answer: *D*

Community vote distribution

D (91%) 9%

SandyIndia Highly Voted 2 years ago

A. A service that is fit for use.
Warranty.
B. A service that meets its service level targets.
Service Level Management.
C. A service that increases constraints on the consumer.
Wrong. Utility remove constraints from the consumer.
D. A service that supports the performance of the consumer.
Utility.

upvoted 27 times

babati Highly Voted 2 years, 7 months ago

D
To have utility, a service must either support the performance of the consumer and/or remove constraints from the consumer.

upvoted 11 times

celomomo Most Recent 1 day, 12 hours ago

Selected Answer: D

D. A service that supports the performance of the consumer.

The utility of a service is defined by its ability to support the consumer's performance and help them achieve their desired outcomes efficiently and effectively.

upvoted 1 times

Traktark 1 month, 2 weeks ago

Selected Answer: D

The utility of a service refers to its ability to support the performance of the consumer. It focuses on the value and benefits that the service provides to the consumer in terms of meeting their needs, objectives, and desired outcomes. Utility is about delivering the functionality and features that enable the consumer to perform their tasks, achieve their goals, or solve their problems. It is not specifically related to meeting service level targets or increasing constraints on the consumer. Instead, it emphasizes the value and usefulness of the service in supporting the consumer's activities and enabling them to accomplish their desired results.

upvoted 1 times

Circumstantial_Evidence 6 months, 2 weeks ago

The "U's" don't go together.
Utility doesn't go with fit for USE

upvoted 3 times

RhinoSauvage 7 months ago

Selected Answer: D

performance is about utility

upvoted 3 times

wesleydonelli 7 months, 1 week ago

Utilidade: a funcionalidade oferecida por um produto ou serviço para atender à uma necessidade específica. A utilidade pode ser resumida como "o que o serviço faz" e pode ser usada para determinar se ele é "adequado à finalidade". Para ter utilidade, um serviço deve suportar o desempenho do consumidor ou remover restrições do consumidor. Muitos serviços atuam de ambas as formas acho que as respostas A e D sao validas

upvoted 1 times

SentaSama 9 months, 1 week ago

Selected Answer: D

Utility is the functionality offered by a product or service to meet a particular need. Utility perhaps answers 'what the service does' or whether a service is 'fit for purpose'. To have utility, a service must either support the performance of the consumer and/or remove

constraints from the consumer.
Warranty, on the other hand, is the assurance that a product or service will meet agreed requirements. Warranty answers 'how the service performs' or whether a service is 'fit for use'. Warranty often relates to service levels aligned with the needs of service consumers, such as availability, capacity, security, and continuity.

See https://www.bmc.com/blogs/itil-key-concepts-service-management/
upvoted 2 times

Leintje 9 months, 2 weeks ago
Selected Answer: D
A service that is "fit for use" (That is WARRANTY).
Fit for purpose is Utility.

Correct answer is D
upvoted 1 times

nickanme 9 months, 3 weeks ago
Selected Answer: A
Utility is the functionality offered by a product or service to meet a particular need.
upvoted 1 times

ekoetter 8 months, 1 week ago
Your wrong, fit for use is warranty
upvoted 1 times

Gadeliow 10 months, 3 weeks ago
Selected Answer: D
D is correct
upvoted 1 times

certgreed 1 year, 4 months ago
Selected Answer: D
correct answer is D
upvoted 1 times

Concordant 1 year, 5 months ago
A and D are both valid answers.
upvoted 2 times

bigpete975 1 year, 7 months ago
D is correct.
upvoted 1 times

cmcardenas1 1 year, 10 months ago
D; CONFIRMADO: La utilidad puede ser resumida como lo que hace el servicio y puede ser usado para determinar si un servicio es "apto para el proposito"
Para tener utilidad un servicio debe soportar el desempeño del consumidor eliminar las restricciones del consumidor.
upvoted 1 times

dean1984kirsten 2 years, 3 months ago
A says "fit for use" and not "fit for purpose" as per the handbook, so the only correct possibility here is
D:r support the performance of the consumer
upvoted 1 times

heamgu 2 years, 4 months ago
From ITILv4 Book:
Utility The functionality offered by a product or service to meet a particular need. Utility can be summarized as 'what the service does' and can be used to determine whether a service is 'fit for purpose'. To have utility, a service must either support the performance of the consumer or remove constraints from the consumer. Many services do both.
upvoted 5 times

Question #73 *Topic 1*

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

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

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

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

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

Correct Answer: *C*

Community vote distribution

C (100%)

heerowiind Highly Voted 11 months, 2 weeks ago

Selected Answer: C

A. To maximize the number of successful service and product changes = change enablement
B. To ensure accurate information about the configuration of services is available = service configuration management
C. To set clear business-based targets for service levels = service level
D. To ensure that suppliers and their performance are managed appropriately = supplier management

upvoted 9 times

certgreed Most Recent 1 year, 4 months ago

Selected Answer: C

correct answer is C

upvoted 1 times

bigpete975 1 year, 7 months ago

C is correct.

upvoted 1 times

Bakayalo 1 year, 10 months ago

Repeated question #144

upvoted 2 times

makowskim3 2 years ago

C is right.
The purpose of the service level management practice is to set clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets

upvoted 2 times

Question #74 *Topic 1*

Which usually requires a team of representatives from many stakeholder groups?

A. Fulfilling a service request

B. Authorizing an emergency change

C. Logging a new problem

D. Investigating a major incident

Correct Answer: *D*

Community vote distribution

D (100%)

RedCloud Highly Voted 2 years, 8 months ago

D is correct. "and all major incidents—often require a temporary team to work together to identify the resolution. This team may include representatives of many stakeholders, including the service provider, suppliers, users, and others."

upvoted 16 times

Traktark Most Recent 1 month, 2 weeks ago

Selected Answer: D

Investigating a major incident usually requires a team of representatives from many stakeholder groups. Major incidents are significant disruptions or outages that have a severe impact on the business or users. Due to their critical nature, they often require a coordinated effort from various stakeholders, including IT teams, service owners, business representatives, and other relevant parties. This collaborative approach ensures that the incident is properly analyzed, appropriate actions are taken, and effective communication is maintained throughout the incident resolution process. By involving representatives from different stakeholder groups, the investigation can benefit from diverse perspectives and expertise, leading to a more comprehensive understanding and resolution of the incident.

upvoted 2 times

MrTargaryen 1 month, 3 weeks ago

Selected Answer: D

D - usually for gathering people from different teams.

upvoted 1 times

heerowiind 11 months, 2 weeks ago

Selected Answer: D

D is correct

upvoted 1 times

certgreed 1 year, 4 months ago

Selected Answer: D

correct answer is D

upvoted 3 times

Concordant 1 year, 5 months ago

B is correct.

upvoted 1 times

bigpete975 1 year, 7 months ago

D is correct.

upvoted 1 times

Hanso1 2 years, 8 months ago

The Answer is D

upvoted 1 times

Hanso1 2 years, 8 months ago

This is where swarming comes in incident management

upvoted 2 times

Matt4456 2 years, 9 months ago

Why it is not 'B'- Authorizing an emergency change'? Could anyone help to explain?

upvoted 1 times

Benjieygen 2 years, 9 months ago

Authorizing wouldn't be a complete team. Just the person who needs to approve the change.

upvoted 4 times

Question #75 *Topic 1*

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

A. Plan

B. Design and transition

C. Obtain/build

D. Deliver and support

Correct Answer: *C*

Community vote distribution

C (67%) B (22%) 11%

BobbyFlash Highly Voted 2 years, 9 months ago

Obtain/Build

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-itil-4-service-value-chain/

upvoted 28 times

KidCastaldo 2 years, 9 months ago

Not "Obtain/Build". Your quote is correct but you are missing what the quesion is asking.

upvoted 2 times

RedCloud 2 years, 8 months ago

The question is specifically asking about "components", components are not deliver and support, they are full services by the time they get to the deliver and support activity.
Answer is Obtain/Build.

upvoted 4 times

Goseu Highly Voted 2 years, 8 months ago

Good answer C is correct .
Guys who support D , please compare the below
Obtain/Build
The purpose of this value chain activity is to ensure that service components are available when and where they are needed, and meet agreed specifications.

Deliver and Support
The purpose of this value chain activity is to ensure that services are delivered and supported according to agreed specifications and stakeholders' expectations.

upvoted 17 times

dean1984kirsten 2 years, 3 months ago

Keyword giveaway here is "service components"

upvoted 5 times

celomomo Most Recent 1 day, 12 hours ago

Selected Answer: B

B. Design and transition.

The "Design and Transition" value chain activity is responsible for ensuring that service components are designed and built to meet the agreed specifications. This activity focuses on the effective design, development, and transition of services and components to ensure they align with the organization's requirements and objectives.

upvoted 1 times

celomomo 1 day, 12 hours ago

Selected Answer: B

B. Design and transition.

The "Design and Transition" value chain activity is responsible for ensuring that service components are designed and built to meet the agreed specifications. This activity focuses on the effective design, development, and transition of services and components to ensure they align with the organization's requirements and objectives.

upvoted 1 times

_Juliemol13 7 months, 1 week ago

Why not B?

upvoted 1 times

Lebohang789 1 year ago

Selected Answer: C

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"

upvoted 1 times

certgreed 1 year, 4 months ago

Selected Answer: C

correct answer is C

upvoted 1 times

smiley2021 1 year, 5 months ago

Selected Answer: C

Obtain & Build is "Service Components Meet agreed specification"
Deliver & Support is "Service Components are Delivered as per the agreed specification"

So the right answer will be Obtain/Build

upvoted 1 times

Roro2011 1 year, 5 months ago

B. Design and transition

upvoted 1 times

Frameff 1 year, 5 months ago

Selected Answer: C

Service COMPONENTS is obtain/build

upvoted 2 times

Concordant 1 year, 5 months ago

B is correct.

upvoted 2 times

Roro2011 1 year, 5 months ago

C : Obtain/Build

upvoted 1 times

k1kk3r 1 year, 5 months ago

well if C is correct here, what about rather similar question #155 " Which is included in the purpose of the `~deliver and support' value chain activity?"
community says " A. Meeting stakeholder expectations for time to market" is not correct and it should be " D. Providing services to agreed specifications".

upvoted 1 times

Pudu_vlad 1 year, 6 months ago

Selected Answer: C

C ..Obtain/Build

upvoted 1 times

Explen 1 year, 6 months ago

B - Design and Transition

The purpose of the design and transition value chain activity is to ensure that products and services continually meet stakeholder expectations for quality, costs, and time to market.

B is the correct answer

upvoted 5 times

Roro2011 1 year, 7 months ago

C. Obtain/Build Correct!
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.

upvoted 1 times

Roro2011 1 year, 7 months ago

C ..Obtain/Build

upvoted 1 times

Question #76 *Topic 1*

What includes governance as a component?

A. Practices

B. The service value chain

C. The service value system

D. The guiding principles

Correct Answer: *C*

Community vote distribution

C (100%)

DChilds Highly Voted 1 year, 6 months ago

Governance is one component of 5 that make up the service value system.

Guiding Principles
Recommendations that can guide an organization in all circumstances, regardless of changes in its goals, strategies, type of work, or management structure
Governance
The means by which an organization is directed and controlled
Service Value Chain
A set of interconnected activities that an organization performs to deliver a valuable product or service to its consumers and to facilitate value realization
Practices
Sets of organizational resources designed for performing work or accomplishing an objective
Continual Improvement
A recurring organizational activity performed at all levels to ensure that an organization's performance continually meets stakeholders' expectations

Source: https://www.bmc.com/blogs/itil-service-value-system/#:~:text=What%20is%20the%20ITIL%20service,SVS%20are%20opportunity%20and%20demand.

upvoted 5 times

heerowiind Highly Voted 11 months, 2 weeks ago

Selected Answer: C

Service Value System (SVS) :
Guiding principle
Governance
Service Value Chain
Practices
Continual Improvement

upvoted 5 times

Traktark Most Recent 1 month, 2 weeks ago

Selected Answer: C

The correct answer is C. The service value system.

The service value system is a key component of ITIL (IT Infrastructure Library) and encompasses all the elements that are necessary to enable value creation through the provision of services. It consists of interconnected components that work together to support the delivery of services and the achievement of organizational objectives.

upvoted 1 times

certgreed 1 year, 4 months ago

Selected Answer: C

correct answer is C

upvoted 1 times

Concordant 1 year, 5 months ago

D is correct.

upvoted 1 times

bigpete975 1 year, 7 months ago

C is correct.

upvoted 2 times

klezlil 1 year, 8 months ago

C - https://www.bmc.com/blogs/itil-governance/

upvoted 2 times

Question #77 *Topic 1*

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

Correct Answer: *D*

Community vote distribution

D (100%)

EricSon Highly Voted 2 years, 4 months ago

[5.2.8] Many problem management activities rely on the knowledge and experience of staff, rather than on following detailed procedures. People responsible for diagnosing problems often need the ability to understand complex systems, and to think about how different failures might have occurred. Developing this combination of analytical and creative ability requires mentoring and time, as well as suitable training.

upvoted 10 times

Traktark Most Recent 1 month, 2 weeks ago

Selected Answer: D

The practice that requires people who understand complex systems and have creative and analytical skills is D. Problem management.

Problem management is the practice focused on identifying and resolving the root causes of incidents and preventing future incidents from occurring. It involves analyzing incidents, conducting investigations, and identifying underlying problems in complex systems. To effectively perform problem management, individuals with a deep understanding of complex systems and the ability to think creatively and analytically are crucial.

These individuals need to be able to analyze incident data, identify patterns and trends, and apply problem-solving techniques to uncover the root causes of issues. They should possess strong analytical skills to assess complex situations, identify potential solutions, and make informed decisions on how to address the underlying problems.

While other practices such as change enablement, service level management, and service request management may also require certain skills and knowledge, it is problem management that specifically relies on individuals with a deep understanding of complex systems and the ability to approach problems in a creative and analytical manner.

upvoted 1 times

Fund81 6 months, 4 weeks ago

D is the correct answer.

Under 5.2.8, Many problem management activities rely on the knowledge and experience of staff, rather than on following detailed procedures. People responsible for diagnosing problems often need the ability to understand complex systems, and to think about how different failures might have occurred. Developing this combination of analytical and creative ability requires mentoring and time, as well as suitable training.

upvoted 1 times

certgreed 1 year, 4 months ago

Selected Answer: D

correct answer is D

upvoted 1 times

bigpete975 1 year, 7 months ago

D is correct.

upvoted 1 times

Question #78 *Topic 1*

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 incident

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)

Correct Answer: *C*

Community vote distribution

C (100%)

Alpha9 Highly Voted 2 years, 9 months ago
B is the definition of an Error
C is the definition of a Known Error
upvoted 9 times

halim80 1 year, 10 months ago
No, B is problem
upvoted 4 times

heerowiind Highly Voted 11 months, 2 weeks ago
Selected Answer: C
A. An unplanned interruption to a service, or reduction in the quality of a service = incident
B. A cause, or potential cause, of one or more incident = problem
C. A problem that has been analyzed and has not been resolved = known error
D. Any change of state that has significance for the management of a service or other configuration item (CI) = event
upvoted 7 times

certgreed Most Recent 1 year, 4 months ago
Selected Answer: C
correct answer is C
upvoted 1 times

El_Capitan 1 year, 6 months ago
"Many problem management activities rely on the knowledge and experience of staff, rather than on following detailed procedures. People responsible for diagnosing problems often need the ability to understand complex systems, and to think about how different failures might have occurred. Developing this combination of analytical and creative ability requires mentoring and time, as well as suitable training."
upvoted 1 times

El_Capitan 1 year, 6 months ago
Answer is D...
upvoted 1 times

El_Capitan 1 year, 6 months ago
Whoops - Question 168 (disregard)
upvoted 1 times

Harrysa 1 year, 7 months ago
B is a problem why is this even being mentioned as an answer? honestly
upvoted 1 times

bigpete975 1 year, 7 months ago
C is correct.
upvoted 1 times

Fijiindio 2 years, 10 months ago
c is the answer
upvoted 3 times

katkatkat 2 years, 11 months ago
It's C. A known error is defined as a problem that has been analyzed but not resolved
upvoted 3 times

OmLeTzBooM 2 years, 11 months ago

C is the answer
upvoted 6 times

mrvitamilks 3 years ago
i think b
upvoted 1 times

chmielo 2 years, 12 months ago
B is a definition of a problem. C is a known error
upvoted 8 times

KidCastaldo 2 years, 9 months ago
NOT B. Clearly everyone else here agrees with correct answer "C" Known Error
upvoted 2 times

Apurv_AU 2 years, 5 months ago
Yes, i.e. why when you log a Problem Record as next step you also log a Known Error Record in KEDB until issue is not resolved so that if such incidents occur the SD can look up KEDB and deploy recommended workaround for the Known Error

Hope that explains better
upvoted 1 times

Question #79 *Topic 1*

Which guiding principle is PRIMARILY concerned with end-to-end service delivery?

A. Focus on value

B. Think and work holistically

C. Optimize and automate

D. Collaborate and promote visibility

Correct Answer: *B*

Community vote distribution

B (100%)

Lycosa 1 week, 5 days ago
Selected Answer: B
Correct. It requires end-to-end visibility into how demand is captured and translated into results.
upvoted 1 times

chunrix 4 months, 3 weeks ago
B.
4.3.5
Taking a holistic approach to service management includes establishing an understanding of how all the parts of an organization work together in an integrated way. It requires end-to-end visibility of how demand is captured and translated into outcomes. In a complex system, the alteration of one element can impact others and, where possible, these impacts need to be identified, analysed and planned for.
upvoted 3 times

IELOPES 8 months ago
Correct. It requires end-to-end visibility into how demand is captured and translated into results.
upvoted 1 times

Chazery 10 months, 3 weeks ago
Correct, it requires end to end visibility of how demand is captured n translated into outcomes
upvoted 2 times

Question #80 *Topic 1*

What are typically recognized through notifications created by an IT service, CI or monitoring tool?

A. Incidents

B. Problems

C. Events

D. Requests

Correct Answer: *C*

Community vote distribution

C (100%)

MarcusWG86 Highly Voted 5 months, 1 week ago

5.2.7 Monitoring and event management
Definition: Event
Any change of state that has significance for the management of a service or other configuration item (CI). Events are typically recognized through notifications created by an IT service, CI, or monitoring tool.

upvoted 5 times

certgreed Most Recent 1 year, 4 months ago

Selected Answer: C

correct answer is C

upvoted 3 times

lzlu 1 year, 4 months ago

C - Evento

upvoted 3 times

bigpete975 1 year, 7 months ago

C is correct.

upvoted 3 times

Question #81 *Topic 1*

Which dimension considers data security and privacy?

A. Organizations and people

B. Information and technology

C. Partners and suppliers

D. Value streams and processes

Correct Answer: *B*

Community vote distribution

B (100%)

MarcusWG86 5 months, 1 week ago

3.2 Information and technology
Other industries or countries may have regulations that impose constraints on the collection and management of data of multinational corporations. For example, in the US the Health Insurance Portability and Accountability Act of 1996 provides data privacy and security provisions for safeguarding medical information.

upvoted 1 times

a_chernev 8 months, 3 weeks ago

Selected Answer: B

B is correct

upvoted 2 times

heerowiind 11 months, 2 weeks ago

Selected Answer: B

B is correct

upvoted 1 times

certgreed 1 year, 4 months ago

Selected Answer: B

correct answer is B

upvoted 1 times

bigpete975 1 year, 7 months ago

B is correct.

upvoted 1 times

Question #82 *Topic 1*

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

A. Service management

B. Warranty

C. Cost

D. Utility

Correct Answer: *B*

Community vote distribution

B (100%)

babati Highly Voted 2 years, 7 months ago
Warranty answers 'how the service performs' or whether a service is 'fit for use'. Warranty often relates to service levels aligned with the needs of service consumers, such as availability, capacity, security, and continuity.
upvoted 15 times

Fund81 Most Recent 6 months, 4 weeks ago
Under 2.5.4, Warranty often relates to service levels aligned with the needs of service consumers.
upvoted 2 times

CazGotcha 7 months, 1 week ago
Selected Answer: B
Ref: 2.5.4
Warranty often relates to service levels aligned with the needs of service consumers. This may be based on a formal agreement, or it may be a marketing message or brand image.
upvoted 1 times

a_chernev 8 months, 3 weeks ago
Selected Answer: B
B is correct
upvoted 1 times

certgreed 1 year, 4 months ago
Selected Answer: B
correct answer is B
upvoted 1 times

bigpete975 1 year, 7 months ago
B is correct.
upvoted 1 times

9ks2k 2 years, 5 months ago
B is correct - "needs of service consumers"
upvoted 1 times

xoyar93528 2 years, 7 months ago
Correct Answer is A
upvoted 2 times

jim85 2 years, 7 months ago
B is correct: https://www.bmc.com/blogs/itil-key-concepts-service-management/
upvoted 5 times

Concordant 1 year, 5 months ago
Both answers are valid responses.
upvoted 1 times

Question #83 *Topic 1*

Which directly assists with the diagnosis and resolution of simple incidents?

A. Scripts for collecting user information

B. Use of shift working patterns

C. Fulfilment of service requests

D. Creation of a temporary team

Correct Answer: *A*

Community vote distribution

A (100%)

CazGotcha Highly Voted 7 months, 1 week ago

Selected Answer: A

Ref 5.2.5

There may be scripts for collecting information from users during initial contact, and this may lead directly to diagnosis and resolution of simple incidents.

upvoted 5 times

jeham44032 Most Recent 5 months, 3 weeks ago

Isn't it B?

upvoted 1 times

jeham44032 5 months, 3 weeks ago

Working patterns are like Knowledge Articles right?

upvoted 1 times

certgreed 1 year, 4 months ago

Selected Answer: A

correct answer is A

upvoted 2 times

bigpete975 1 year, 7 months ago

A is correct.

upvoted 1 times

makowskim3 2 years ago

Is it correct?

upvoted 1 times

Bakayalo 1 year, 10 months ago

I m not sure whether A is right or else but B,C & D are definitely not fit the requirement

upvoted 2 times

Question #84 *Topic 1*

What are guiding principles?

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

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

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

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

Correct Answer: *D*

Community vote distribution

D (100%)

SandyIndia Highly Voted 2 years ago

A. A set of interconnected activities that help an organization deliver a valuable service
Service Value Chain
B. A description of one or more services that help address the needs of a target consumer group
service offering
C. A set of specialized organizational capabilities for enabling value for customers
Service management
D. Recommendations that help an organization when adopting a service management approach
Guiding Principles

upvoted 34 times

MD2022abcd Most Recent 6 months, 3 weeks ago

Answer is D

upvoted 1 times

Concordant 1 year, 5 months ago

All of the answers provide some form of value to a company. There is no right answer to this question. Just varying degrees of appropriateness.

upvoted 1 times

tundekakaaki 8 months ago

Answer is D though.. definition wise

upvoted 1 times

certgreed 1 year, 6 months ago

Selected Answer: D

correct answer is D

upvoted 1 times

bigpete975 1 year, 7 months ago

D is correct.

upvoted 1 times

meneyn 2 years, 1 month ago

I would say D is correct (deducting from the phrase below):
A guiding principle is a recommendation that guides an organization in all circumstances, regardless of changes in its goals, strategies, type of work, or management structure. A guiding principle is universal and enduring.

upvoted 3 times

Zhubajie 2 years, 3 months ago

Is D the correct answer?

upvoted 2 times

makowskim3 2 years ago

Yes, D is correct.

upvoted 3 times

Question #85 *Topic 1*

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

Correct Answer: *B*

Community vote distribution

A (81%) B (19%)

R1_SH Highly Voted 2 years, 4 months ago

A is correct
When designing or improving service management, it is better to start with an uncomplicated approach and then carefully add controls, activities, or metrics when it is seen that they are truly needed.

upvoted 26 times

PaulG26 Highly Voted 9 months, 3 weeks ago

Selected Answer: B

Keep it simple and practical
If a process, service, action or metric fails to provide value or produce a useful outcome, eliminate it. In a process or procedure, use the minimum number of steps necessary to accomplish the objective(s). Always use outcome-based thinking to produce practical solutions that deliver results.

upvoted 5 times

celomomo Most Recent 1 day, 12 hours ago

Selected Answer: A

A. Only add controls and metrics when they are needed.

This approach aligns with the principle of avoiding unnecessary complexity and focusing on practicality in designing controls and metrics that provide meaningful value to the organization and its processes.

upvoted 1 times

Traktark 1 month, 2 weeks ago

Selected Answer: A

The correct approach when applying the guiding principle 'keep it simple and practical' is A. Only add controls and metrics when they are needed.

The guiding principle 'keep it simple and practical' emphasizes the importance of avoiding unnecessary complexity and focusing on practical solutions. When applying this principle, it is recommended to only introduce controls and metrics that are necessary and directly contribute to the desired outcomes or objectives.

Option A states that controls and metrics should only be added when they are needed. This approach aligns with the principle by promoting simplicity and avoiding the addition of unnecessary elements. By carefully considering the need for controls and metrics, organizations can avoid excessive complexity and streamline their processes.

Option B suggests designing controls and metrics first and then removing those that do not add value. While it may seem logical to design everything upfront and then remove unnecessary elements, this approach can lead to over-engineering and unnecessary complexity.

upvoted 2 times

Prasadmehta 4 months, 2 weeks ago

A is Correct

upvoted 1 times

zanie4 4 months, 4 weeks ago

Selected Answer: A

The correct approach when applying the guiding principle "keep it simple and practical" in ITIL 4 is A. Only add controls and metrics when they are needed. This principle emphasizes the importance of avoiding unnecessary complexity and bureaucracy in processes and procedures. Therefore, it is essential to only add controls and metrics when they are necessary and add value to the service management processes. This approach ensures that the organization does not waste resources, time, and effort on unnecessary controls or metrics that do not contribute to achieving business objectives.

upvoted 2 times

BestRK 5 months, 1 week ago

A. The correct approach when applying the guiding principle 'keep it simple and practical' is to only add controls and metrics when they are needed. The principle emphasizes the importance of simplicity and practicality in service management, and encourages organizations to avoid unnecessary complexity or bureaucracy. By only adding controls and metrics when they are needed, organizations can avoid wasting resources on unnecessary activities, and can focus on delivering value to their customers. This approach allows organizations to maintain a lean and agile approach to service management, which is essential for delivering value in today's fast-paced business environment.

upvoted 1 times

TheMasta 5 months, 3 weeks ago

Selected Answer: A

A makes sense

upvoted 1 times

RhinoSauvage 7 months ago

Selected Answer: A

Add metrics ONLY if necessary

upvoted 1 times

Manix 9 months, 3 weeks ago

Selected Answer: A

"It is better to start with an uncomplicated approach and then carefully add controls, activities, or metrics when it is seen that they are truly needed." Ref 4.3.6.1

upvoted 2 times

Shank003 10 months ago

Selected Answer: A

A is correct.

upvoted 1 times

summy12 10 months, 1 week ago

A is the correct answer for applying the guiding principle

upvoted 1 times

CK_ 10 months, 1 week ago

Selected Answer: A

should be A

upvoted 1 times

heerowiind 11 months, 2 weeks ago

Selected Answer: A

A is correct

upvoted 1 times

Sacriestory 1 year, 2 months ago

Selected Answer: A

"It is better to start with an uncomplicated approach and then carefully add controls, activities, or metrics when it is seen that they are truly needed." Ref 4.3.6.1

upvoted 3 times

jj0097 1 year, 2 months ago

Selected Answer: A

A is good

upvoted 1 times

DChilds 1 year, 4 months ago

Selected Answer: A

A is correct.

upvoted 1 times

Question #86 *Topic 1*

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

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

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

Correct Answer: *B*

Community vote distribution

B (100%)

meneyn Highly Voted 2 years, 1 month ago

Confirm B. ITIL 4:
The purpose of problem management is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors.

upvoted 7 times

heerowiind Most Recent 11 months, 2 weeks ago

Selected Answer: B

A. To protect the information needed by the organization to conduct its business = information security
B. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors = problem management
C. To align the organization's practices and services with changing business needs through the ongoing identification and improvement of services = continual improvement
D. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible = incident

upvoted 2 times

cleonleon 12 months ago

B Is correct

upvoted 1 times

APAmalaysia 1 year ago

Answer is B
problem management
The purpose of the problem management practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors.

upvoted 1 times

certgreed 1 year, 6 months ago

Selected Answer: B

correct answer is B

upvoted 1 times

bigpete975 1 year, 7 months ago

B is correct.

upvoted 1 times

Question #87 *Topic 1*

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

Correct Answer: *D*

MarcusWG86 5 months, 1 week ago

5.2.14 Service desk
The purpose of the service desk practice is to capture demand for incident resolution and service requests. It should also be the entry point and single point of contact for the service provider with all of its users.

upvoted 2 times

bigpete975 1 year, 7 months ago

D is correct.

upvoted 2 times

Question #88 *Topic 1*

Which is a purpose of release management?

A. To protect the organization's information

B. To handle user-initiated service requests

C. To make new and changed services available for use

D. To move hardware and software to live environments

Correct Answer: *C*

Community vote distribution

C (100%)

Pinha Highly Voted 1 year, 3 months ago

Selected Answer: C

A. To protect the organization's information --> Information Security Management
B. To handle user-initiated service requests --> Service Request Management
C. To make new and changed services available for use --> Release Management
D. To move hardware and software to live environments --> Deployment Management

upvoted 12 times

heerowiind Most Recent 11 months, 2 weeks ago

Selected Answer: C

Correct answer is C

upvoted 1 times

bigpete975 1 year, 7 months ago

C is correct.

upvoted 1 times

Question #89

Topic 1

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

Correct Answer: *C*

APAmalaysia Highly Voted 11 months, 2 weeks ago

Answer C:
Progress iteratively with feedback: Resist the temptation to do everything at once. Even huge initiatives must be accomplished iteratively. By organizing work into smaller, manageable sections that can be executed and completed in a timely manner, the focus on each effort will be sharper and easier to maintain.

upvoted 7 times

bigpete975 Most Recent 1 year, 7 months ago

C is correct.

upvoted 1 times

RylandN 1 year, 10 months ago

C is correct

upvoted 1 times

Question #90

Topic 1

Which guiding principle considers customer and user experience?

A. Collaborate and promote visibility

B. Focus on value

C. Start where you are

D. Keep it simple and practical

Correct Answer: *B*

PKTK 5 months, 2 weeks ago

The focus on value principle encompasses many perspectives, including the experience of customers and users.

upvoted 2 times

bigpete975 1 year, 7 months ago

B is correct.

upvoted 2 times

Question #91 *Topic 1*

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 fully tested and fully documented prior to implementation

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

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

Correct Answer: *D*

mo_yas Highly Voted 2 years, 11 months ago
D is correct
Standard changes are pre authorized
upvoted 7 times

MarcusWG86 Most Recent 5 months, 1 week ago
5.2.4 Change enablement
Emergency changes These are changes that must be implemented as soon as possible; for example, to resolve an incident or implement a security patch. Emergency changes are not typically included in a change schedule, and the process for assessment and authorization is expedited to ensure they can be implemented quickly.
upvoted 4 times

RaphaelC 6 months, 1 week ago
The correct answer is C
upvoted 1 times

bigpete975 1 year, 7 months ago
D is correct.
upvoted 1 times

KidCastaldo 2 years, 9 months ago
Given answer is correct. "D" is correct.
upvoted 2 times

shadex 2 years, 11 months ago
D is correct
upvoted 3 times

OmLeTzBooM 2 years, 11 months ago
C is the answer
upvoted 1 times

TcanCmon 2 years, 10 months ago
That is normal change
upvoted 7 times

Question #92 *Topic 1*

Which is a key activity carried out in the 'did we get there?' step of the 'continual improvement' model?

A. Define measurable targets

B. Perform baseline assessments

C. Execute improvement actions

D. Evaluate measurements and metrics

Correct Answer: *D*

Community vote distribution

D (100%)

heerowiind Highly Voted 11 months, 2 weeks ago

Selected Answer: D

4.6 continual improvement
did we get there? = evaluate metrics and KPIs

upvoted 5 times

Traktark Most Recent 1 month, 2 weeks ago

Selected Answer: D

The correct answer is D. Evaluate measurements and metrics.

In the "did we get there?" step of the continual improvement model, the key activity is to evaluate measurements and metrics. This involves assessing the data collected during the improvement initiative to determine if the desired outcomes and targets have been achieved. The evaluation of measurements and metrics helps to gauge the success of the improvement actions and provides insights into the effectiveness of the changes implemented.

The continual improvement model is a structured approach to driving improvement in an organization. It consists of several steps, including:

What is the vision?
Where are we now?
Where do we want to be?
How do we get there?
Did we get there?
How do we keep the momentum going?

upvoted 1 times

Question #93 *Topic 1*

What can a service remove from the consumer and impose on the consumer?

A. Utility

B. Asset

C. Cost

D. Outcome

Correct Answer: *C*

Community vote distribution

C (100%)

aldacumaph Highly Voted 2 years ago

From the service consumer's perspective, there are two types of costs involved in the service relationship
○ Cost removed from the consumer by the service (part of the value proposition). This may include costs of staff, technology, and other resources, which the consumer does not need to provide
Cost imposed on the consumer by the service (the cost of service consumption). The total cost consuming a. service includes the price charged by the service provider (if applicable), plus other costs such as staff training, costs of network utilization, procurement, etc. Some consumers describe this as what they have to "invest" to consume the service

upvoted 8 times

cleonleon Most Recent 12 months ago

C is correct

upvoted 1 times

certgreed 1 year, 6 months ago

Selected Answer: C

correct answer is C

upvoted 1 times

bigpete975 1 year, 7 months ago

C is correct.

upvoted 1 times

RZ71 2 years, 6 months ago

Answer is C. See 2.5.2.

upvoted 4 times

feed_cat 2 years, 6 months ago

can someone tell me why C is correct?
i can only find description o Utility - Utility: The functionality offered by a product or service to meet a particular need. Utility can be summarized as 'what the service does' and can be used to determine whether a service is 'fit for purpose'. To have utility, a service must either support the performance of the consumer or remove constraints from the consumer. Many services do both.

upvoted 2 times

Apurv_AU 2 years, 5 months ago

Just go by logic reading the question: A service delivered by a customer: as part of CSI can remove 'Costs' by automating (for e.g) and can impose 'Costs' by let's say recommending to monitor some additional components in customer environments which weren't monitored earlier but by buying additional license for monitoring tool (Imposing cost) can deliver value and more efficient service.

Hope that helps

upvoted 5 times

Apurv_AU 2 years, 5 months ago

to a customer *

upvoted 1 times

Question #94 *Topic 1*

What does 'change enablement' PRIMARILY focus on?

A. Changes to service levels

B. Changes to products and services

C. Changes to organizational structure

D. Changes to skills and competencies

Correct Answer: *B*

MarcusWG86 5 months, 1 week ago

5.2.4 Change enablement
It is important to distinguish change enablement from organizational change management. Organizational change management manages the people aspects of changes to ensure that improvements and organizational transformation initiatives are implemented successfully. Change enablement is usually focused on changes in products and services.

upvoted 3 times

bigpete975 1 year, 7 months ago

B is correct.

upvoted 2 times

daekum 1 year, 5 months ago

Yes B is correct and The purpose of the change enablement practice is to maximize the number of successful IT changes by ensuring that risks have been properly assessed, authorizing changes to proceed, and managing the change schedule... Change enablement usually focuses on changes in products and services. https://www.bmc.com/blogs/itil-change-enablement/

upvoted 3 times

Question #95 *Topic 1*

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

Correct Answer: *B*

Community vote distribution

B (80%) C (20%)

chmielo Highly Voted 2 years, 12 months ago
B is the right answer
upvoted 22 times

Chofo Highly Voted 2 years, 12 months ago
Answer is B
upvoted 12 times

Jgrand Most Recent 9 months, 1 week ago
B .... C is an incident
upvoted 1 times

guglielmo3 1 year ago
Selected Answer: C
feedback and compliments are detail of service request , but you not open a service request for that
upvoted 2 times

Leintje 9 months, 2 weeks ago
ref 5.2.16 Service request management.
"Service requests are a normal part of service delivery and are not a failure or degradation of service, which are handled as incidents. ... Service requests may include various activities, like routine service delivery actions, requests for information, requests for provision of a resource or service, requests for acces to a resource or service, feedback, compliments and complaints.
upvoted 8 times

Pinha 1 year, 3 months ago
Selected Answer: B
Service requests are a normal part of service delivery and are not a failure or degradation of service. Feedbacks, compliments and complaints are activities of service requests.
upvoted 4 times

shardas 1 year, 5 months ago
cambien la respuesta que esta mal definida
upvoted 1 times

Frameff 1 year, 5 months ago
Selected Answer: B
Each service request may include one or more of the following:...feedback, compliments and complaints (for example, complaints about a new interface or compliments to a support team)
upvoted 3 times

Adislaw 1 year, 6 months ago
Selected Answer: B
looks like B
upvoted 1 times

bigpete975 1 year, 7 months ago
B is correct.
upvoted 1 times

bgfrayman 1 year, 9 months ago
B -> correct, because that could be anything except incident. When you need IT but nothing is broken, that is a Service Request, also as compliments/compliments
C -> failure of a.... that is an incident

upvoted 3 times

aldacumaph 2 years ago

--> B

SR handles escalations, compliments and feedback
Incidents for failure, interuption or degredation of IT service

upvoted 1 times

SandyIndia 2 years ago

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

upvoted 8 times

petercorn 2 years, 1 month ago

5.2.16 Service request management
feedback, compliments, and complaints (for example, complaints about a new interface or compliments to a support team).

upvoted 1 times

TestTakerSuccessful 2 years, 5 months ago

but how can a compliment be treated as service request. there is nothing to fix about it.

upvoted 1 times

skayyal 2 years, 6 months ago

C is totally wrong, B is correct

upvoted 1 times

pribeiro 2 years, 7 months ago

Yes. B is the correct answer

upvoted 1 times

mnj18 2 years, 7 months ago

B is correct

upvoted 1 times

Question #96 *Topic 1*

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

A. Using individual metrics that relate to the service catalogue

B. Using bundled metrics to relate performance to outcomes

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

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

Correct Answer: *B*

Community vote distribution

B (100%)

Traktark 1 month, 2 weeks ago

Selected Answer: B

The correct answer is: B. Using bundled metrics to relate performance to outcomes.

Explanation: A successful service level agreement (SLA) should include bundled metrics that provide a holistic view of service performance and relate to the desired outcomes of the service. Bundled metrics consider multiple aspects of service delivery and measure performance in terms of the value and results achieved, rather than focusing solely on individual metrics or single-system-based metrics. By using bundled metrics, the SLA can capture the overall performance and effectiveness of the service in meeting the agreed-upon objectives and outcomes. This approach ensures that the SLA reflects the true value and impact of the service from the perspective of the customer or service consumer.

upvoted 1 times

Frameff 1 year, 5 months ago

Selected Answer: B

SLA should relate to defined outcomes and not simply operational metrics.

upvoted 3 times

bigpete975 1 year, 7 months ago

B is correct.

upvoted 2 times

aldacumaph 2 years ago

SLA should be bundled with operational metrics and outcome (eg CX or BOI)

upvoted 3 times

KidCastaldo 2 years, 9 months ago

I agree...
5.2.15.1 Service level agreements
Some of the key requirements for successful SLAs include:
• 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.

upvoted 4 times

Question #97 *Topic 1*

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

Correct Answer: *D*

Community vote distribution

D (100%)

SandyIndia Highly Voted 2 years ago

A. Using artificial intelligence.
Information & Technology.
B. Defining controls and procedures.
Value Streams & Processes.
C. Using formal roles and responsibilities.
Organizations & People.
D. Working with an integrator to manage relationships.
Partners & Suppliers.

upvoted 33 times

Traktark Most Recent 1 month, 2 weeks ago

Selected Answer: D

The correct answer is: D. Working with an integrator to manage relationships.

Explanation: The 'partners and suppliers' dimension of service management focuses on establishing and managing relationships with external entities, such as partners and suppliers, to support the delivery of services. This dimension involves collaborating with external organizations to ensure effective integration, coordination, and cooperation in delivering value to customers. Working with an integrator to manage relationships is a key aspect of this dimension, as it involves establishing a strategic partnership or engaging with a third-party entity that can help manage the relationships with various partners and suppliers. This helps ensure that the organization can effectively leverage external capabilities and resources to deliver high-quality services to its customers.

upvoted 1 times

BD12 1 month, 3 weeks ago

A. Utilisation de l'intelligence artificielle. Informatique. B. Définir les contrôles et les procédures. Chaînes de valeur et processus. C. Utiliser des rôles et des responsabilités formels. Organisations et personnes. D. Travailler avec un intégrateur pour gérer les relations. Partenaires & Fournisseurs.

upvoted 1 times

MarcusWG86 5 months, 1 week ago

3.3 Partners and suppliers
One method an organization may use to address the partners and suppliers dimension is service integration and management. This involves the use of a specially established integrator to ensure that service relationships are properly coordinated. Service integration and management may be kept within the organization, but can also be delegated to a trusted partner.

upvoted 3 times

bigpete975 1 year, 7 months ago

D is correct.

upvoted 2 times

Question #98 *Topic 1*

Which practice recommends using tools for collaboration and the automated matching of symptoms?

A. Problem management

B. Service level management

C. Incident management

D. Service request management

Correct Answer: *C*

hbtri2009 Highly Voted 2 years, 8 months ago
Modern IT service management tools can provide automated matching of incidents to other incidents, problems, or known errors, and can even provide intelligent analysis of incident data to generate recommendations for helping with future incidents.
upvoted 13 times

FA_ 2 years, 2 months ago
Agreed
upvoted 1 times

MD2022abcd Highly Voted 6 months, 3 weeks ago
answer c:
5.2.5 - Incident management
Modern IT service management tools can provide automated matching of incidents to other incidents, problems, or known errors, and can even provide intelligent analysis of incident data to generate recommendations for helping with future incidents.
upvoted 5 times

bigpete975 Most Recent 1 year, 7 months ago
C is correct.
upvoted 2 times

RedCloud 2 years, 8 months ago
UCertify material also contains this under incident management
"There may also be a need for good collaboration tools so that people working on an incident can collaborate effectively."
upvoted 2 times

Question #99 *Topic 1*

Which practice would help a user gain access to an application that they need to use?

A. Service configuration management

B. Change enablement

C. Service request management

D. Service level management

Correct Answer: *C*

Community vote distribution

C (82%) B (18%)

samit3011 Highly Voted 3 years, 1 month ago

Gaining access should be required a service request therefore service request management is right answer.

upvoted 54 times

EwoudXD Highly Voted 3 years ago

agreed with Samit3011

upvoted 9 times

Traktark Most Recent 1 month, 2 weeks ago

Selected Answer: C

The correct answer is: C. Service request management.

Explanation: Service request management is the practice that focuses on handling user requests for access to services, information, or specific actions. It provides a standardized and efficient process for users to submit their requests and ensures that the appropriate actions are taken to fulfill those requests. In the given scenario, if a user needs access to an application, they can submit a service request through the service request management process. The request will then be evaluated, authorized, and fulfilled according to the established procedures and controls.

upvoted 1 times

dufad 10 months, 3 weeks ago

C is the right answer

upvoted 1 times

Mario00000 11 months, 1 week ago

Correct C.

upvoted 1 times

fabulous_success 11 months, 3 weeks ago

The answer is C

upvoted 1 times

Crazy_mig 11 months, 3 weeks ago

Gaining access will need service request

upvoted 1 times

jsingh26 1 year, 1 month ago

Selected Answer: C

Gaining access to an application, a user submits a ticket first, therefore, the answer should be C

upvoted 1 times

jj0097 1 year, 2 months ago

Selected Answer: C

Obviously it's C

upvoted 2 times

[Removed] 1 year, 2 months ago

Selected Answer: B

After the request is submitted, service request management will eventually submit a standard change request to change enablement (CCB). So providing the access is really up to change enablement. If the CCB evaluates and finally approves, the access is provided to the requester. If the CCB think it's too risky they can disapprove and no access is provided. So, it's really up to the Change enablement practice, not Service request management

upvoted 2 times

ktmkamran 1 year, 1 month ago

I think the question is incorrect, because the question is which service would "help" a user get access, and then it is C- Service Request Mgmt. If the question was which service is responsible for granting access to users, B would be acceptable.

Therefore, the current question is misleading.

upvoted 3 times

[Removed] 1 year, 2 months ago

After the request is submitted, service request management will eventually submit a standard change request to the change enablement (CCB). So providing the access is really up to change enablement. If CCB evaluates and finally approves, the access is provided if they think it's too risky they can disapprove and no access is provided. So, it's really up to the Change enablement practive not Service request management

upvoted 1 times

chelvamc 1 year, 4 months ago

Selected Answer: C

C is the answer

upvoted 1 times

velrisan 1 year, 4 months ago

Selected Answer: C

C is the answer

upvoted 1 times

NiravPatel 1 year, 5 months ago

Selected Answer: C

C is the right answer

upvoted 1 times

Concordant 1 year, 5 months ago

C is correct.

upvoted 1 times

thotieboy 1 year, 6 months ago

Access a defined request, it should be C

upvoted 2 times

Lilart 1 year, 6 months ago

Selected Answer: C

C should be the right answer.

upvoted 1 times

Question #100 *Topic 1*

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

A. Service level agreements

B. Inputs, outputs and triggers

C. Opportunity, demand and value

D. Service desk

Correct Answer: *B*

Community vote distribution

hobokabobo Highly Voted 3 years, 1 month ago

B. Input, Outputs and triggers: "Each activity transforms inputs into outputs." "Each activity receiving and providing triggers for further action."(Key Message)
C: doesn't make any sense.

upvoted 45 times

Yessir Highly Voted 2 years, 6 months ago

But the question is about the service value chain, not the service value system. The SVS has opportunity, demand, and value. The chain has inputs, outputs, and triggers.

upvoted 23 times

celomomo Most Recent 1 day, 12 hours ago

Selected Answer: B

Inputs, outputs, and triggers are indeed the elements used to link activities within the service value chain. They provide a structured way to understand the dependencies and interactions between various activities, ensuring the seamless flow of work and value creation.

upvoted 1 times

CaptainPirate 4 months, 2 weeks ago

SVC not SVS

upvoted 1 times

antcruz 5 months, 2 weeks ago

B is the right answer: These activities represent the steps an organization takes in the creation ofvalue. Each activity transforms inputs into outputs. These inputs can be
demand from outside the value chain or outputs of other activities. All the
activities are interconnected, with each activity receiving and providing
triggers for further action.

upvoted 2 times

Traktark 6 months, 1 week ago

Selected Answer: B

The correct answer is B. Inputs, outputs, and triggers. In ITIL, the service value chain is a series of interdependent activities that work together to deliver value to customers. Inputs, outputs, and triggers are used to link activities within the service value chain and ensure that each activity flows smoothly into the next. Inputs provide the necessary information and resources for an activity, outputs are the results of the activity, and triggers are events that initiate or terminate an activity. Service level agreements, opportunity, demand, and value, and the service desk are all important components of IT service management, but they are not used to link activities within the service value chain.

upvoted 2 times

MD2022abcd 6 months, 3 weeks ago

B i think

upvoted 1 times

Fund81 6 months, 3 weeks ago

B.
Under 4.5, These activities represent the steps an organization takes in the creation of value. Each activity transforms inputs into outputs. These inputs can be demand from outside the value chain or outputs of other activities. All the activities are interconnected, with each activity receiving and providing triggers for further action.

upvoted 1 times

ahmad90sy 7 months ago

Selected Answer: B

So many wrong answers. How could it be more clear...
Key message
The six value chain activities are:

• plan
• improve
• engage
• design and transition
• obtain/build
• deliver and support.
These activities represent the steps an organization takes in the creation of value. Each activity transforms INPUTS into OUTPUTS. These inputs can be demand from outside the value chain or outputs of other activities. All the activities are interconnected, with each activity receiving and providing TRIGGERS for further action.

upvoted 4 times

ahmad90sy 7 months ago

Selected Answer: B

nput, Outputs and triggers: "Each activity transforms inputs into outputs." "Each activity receiving and providing triggers for further action."(Key Message)
C: doesn't make any sens

upvoted 1 times

Djuggernaut 7 months ago

B for sure!

upvoted 1 times

JLOx 8 months ago

Selected Answer: B

I'll go with B

upvoted 2 times

dxutl 8 months, 3 weeks ago

Selected Answer: B

B is the only possible answer as C describes SVS components, which are not 'within SVC'...

upvoted 1 times

Shahnewaz31 8 months, 3 weeks ago

Selected Answer: B

Service Value Chain activity contributes to the value chain by transforming specific inputs into outputs.

upvoted 1 times

moykin 9 months, 3 weeks ago

B. Opportunity, demand and value are OUT of the System Value Chain, and the question contains 'within' the Value Chain

upvoted 2 times

Manix 9 months, 3 weeks ago

Selected Answer: B

page 58: Each activity transforms inputs into outputs... Each activity receiving and providing triggers for other further actions.

upvoted 1 times

Manix 10 months ago

Selected Answer: B

activity convert input into output.activity mus te triggered.

upvoted 1 times

Question #101 *Topic 1*

Which two practices use workarounds?

A. Change enablement and continual improvement

B. Change enablement and problem management

C. Problem management and incident management

D. Incident management and continual improvement

Correct Answer: *C*

Community vote distribution

C (100%)

certgreed 1 year, 4 months ago

Selected Answer: C

correct answer is C

upvoted 2 times

bigpete975 1 year, 7 months ago

C is correct.

upvoted 1 times

makowskim3 2 years ago

C is correct.

upvoted 2 times

Question #102 *Topic 1*

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

A. Meeting stakeholder expectations for time to market

B. Understanding the organization's service vision

C. Understanding stakeholder needs

D. Providing services to agreed specifications

Correct Answer: *D*

Community vote distribution

D (100%)

SandyIndia Highly Voted 2 years ago

A. Meeting stakeholder expectations for time to market.
Design and Transition.
B. Understanding the organizationâ€™s service vision.
Plan.
C. Understanding stakeholder needs.
Engage.
D. Providing services to agreed specifications.
Deliver and Support.

upvoted 17 times

R1_SH Highly Voted 2 years, 4 months ago

D is correct
Design and Transition: The purpose of the design and transition value chain activity is to ensure that products and services continually meet stakeholder expectations for quality, costs, and time to market.
Deliver and support: The purpose of the deliver and support value chain activity is to ensure that services are delivered and supported according to agreed specifications and stakeholders' expectations.

upvoted 13 times

Fund81 Most Recent 6 months, 3 weeks ago

Under 4.5.6, The purpose of the deliver and support value chain activity is to ensure that services are delivered and supported according to agreed specifications and stakeholders' expectations.

upvoted 1 times

yukilee 1 year, 4 months ago

Selected Answer: D

D for sure

upvoted 1 times

certgreed 1 year, 4 months ago

Selected Answer: D

correct answer is D

upvoted 1 times

Concordant 1 year, 5 months ago

D is the correct answer.

upvoted 1 times

DChilds 1 year, 6 months ago

Selected Answer: D

Deliver and Support
Purpose To ensure that services are delivered and supported according to agreed specifications and stakeholders' expectations.

Source: https://www.bmc.com/blogs/itil-service-value-chain/

upvoted 2 times

andy_99 1 year, 7 months ago

Selected Answer: D

The purpose of the deliver and support value chain activity is to ensure that services are delivered and supported according to agreed specifications and stakeholders' expectations.

upvoted 1 times

bigpete975 1 year, 7 months ago

D is correct.

upvoted 1 times

Yokota 1 year, 8 months ago

Selected Answer: D

Providing services to agreed specifications. --> Deliver and Support

upvoted 1 times

dadageer 2 years ago

correct answer is D

upvoted 1 times

aldacumaph 2 years ago

--> D. deliver and support

A. Meeting stakeholder expectations for time to market. --> Design and Transition.
B. Understanding the organizationλ€™s service vision. --> Plan.
C. Understanding stakeholder needs. --> Engage.
D. Providing services to agreed specifications. --> Deliver and Support.

upvoted 3 times

PedroDon 2 years, 1 month ago

Correct answer is D: Purpose To ensure that services are delivered and supported according to agreed specifications and stakeholders' expectations.
https://www.bmc.com/blogs/itil-service-value-chain/

upvoted 3 times

viperrabbit 2 years, 2 months ago

Answer should be D

upvoted 2 times

RdenB 2 years, 2 months ago

The "time to mrket"is part of the "design and transition" activity and therefore confusing here.

upvoted 1 times

mikilik 2 years, 4 months ago

D is correct:
The purpose of the deliver and support value chain activity is to ensure that services are delivered and supported according to agreed specifications and stakeholders' expectations

upvoted 5 times

Question #103 *Topic 1*

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

Correct Answer: *B*

Community vote distribution

B (100%)

aldacumaph Highly Voted 2 years ago

Service value system are
1. Guiding principles
2. Governance
3. Service value chain
4. Practices
5. Continual improvement

upvoted 11 times

Fund81 Most Recent 6 months, 3 weeks ago

Under 1.3.1, The core components of the ITIL SVS are:
• the ITIL service value chain
• the ITIL practices
• the ITIL guiding principles
• governance
• continual improvement.

upvoted 2 times

PHD_CHENG 1 year ago

Selected Answer: B

This is ITIL definition

upvoted 2 times

certgreed 1 year, 6 months ago

Selected Answer: B

correct answer is B

upvoted 2 times

bigpete975 1 year, 7 months ago

B is correct.

upvoted 2 times

Question #104 *Topic 1*

What is an incident?

A. The planned removal of an item that might affect a service

B. A result enabled by one or more outputs

C. A possible future event that could cause harm

D. A service interruption resolved by the use of self-help tools

Correct Answer: *D*

Community vote distribution

D (100%)

hobokabobo Highly Voted 3 years, 1 month ago

Incident is D, am interrution. (C is a risk and not an incident)

upvoted 29 times

MrTargaryen 1 month, 3 weeks ago

Agreed

upvoted 1 times

nerv Highly Voted 2 years, 10 months ago

quote from official book:

Some incidents will be resolved by the users themselves, using self-help. Use of specific self-help records should be captured for use in measurement and improvement activities.

D

upvoted 19 times

Traktark Most Recent 1 month, 2 weeks ago

Selected Answer: D

An incident is a service interruption resolved by the use of self-help tools (Option D). In the context of IT service management, an incident refers to any unplanned event or interruption that causes or may cause a disruption to a service. It could be an unexpected system failure, software error, network outage, or any other event that impacts the normal functioning of a service. Incidents are typically reported by users or detected through monitoring systems. The primary objective of incident management is to restore normal service operation as quickly as possible, minimizing the impact on users and the business. Self-help tools, such as knowledge bases or automated troubleshooting guides, are often utilized to assist users in resolving incidents without the need for direct intervention from support staff.

upvoted 1 times

Fund81 6 months, 3 weeks ago

D

Under 5.2.5, Some incidents will be resolved by the users themselves, using self-help.

upvoted 2 times

_Juliemol13 7 months, 1 week ago

Selected Answer: D

Some incidents will be resolved by the users themselves, using self-help >> https://www.bmc.com/blogs/itil-incident-management/

upvoted 1 times

fabulous_success 11 months, 3 weeks ago

Option C sounds more of a Problem, while D is the correct answer

upvoted 1 times

Crazy_mig 11 months, 3 weeks ago

D for sure

upvoted 1 times

PHD_CHENG 1 year ago

Selected Answer: D

D looks correct

upvoted 1 times

cellophanedreams 1 year, 4 months ago

Selected Answer: D

Risk = "A possible event that could cause harm or loss, or make it more difficult to achieve objectives."
C = " A possible future event that could cause harm"
So C can't be answer, therefore D is.
upvoted 1 times

smiley2021 1 year, 5 months ago

Selected Answer: D

It should be D
upvoted 1 times

NiravPatel 1 year, 5 months ago

Selected Answer: D

This is correct because an interruption or a resolving future interruption must be considered as incident.
upvoted 1 times

marjieanne 1 year, 6 months ago

should be d
upvoted 1 times

KOSACA 1 year, 7 months ago

Selected Answer: D

D sound more correct than C. Not all incident can be resolved by self-help tools but it is one of them
upvoted 2 times

bigpete975 1 year, 7 months ago

D is correct.
upvoted 1 times

Milan11 1 year, 9 months ago

D IS THE ANSWER
upvoted 2 times

SQLDON 1 year, 11 months ago

The answer is =D
The Answer = C is not incident it is for risk (Risk is possible future event that could cause harm)
upvoted 2 times

SandyIndia 2 years ago

A. The planned removal of an item that might affect a service.
Change management
B. A result enabled by one or more outputs
Outcoms
C. A possible future event that could cause harm.
Problem cannot be resolved quickly, it is often useful to find and document a workaround for future incidents, based on an understanding of the problem.
D. A service interruption resolved by the use of self-help tools
Incidents interrupt normal service, focus is to relolve incident using tools like KB, temporary fix, or workaround.
upvoted 3 times

Question #105 *Topic 1*

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

A. Event

B. Incident

C. Problem

D. Known error

Correct Answer: *A*

reddman Highly Voted 10 months, 2 weeks ago

Incident: an unplanned interruption to a service or a reduction in the quality of a service
Problem: A cause, or potential cause, of prior, current, or future incidents
Event: “An event can be defined as any change of state that has significance for the management of a Configuration Item (CI) or IT service. Events are typically recognized through notifications created by an IT service, CI, or monitoring tool.” (correct answer)
Known Error: a problem that has been analyzed but has not yet been resolved

upvoted 6 times

MrTargaryen 1 month, 3 weeks ago

Great outline! Thanks!

upvoted 1 times

celomomo Most Recent 3 days, 7 hours ago

A "change of state that has significance for the management of an IT service" is known as an "event" in the context of IT service management. The Answer is correct. A

upvoted 1 times

Question #106 *Topic 1*

Which dimension includes the knowledge needed for the management of services?

A. Organizations and people

B. Information and technology

C. Partners and suppliers

D. Value streams and processes

Correct Answer: *B*

Community vote distribution

B (100%)

SentaSama Highly Voted 9 months, 1 week ago

Selected Answer: B

Chapter 3.2
When applied to the SVS, the information and technology dimension includes the information and knowledge necessary for the management of services, as well as the technologies required. It also incorporates the relationships between different components of the SVS, such as the inputs and outputs of activities and practices.

upvoted 10 times

Panda_man Most Recent 3 months, 3 weeks ago

Selected Answer: B

from book " The technologies that support service management include, but are not limited to, workflow management systems, knowledge bases, inventory systems, "

upvoted 1 times

SheriffSheldon 5 months ago

I am certain it's Organizations and People

upvoted 1 times

Panda_man 3 months, 3 weeks ago

In the book, under organizations and people it's not mentioned nowhere any kind of knowledge needed; so it's B

upvoted 1 times

Question #107 *Topic 1*

What is the PRIMARY use of a change schedule?

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

B. To manage emergency changes

C. To plan changes and help avoid conflicts

D. To manage standard changes

Correct Answer: *C*

Community vote distribution

C (100%)

APAmalaysia Highly Voted 1 year ago

Answer C
The change schedule is used to help plan changes, assist in communication, avoid conflicts, and assign resources. It can also be used after changes have been deployed to provide information needed for incident management, problem management, and improvement planning.

upvoted 5 times

Traktark Most Recent 1 month, 2 weeks ago

Selected Answer: C

The primary use of a change schedule is to plan changes and help avoid conflicts (Option C). A change schedule provides a structured and organized approach for scheduling and coordinating changes within an organization's IT environment. It allows stakeholders to have visibility into upcoming changes, ensuring that there are no conflicts between different changes scheduled for the same time or resource. By maintaining a change schedule, organizations can effectively plan and prioritize changes, allocate necessary resources, and minimize the risk of disruptions or conflicts during implementation. It supports the overall change management process by providing a central repository for tracking and managing change activities.

upvoted 1 times

Izlu 1 year, 4 months ago

Selected Answer: C

C - is right

upvoted 1 times

certgreed 1 year, 6 months ago

Selected Answer: C

correct answer is C

upvoted 1 times

bigpete975 1 year, 7 months ago

C is correct.

upvoted 1 times

meneyn 2 years, 1 month ago

C is correct:
The change schedule is used to help plan changes, assist in communication, avoid conflicts, and assign resources.

upvoted 3 times

Question #108 *Topic 1*

Which guiding principle focuses on reducing costs and human errors?

A. Focus on value

B. Collaborate and promote visibility

C. Optimize and automate

D. Think and work holistically

Correct Answer: *C*

Community vote distribution

C (100%)

meneyn Highly Voted 2 years, 1 month ago

C is correct:
Opportunities for automation can be found across the entire organization. Looking for opportunities to automate standard and repeating tasks can help save the organization costs, reduce human error, and improve employee experiences.

upvoted 7 times

certgreed Most Recent 1 year, 6 months ago

Selected Answer: C

correct answer is C

upvoted 1 times

bigpete975 1 year, 7 months ago

C is correct.

upvoted 1 times

Question #109 *Topic 1*

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

Correct Answer: *C*

Community vote distribution

C (100%)

numaffecrenne Highly Voted 1 year, 10 months ago

3. Progress iteratively with feedback
Resist the temptation to do everything at once. By organizing work into smaller, manageable sections (iterations) that can be executed and completed in a timely manner, the focus on each effort will be sharper and easier to maintain.
https://www.bmc.com/blogs/itil-guiding-principles/

upvoted 8 times

aaaah9000123 Most Recent 6 months, 3 weeks ago

C is correct

upvoted 1 times

certgreed 1 year, 6 months ago

Selected Answer: C

correct answer is C

upvoted 1 times

bigpete975 1 year, 7 months ago

C is correct.

upvoted 1 times

Question #110 *Topic 1*

Which is a key activity carried out in the 'did we get there?' step of the 'continual improvement' model?

A. Define measurable targets

B. Perform baseline assessments

C. Execute improvement actions

D. Evaluate measurements and metrics

Correct Answer: *D*

Community vote distribution

D (100%)

SandyIndia Highly Voted 2 years ago

A. Define measurable targets.
Where Do We Want To Be?
B. Perform baseline assessments.
Where Are We Now?
C. Execute improvement actions.
How Do We Get There?
D. Evaluate measurements and metrics.
Did We Get There?

upvoted 17 times

Bakayalo 1 year, 10 months ago

Wrong description:
C: execute improvement plan - should be 'Take action ' instead

upvoted 10 times

certgreed Most Recent 1 year, 6 months ago

Selected Answer: D

correct answer is D

upvoted 1 times

bigpete975 1 year, 7 months ago

D is correct.

upvoted 1 times

Nkparks 1 year, 12 months ago

Confirmed evaluate metrics and KPI's

upvoted 1 times

Question #111 *Topic 1*

What is important for a 'continual improvement register' (CIR)?

A. Improvement ideas are documented, assessed and prioritized

B. Improvement ideas from many sources are kept in a single CIR

C. Improvement ideas that are not being actioned immediately are removed from the CIR

D. Improvement ideas are tested, funded and agreed

Correct Answer: *A*

Community vote distribution

A (100%)

aaaah9000123 6 months, 3 weeks ago

A correct

upvoted 2 times

cleonleon 12 months ago

A is correct

upvoted 1 times

APAmalaysia 1 year ago

Answer A
Improvement ideas can also initially be captured in other places and through other practices, such as during project execution or software development activities. In this case, it is important to document for attention the improvement ideas that come up as part of ongoing continual improvement. As new ideas are documented, CIRs are used to constantly reprioritize improvement opportunities. The use of CIRs provides additional value because they help to make things visible.

upvoted 1 times

Harrysa 1 year, 6 months ago

Yeh not everything is ITILV3 geezer

upvoted 2 times

certgreed 1 year, 6 months ago

Selected Answer: A

correct answer is A

upvoted 1 times

bigpete975 1 year, 7 months ago

A is correct.

upvoted 1 times

EricSon 2 years, 4 months ago

[5.1.2] ...it is important to document for attention the improvement ideas that come up as part of ongoing continual improvement. As new ideas are documented, CIRs are used to constantly reprioritize improvement opportunities.

upvoted 2 times

juniorayube 2 years, 4 months ago

itilv3?

upvoted 1 times

bsobat 1 year, 11 months ago

Not everything is itilv3, lol

upvoted 4 times

Question #112 *Topic 1*

Which is a purpose of the 'service level management' practice?

A. To establish and nurture the links between the organization and its stakeholders

B. To ensure that the organization's suppliers and their performance are managed appropriately

C. To support the agreed quality of a service by handling all agreed, user-initiated service requests

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

Correct Answer: *D*

Community vote distribution

D (100%)

heerowiind Highly Voted 11 months, 2 weeks ago

Selected Answer: D

A. To establish and nurture the links between the organization and its stakeholders = relationship management
B. To ensure that the organization's suppliers and their performance are managed appropriately = supplier management
C. To support the agreed quality of a service by handling all agreed, user-initiated service requests = service request
D. To set clear business-based targets for service levels = service level

upvoted 5 times

Fund81 Most Recent 6 months, 3 weeks ago

D.
Under 5.2.15, The purpose of the service level management practice is to set clear business-based targets for service levels, and to ensure that delivery of services is properly assessed, monitored, and managed against these targets.

upvoted 1 times

Question #113 *Topic 1*

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

Correct Answer: *C*

Community vote distribution

C (100%)

hobokabobo Highly Voted 3 years, 1 month ago

C: Its the definition of a value stream.

upvoted 30 times

Always Highly Voted 3 years ago

C is the correct answer. A VALUE STREAM is a series of steps an organization undertakes to create and deliver products and services to service consumers. It combines the organization's value chain activities.

upvoted 26 times

Fund81 Most Recent 6 months, 3 weeks ago

C.
Under 3.4.1, A value stream is a series of steps that an organization uses to create and deliver products and services to a service consumer. A value stream is a combination of the organization's value chain activities

upvoted 1 times

heerowiind 11 months, 2 weeks ago

Selected Answer: C

C is correct answer

upvoted 1 times

guglielmo3 1 year ago

Selected Answer: C

Its the definition of a value stream

upvoted 1 times

certgreed 1 year, 4 months ago

Selected Answer: C

correct answer is C

upvoted 1 times

Izlu 1 year, 4 months ago

Selected Answer: C

C. Um fluxo de valor

upvoted 1 times

shardas 1 year, 5 months ago

pongan C de una vez..

upvoted 1 times

Concordant 1 year, 5 months ago

Both C and D are correct responses.

upvoted 1 times

DChilds 1 year, 6 months ago

Selected Answer: C

The service value chain is an operating model which helps you describe how a VALUE STREAM (the delivery process of a service) flows across various activities from demand to supply.

Source: https://info.axiossystems.com/blog/itil4-value-streams-and-processes

upvoted 2 times

BLYBOI 1 year, 7 months ago

Selected Answer: C

A value stream is a series of steps that an organization uses to create and deliver products and services to a service consumer. A value stream is a combination of the organization's value chain activities.

upvoted 3 times

bigpete975 1 year, 7 months ago

C is correct.

upvoted 1 times

TrucNha 1 year, 7 months ago

Selected Answer: C

c is the answer

upvoted 1 times

[Removed] 1 year, 8 months ago

ExamTopics:
The answer provided "D" has been proven to be wrong and will now make me doubt many questions in this web resource.
The answer is "C": A value stream is defined as a series of steps an organization undertakes to create and deliver products and services to consumers.

upvoted 1 times

kkrassniqi 1 year, 8 months ago

Selected Answer: C

It is C:
The very definition of Value Stream and Processes tells itself:
A value stream is a series of steps that an organization uses to create and deliver products and services to a service consumer.

upvoted 2 times

bmrg1 1 year, 8 months ago

C is the answer

upvoted 1 times

Olaniyan_seyi 1 year, 10 months ago

The answer is quite uncertain i.e C or D
What is the key word to look out for in the question; STEPS or DELIVER TO A SPECIFIC CUSTOMER.
VALUE STREAM is a series of steps an organization undertakes to create and deliver products and services to SERVICE CONSUMERS.

SERVICE LEVEL MGT establishes clear business based measurements/targets for performance. These targets will be used to assess, monitor and manage the delivery of the service

upvoted 1 times

Question #114 *Topic 1*

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

Correct Answer: *B*

SandyIndia Highly Voted 2 years ago

Some organizations use a technique called swarming to help manage incidents. This involves many different stakeholders working together initially, until it becomes very clear which of them is best placed to continue and which can move on to other tasks.

upvoted 8 times

Fund81 Most Recent 6 months, 3 weeks ago

B
Under 5.2.5, Some organizations use a technique called swarming to help manage incidents. This involves many different stakeholders working together initially, until it becomes clear which of them is best placed to continue and which can move on to other tasks.

upvoted 2 times

bigpete975 1 year, 7 months ago

B is correct.

upvoted 1 times

aldacumaph 2 years ago

Ok swarming

upvoted 1 times

Question #115 *Topic 1*

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

A. Continual improvement participation should be limited to a small dedicated team

B. It is the role of senior management to authorize improvement initiatives

C. Training should be provided to those involved in continual improvement

D. A single continual improvement register should be maintained by senior management

Correct Answer: *B*

Community vote distribution

C (71%) B (29%)

scollyus Highly Voted 11 months, 1 week ago

Selected Answer: C

Training and other enablement assistance should be provided to staff members to help them feel prepared to contribute to continual improvement.

upvoted 6 times

CazGotcha Highly Voted 7 months, 1 week ago

Selected Answer: B

Ref: 5.1.2 - The answer is actually B. This is a trick question.
The highest levels of the organization need to take responsibility for embedding continual improvement into the way that people think and work. Without their leadership and visble commitment to continual improvement, attitudes, behaviour, and culture will not evolve to a point where improvements are considered in everything that is done, at all levels.

Training should be provided to staff members to "help them feel prepared to contribute" to continual improvement. Although everyone should contribute in some way, there should at least be a small team dedicated full-time to leading continual improvement efforts.

upvoted 5 times

celomomo Most Recent 3 days, 7 hours ago

C. Training should be provided to those who are involved in continual improvement efforts. It's essential that individuals understand the principles and methods of continual improvement to effectively contribute to identifying opportunities for enhancement and driving positive changes within the organization.

upvoted 1 times

SeanDai 6 days, 17 hours ago

Selected Answer: C

B is not correct because the responsibility for authorizing improvement initiatives should not be limited to senior management alone. Continual improvement should be a collaborative effort involving individuals at all levels of the organization. While senior management may provide leadership and support, it is important to involve employees at all levels in identifying and implementing improvement initiatives.

upvoted 1 times

sidarok 3 weeks, 1 day ago

Correct answer is C.

upvoted 1 times

Traktark 1 month, 2 weeks ago

Selected Answer: C

The correct statement is C. Training should be provided to those involved in continual improvement.
Option B (It is the role of senior management to authorize improvement initiatives) is incorrect because while senior management plays a crucial role in supporting and championing improvement initiatives, continual improvement should involve contributions from employees at all levels.
Therefore, the correct answer is C. Training should be provided to those involved in continual improvement, as it emphasizes the importance of equipping individuals with the necessary knowledge and skills to contribute effectively to the improvement process.

upvoted 2 times

O_Lider7 4 months ago

Selected Answer: B

B. The upper management has to authorize the implementation of an improvement initiative

upvoted 1 times

MD2022abcd 6 months, 3 weeks ago

c is the coorect answer i think

upvoted 1 times

heerowiind 11 months, 2 weeks ago

Selected Answer: C

5.1.2
Training and other enablement assistance should be provided to staff members to help them feel prepared to contribute to continual improvement.

upvoted 5 times

jamesadoor 12 months ago

Selected Answer: C

Training and other enablement assistance should be provided to staff members to help them feel prepared to contribute to continual improvement.

upvoted 1 times

bigpete975 1 year, 7 months ago

C is correct.

upvoted 1 times

Question #116

Topic 1

Which does the ITIL service value system discourage?

A. Coordinated authorities and responsibilities

B. Organizational silos

C. Interfaces among practices

D. Organizational agility

Correct Answer: *B*

MarcusWG86 5 months, 1 week ago

4.1 Service value system overview
The architecture of the ITIL SVS specifically enables flexibility and discourages siloed working.

upvoted 1 times

bigpete975 1 year, 7 months ago

B is correct.

upvoted 1 times

Tonar 2 years, 6 months ago

Architecture of the ITIL SVS specifically enables flexibility and discourages siloed working.

upvoted 2 times

Question #117 *Topic 1*

An SLA is a service level agreement. Which describes the 'watermelon SLA' effect?

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

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

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

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

Correct Answer: *B*

Nene171 Highly Voted 1 year, 9 months ago

The watermelon SLA effect means that metrics look green in the outside, but in fact are red in the inside. It happens when a service provider misses out business functionalities and outcomes that are important for the customer

upvoted 9 times

bigpete975 Most Recent 1 year, 7 months ago

B is correct.

upvoted 2 times

Question #118 *Topic 1*

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

Correct Answer: *A*

Community vote distribution

A (100%)

rulezztim 9 months, 3 weeks ago

Selected Answer: A

Service level management provides the end-to-end visibility of the organization's services. To achieve this, service level management:
- establishes a shared view of the services and target service levels with customers
- ensures the organization meets the defined service levels through the collection,
analysis, storage, and reporting of the relevant metrics for the identified services
- performs service reviews to ensure that the current set of services continues to meet the needs of the organization and its customers
- captures and reports on service issues, including performance against defined service levels.

upvoted 1 times

bigpete975 1 year, 7 months ago

A is correct.

upvoted 1 times

Question #119 *Topic 1*

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

Correct Answer: *B*

Community vote distribution

B (100%)

heerowiind Highly Voted 11 months, 2 weeks ago

Selected Answer: B

A. A possible event that could cause harm or loss, or make it more difficult to achieve objectives = risk
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 = service
C. A tangible or intangible deliverable of an activity = output
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 = service relationship management

upvoted 11 times

bigpete975 Most Recent 1 year, 7 months ago

B is correct.

upvoted 2 times

Question #120 *Topic 1*

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

Correct Answer: *D*

Community vote distribution

D (67%) A (33%)

zaaza Highly Voted 6 months, 1 week ago

D, why?
- Service requests and their fulfillment should be standardized and automated to the greatest degree possible
- Policies should be established regarding what service requests will be fulfilled with limited or even no additional approvals so that fulfillment can be streamlined

upvoted 5 times

celomomo Most Recent 3 days, 7 hours ago

A. The other options mentioned (3 and 4) are important but are not specifically associated with the 'service request management' practice

upvoted 1 times

Traktark 1 month, 2 weeks ago

Selected Answer: D

The correct answer is D. 1 and 4.

Standardization and automation: This aspect focuses on establishing standardized processes and procedures for handling service requests and automating repetitive tasks to improve efficiency and consistency in service delivery.

Policies for approvals: This aspect involves defining and implementing policies and procedures for approving and managing service requests, ensuring that requests adhere to organizational guidelines and comply with any regulatory or compliance requirements.

upvoted 1 times

creativesurge 4 months, 1 week ago

Selected Answer: D

Polices for approval is a must

upvoted 1 times

Soshiraz 4 months, 2 weeks ago

Selected Answer: D

C'est certain que la reponse sur les approbations en fait partie

upvoted 1 times

Exam_boy 6 months, 1 week ago

D.
based on Heat map of the contribution of service request management to value chain activities and the description below the figure, D should be the correct answer.

upvoted 2 times

wampas 6 months, 2 weeks ago

Selected Answer: A

Agree with jaime_hamod

upvoted 2 times

jaime_hamod 6 months, 3 weeks ago

I think the answer should be A. Because
1. Standardization and automation - Standardization and automation ensure that service requests are handled consistently and efficiently
2. Providing a variety of channels for access - Providing a variety of channels for access allows customers to easily submit service requests, which can improve their satisfaction with the service. These two aspects are important for the effective management of service requests.

upvoted 3 times

creativesurge 4 months, 1 week ago
The axelos book never speaks of "Providing variety of channels for access"
upvoted 1 times

creativesurge 4 months, 1 week ago
Service desks provide a variety of channels for access not service request
upvoted 1 times

heerowiind 11 months, 2 weeks ago
Selected Answer: D
D is correct
upvoted 1 times

bigpete975 1 year, 7 months ago
D is correct.
upvoted 1 times

Stelbitg 1 year, 8 months ago
The correct answer is D
upvoted 1 times

Question #121 *Topic 1*

What is required by all service desk staff?

A. Excellent technical knowledge

B. Root cause analysis skills

C. Demonstration of emotional intelligence

D. Knowledge of telephony technology

Correct Answer: *C*

Community vote distribution

C (100%)

Fund81 6 months, 3 weeks ago
C
Under 5.2.14, In particular, they need to demonstrate excellent customer service skills such as empathy, incident analysis and prioritization, effective communication, and emotional intelligence
upvoted 1 times

heerowiind 11 months, 2 weeks ago
Selected Answer: C
c is correct
upvoted 1 times

bigpete975 1 year, 7 months ago
C is correct.
upvoted 1 times

Question #122 *Topic 1*

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

A. Relationship management

B. Change enablement

C. Supplier management

D. Service desk

Correct Answer: *D*

Community vote distribution

D (100%)

aaaah9000123 6 months, 3 weeks ago

key is User and D is correct

upvoted 1 times

liquidzer0 1 year, 1 month ago

Selected Answer: D

Keyword "user".

upvoted 1 times

bigpete975 1 year, 7 months ago

D is correct.

upvoted 1 times

Question #123 *Topic 1*

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

Correct Answer: *D*

Community vote distribution

D (100%)

KM Highly Voted 2 years, 7 months ago

The answer is D (Continual Improvement).
Approaches
Approaches to continual improvement include, for example:
Lean methods for providing perspectives on the elimination of waste
Agile methods for focusing on making improvements incrementally at a cadence
DevOps methods for working holistically and ensuring that improvements are not only designed well but applied effectively

upvoted 32 times

Gadeliow Most Recent 10 months, 3 weeks ago

D is correct

upvoted 1 times

heerowiind 11 months, 2 weeks ago

Selected Answer: D

D is correct

upvoted 1 times

136898is42 1 year ago

Selected Answer: D

Continual Improvement

upvoted 1 times

chelvamc 1 year, 4 months ago

Selected Answer: D

my answer is also D

upvoted 1 times

Pudu_vlad 1 year, 6 months ago

Selected Answer: D

Ans is D

upvoted 2 times

sTryogetOn 1 year, 7 months ago

Selected Answer: D

D is correct, please update.

upvoted 3 times

bigpete975 1 year, 7 months ago

D is correct.

upvoted 1 times

Prevator 1 year, 8 months ago

Selected Answer: D

D is Correct

upvoted 2 times

aldacumaph 2 years ago

--> D. Continual improvement like DevOps

upvoted 1 times

[Removed] 2 years ago

D is correct

upvoted 1 times

Akanksha137 2 years, 2 months ago

what is the correct answer?

upvoted 1 times

wilign 2 years, 3 months ago

D
Continual improvement records improvement opportunities in the continual improvement register (CIR) - a written document, spreadsheet or database.
Each idea is:•Documented•Assessed•Prioritised•Implemented if appropriate•Reviewed
Methods and techniques include:•Lean•Multi-phase project•Maturity assessments•DevOps•Balanced scorecard•Incremental or agile improvements•Quick wins•SWOT analysis

upvoted 1 times

EricSon 2 years, 4 months ago

Ans is D
[5.1.2] Approaches to continual improvement can be found in many places. Lean methods provide perspectives on the elimination of waste. Agile methods focus on making improvements incrementally at a cadence. DevOps methods work holistically and ensure that improvements are not only designed well, but applied effectively. Although there are a number of methods available, organizations should not try to formally commit to too many different approaches. It is a good idea to select a few key methods that are appropriate to the types of improvement the organization typically handles and to cultivate those methods. In this way, teams will have a shared understanding of how to work together on improvements to facilitate a greater amount of change at a quicker rate.

upvoted 3 times

A_Salem 2 years, 5 months ago

C. Wrong. 5.2.15 Service level management:
The practice requires pragmatic focus on the whole service and not simply its constituent parts; for example, (simple individual metrics) (such as percentage system availability) (should not be taken to represent the whole service).
Operational metrics These are the (low-level) indicators of various operational
activities
So operational metrics is not an aim for SLM. Its aim is Business metrics
D. Correct.

upvoted 2 times

tosinosu 2 years, 5 months ago

One of the key words here is Change. I think the answer is Service level management

upvoted 1 times

Diligence 2 years, 6 months ago

yes this should be continual improvement

upvoted 2 times

Question #124 *Topic 1*

Which practice has a purpose that includes maximizing success by ensuring that risks have been properly assessed?

A. Relationship management

B. Change enablement

C. Release management

D. Monitoring and event management

Correct Answer: *B*

Community vote distribution

B (100%)

techqn Highly Voted 1 year, 3 months ago

Selected Answer: B

"The Goal of the Change Enablement Practice To maximize the number of successful product and service changes by ensuring that risks are properly assessed, authorizing changes, and managing a change schedule

upvoted 8 times

MarcusWG86 Most Recent 5 months ago

5.2.4 Change enablement
The purpose of the change enablement practice is to maximize the number of successful service and product changes by ensuring that risks have been properly assessed, authorizing changes to proceed, and managing the change schedule.

upvoted 2 times

Pinha 1 year, 3 months ago

Selected Answer: B

The purpose of the change enablement practice is to maximize the number of successful IT changes by ensuring that risks have been properly assessed, authorizing changes to proceed, and managing the change schedule.

upvoted 2 times

bigpete975 1 year, 7 months ago

B is correct.

upvoted 1 times

Question #125 *Topic 1*

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

Correct Answer: *D*

Community vote distribution

D (100%)

Azuresheikh7 2 months, 2 weeks ago

Selected Answer: D

D is right

upvoted 1 times

PythonWolf 4 months ago

Selected Answer: D

Answer D - Service Desk
Explanation:
5.2.14
With increased automation and the gradual removal of technical debt, the focus of the service desk is to provide support for 'people and business' rather than simply technical issues. Service desks are increasingly being used to get various matters arranged, explained, and coordinated, rather than just to get broken technology fixed, and the service desk has become a vital part of any service operation.

upvoted 2 times

bigpete975 1 year, 7 months ago

D is correct.

upvoted 1 times

Question #126 *Topic 1*

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

Correct Answer: *A*

SandyIndia Highly Voted 2 years ago

A. Understanding which service requests can be accomplished with limited approvals.
Policies should be established regarding what service requests will be fulfilled with limited or even no additional approvals so that fulfilment can be streamlined.
B. Creating new workflows for every service request.
Leverage existing workflow models whenever possible to improve efficiency and maintainability.
C. Separating requests relating to service failures from the degradation of services.
Service requests are a normal part of service delivery, not a failure or degradation of service, which are handled as incidents.
D. Eliminating service requests which have complex workflows.
Service requests may have simple workflows or quite complex workflows.

upvoted 7 times

makowskim3 2 years ago

so... A?

upvoted 1 times

Rick0120 2 years ago

D is correct

upvoted 1 times

makowskim3 1 year, 12 months ago

No you are wrong!
A - correct.
Policies should be established regarding what service requests will be fulfilled with limitedor even no additional approvals so that fulfilmentcan be streamlined

upvoted 3 times

bigpete975 Most Recent 1 year, 7 months ago

A is correct.

upvoted 1 times

Question #127 *Topic 1*

Which statement about outcomes is CORRECT?

A. They are deliverables provided to service consumers

B. They allow service consumers to achieve a desired result

C. They provide products to service providers based on outputs

D. They co-create value for service providers by reducing costs and risks

Correct Answer: *B*

Community vote distribution

Traktark 4 weeks, 1 day ago

Selected Answer: B

The correct statement about outcomes is B. They allow service consumers to achieve a desired result.

Outcomes are the ultimate goals of a service. They are what the service consumer wants to achieve by using the service. Outcomes are typically expressed in terms of business benefits, such as increased sales, reduced costs, or improved customer satisfaction.

Outputs are the deliverables that are produced by a service. They are the products of the service, such as software, reports, or documents. Outputs are not the same as outcomes. Outputs are the things that are produced by the service, while outcomes are the benefits that are achieved by using the service.

upvoted 1 times

Domdom120 10 months, 1 week ago

Selected Answer: B

- The outcomes are what the business wants or needs to achieve.
- The outputs are the actions or items that contribute to achieving an outcome.

B is the only option referencing a "result".

upvoted 2 times

bigpete975 1 year, 7 months ago

B is correct.

upvoted 1 times

RylandN 1 year, 10 months ago

Is the correct answer B or C?

upvoted 1 times

Bakayalo 1 year, 10 months ago

why not C?

upvoted 1 times

Test_Study 1 year, 11 months ago

All outcomes do not help achieve a desired result. There are some negative outcomes as well. Whether desired or not the outcomes are provided by the Service Provider to the Service Consumer.

upvoted 1 times

kaspi4s 1 year, 12 months ago

As stated in book by AXELOS:
Acting as a service provider, an organization produces outputs that help its consumers to achieve certain outcomes.

upvoted 1 times

dadageer 2 years ago

B is is the only option which seems correct

upvoted 1 times

Vandana_kulakrni 2 years ago

which is correct answer here?

upvoted 3 times

makowskim3 2 years ago

Is it correct?

upvoted 1 times

Question #128 *Topic 1*

Which guiding principle says that services and processes should NOT provide a solution for every exception?

A. Keep it simple and practical

B. Collaborate and promote visibility

C. Think and work holistically

D. Optimize and automate

Correct Answer: *A*

Community vote distribution

A (100%)

MarcusWG86 5 months ago

4.3.6 Keep it simple and practical
Trying to provide a solution for every exception will often lead to over-complication. When creating a process or a service, designers need to think about exceptions, but they cannot cover them all. Instead, rules should be designed that can be used to handle exceptions generally.

upvoted 3 times

BethSea 9 months, 2 weeks ago

Selected Answer: A

100% A
Though I did choose Think and Work Holistically, it makes more sense for it to be Keep it Simple and keep it practical

upvoted 1 times

rulezztim 9 months, 3 weeks ago

Selected Answer: A

Trying to provide a solution for every exception will often lead to over-complication. When creating a process or a service, designers need to think about exceptions, but they cannot cover them all. Instead, rules should be designed that can be used to handle exceptions generally.

upvoted 3 times

Question #129 *Topic 1*

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. rewarded

C. managed

D. defined

Correct Answer: *C*

Community vote distribution

C (100%)

MarcusWG86 5 months ago

5.1.13 Supplier management
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 services. This includes creating closer, more collaborative relationships with key suppliers to uncover and realize new value and reduce the risk of failure.

upvoted 1 times

PKTK 5 months, 2 weeks ago

C - To ensure that the organization's suppliers and their performances are managed appropriately to support the seamless provision of quality products and services.

upvoted 1 times

DanYendler2014 1 year, 1 month ago

Supplier management is for the management of supplies

upvoted 3 times

bigpete975 1 year, 7 months ago

C is correct.

upvoted 1 times

Prevator 1 year, 8 months ago

Selected Answer: C

C is Correct

upvoted 1 times

Question #130 *Topic 1*

Identify the missing words 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

Correct Answer: *B*

Community vote distribution

B (100%)

rulezztim 9 months, 3 weeks ago
The service configuration management practice is for configuration services.
upvoted 1 times

bigpete975 1 year, 7 months ago
B is correct.
upvoted 1 times

Prevator 1 year, 8 months ago
Selected Answer: B
B is Correct
upvoted 1 times

Question #131 *Topic 1*

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

A. Incident management

B. Monitoring and event management

C. Service level management

D. IT asset management

Correct Answer: *C*

Community vote distribution

C (100%)

rulezztim 9 months, 3 weeks ago
Selected Answer: C
The skills and competencies for service level management include relationship management, business liaison, business analysis, and commercial/supplier management.
upvoted 3 times

Question #132 *Topic 1*

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

Correct Answer: *C*

Community vote distribution

A (50%) C (50%)

avay Highly Voted 2 years, 3 months ago

Correct answer is C :

When a problem cannot be resolved quickly, it is often useful to find and document a workaround for future incidents, based on an understanding of the problem

https://www.bmc.com/blogs/itil-problem-management/

upvoted 13 times

mikilik Highly Voted 2 years, 4 months ago

Correct is A:
A workaround is a solution that reduces or eliminates the impact of an incident or problem for which a full resolution is not yet available. Some workarounds reduce the likelihood of incidents.
▪ Workarounds are documented in problem records
▪ Workarounds can be done at any stage, it doesn't need to wait for analysis to be complete
▪ If a workaround has been documented early in problem control, then this should be reviewed and improved after problem analysis is complete

upvoted 9 times

kaspi4s 1 year, 11 months ago

you can`t logg workaround when incident is created.
If workaround is found incident is closed. So C it is

upvoted 3 times

makowskim3 2 years ago

For me still C is right.

upvoted 3 times

makowskim3 2 years ago

If you are able to resolve a problem you don't have to create a workaround so A is wrong. Thus when you cannot fix the problem permanenty but you have a solution to remedate a problem you can create a workaround.

upvoted 3 times

krakoziabl 2 years ago

definition: "The purpose of problem management is to reduce the likelihood and impact of incidents by
identifying actual and potential causes of incidents, and managing
workarounds and known errors."

upvoted 1 times

makowskim3 1 year, 12 months ago

So A? because
"This can be done at any stage,it doesn't need to wait for analysis to be complete"

upvoted 1 times

wpx 11 months, 2 weeks ago

If the issue has a solution, it can not be called as a problem.

upvoted 1 times

TryRaja Most Recent 2 weeks, 4 days ago

It seems both A And C, vaild for this question

But, C is very close one compare to A

Workaround is a temporary solution,it will be used when problem is not have a solution immediately and at the same time, mitigate the existing business impact and need to restore the service with minimal impact or recovery fully.

upvoted 1 times

natxu 1 month, 3 weeks ago

Selected Answer: A

Workarounds can be done at any stage.
If it's been documented early in problem control, it should be reviewed and improved after problem analysis.

upvoted 1 times

PKTK 5 months, 1 week ago

Selected Answer: C

I would go for C after reading the question again with more care.

upvoted 1 times

MD2022abcd 6 months, 3 weeks ago

Answer is C:
5.2.8) WHEN A PROBLEM CANNOT BE RESOLVED QUICKLY, it is often useful to find and document a workaround for future incidents, based on an understanding of the problem.
Workarounds are documented in problem records. This can be done at any stage; it doesn't need to wait for analysis to be complete. If a workaround has been documented early in problem control, then this should be reviewed and improved after problem analysis has been completed.

upvoted 2 times

Chazery 10 months, 3 weeks ago

C because this answer is not against the statement that workaround can be create at any stages. It only says when the problem can't be solved quickly.

upvoted 1 times

bigpete975 1 year, 7 months ago

This is a tricky one. Generally, I would go for A, but the part "once the incident is logged" suggests that this is not the correct answer, as not all Incidents need workarounds.
C is correct.

upvoted 4 times

Question #133

Topic 1

What is a configuration item?

A. Any financially valuable component that can contribute to the delivery of an IT product or service

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

C. Any component that needs to be managed in order to deliver an IT service

D. A problem that has been analyzed but has not been resolved

Correct Answer: *C*

Community vote distribution

C (100%)

heerowiind 11 months, 2 weeks ago

Selected Answer: C

A. Any financially valuable component that can contribute to the delivery of an IT product or service = IT asset
B. Any change of state that has significance for the management of a service = event
C. Any component that needs to be managed in order to deliver an IT service = configuration item
D. A problem that has been analyzed but has not been resolved = known error

upvoted 3 times

Question #134 *Topic 1*

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

Correct Answer: *A*

Community vote distribution

A (100%)

PythonWolf 4 months ago

Selected Answer: A

Answer: A
Explanation:
4.3.2
In the process of eliminating old, unsuccessful methods or services and creating something better, there can be great temptation to remove what has been done in the past and build something completely new. This is rarely necessary, or a wise decision. This approach can be extremely wasteful, not only in terms of time, but also in terms of the loss of existing services, processes, people, and tools that could have significant value in the improvement effort. Do not start over without first considering what is already available to be leveraged.

4.3.2.1
Services and methods already in place should be measured and/or observed directly to properly understand their current state and what can be re-used from them. Decisions on how to proceed should be based on information that is as accurate as possible.

upvoted 2 times

jgill01 8 months, 3 weeks ago

Selected Answer: A

A is correct.

upvoted 1 times

bigpete975 1 year, 7 months ago

A is correct

upvoted 2 times

Question #135 *Topic 1*

Which is a use of the change schedule?

A. Assigning resources to changes

B. Deciding the approval authority for changes

C. Automating the change process

D. Creating change models

Correct Answer: *A*

Community vote distribution

A (100%)

mikilik Highly Voted 2 years, 4 months ago

The change schedule is used to help plan changes, assist in communication, avoid conflicts and assign resources.

upvoted 12 times

TryRaja Most Recent 2 weeks, 4 days ago

A is correct

upvoted 1 times

PythonWolf 4 months ago

Selected Answer: A

Answer A
Explanation: 5.2.4 Change control - Page 161
The change schedule is used to help plan changes, assist in communication, avoid conflicts, and assign resources.

upvoted 4 times

Apunasun 7 months, 1 week ago

A IS CORRECT

upvoted 1 times

bigpete975 1 year, 7 months ago

A is correct

upvoted 2 times

Question #136 *Topic 1*

Which dimension of service management considers the workflows and controls needed to deliver services?

A. Organizations and people

B. Information and technology

C. Partners and suppliers

D. Value streams and processes

Correct Answer: *D*

Community vote distribution

D (100%)

KM Highly Voted 2 years, 7 months ago

The answer is D.
About value streams and processes : As with the other dimensions of service management, the value streams and processes dimension is applicable to the SVS in general, as well as to specific products and services. In both these contexts, it defines the activities, workflows, controls, and procedures necessary to achieve agreed-upon objectives.

upvoted 17 times

kamikadze 2 years, 6 months ago

I agree. D

upvoted 2 times

TryRaja Most Recent 2 weeks, 4 days ago

Definetly D.
As stated in book by AXELOS: 3.4
The fourth dimension of service management is value streams and processes.. It defines the activities, workflows, controls and procedures needed to achieve agreed objectives.

upvoted 1 times

136898is42 1 year ago

Selected Answer: D

Value streams and processes not information and technology.

upvoted 1 times

jj0097 1 year, 2 months ago

Selected Answer: D

D is good

upvoted 1 times

Roro2011 1 year, 5 months ago

D. Value streams and processes

upvoted 2 times

china5000 1 year, 5 months ago

D. is the correct answer

upvoted 2 times

SaviorSV 1 year, 6 months ago

Selected Answer: D

The value streams and processes dimension is concerned with how the various parts of the organization work in an integrated and coordinated way to enable value creation through products and services. This dimension defines the activities, workflows, controls and procedures needed to achieve agreed objectives

upvoted 1 times

KOSACA 1 year, 7 months ago

Selected Answer: D

it defines the activities, workflows, controls, and procedures necessary to achieve agreed-upon objectives

upvoted 1 times

sTryogetOn 1 year, 7 months ago

Selected Answer: D

The answer is D.

upvoted 1 times

bigpete975 1 year, 7 months ago
D is correct
upvoted 2 times

sachi_j 1 year, 9 months ago
B is very doubtful, i knew it was D.
upvoted 1 times

bsobat 1 year, 11 months ago
how is it B hahaha, it should be D
upvoted 1 times

kaspi4s 1 year, 11 months ago
Definetly D.
As stated in book by AXELOS: 3.4
The fourth dimension of service management is value streams and processes.. It defines the activities, workflows, controls and procedures needed to achieve agreed objectives.
upvoted 1 times

Vandana_kulakrni 2 years ago
which is correct answer/?
upvoted 1 times

Top_x5 2 years ago
The answer is D
The fourth dimension includes the value streams and processes. It is by no means the least important because of its placement. Other dimensions have to be understood if this dimension needs to deciphered.
In this dimension, the other three dimensions are put together and sewn into a coordinated set of steps to co-create value. Service management ele□ments such as processes, procedures, work activities, work
upvoted 1 times

dihan 2 years ago
ANS D
value streams and processes
One of the four dimensions of service management. It defines the activities, workflows, controls, and procedures needed to achieve the agreed objectives.
ITIL v4 pag. 253
upvoted 3 times

peppe 2 years, 1 month ago
D
The fourth dimension of service management is value streams and processes. Like the other dimensions, this dimension is applicable to both the SVS in general, and to specific products and services. In both contexts it defines the activities, workflows, controls, and procedures needed to achieve agreed objectives.
upvoted 2 times

Question #137 *Topic 1*

Which guiding principle considers how the steps of a process can be performed as efficiently as possible?

A. Focus on value

B. Start where you are

C. Think and work holistically

D. Optimize and automate

Correct Answer: *D*

Community vote distribution

D (100%)

TryRaja 2 weeks, 4 days ago

Which guiding principle considers how the steps of a process can be performed as efficiently as possible?

Key word here is performed as efficiently as possible?

So definitely answer is D

upvoted 1 times

PythonWolf 4 months ago

Selected Answer: D

4.3.7 - page 77

Optimization means to make something as effective and useful as it needs to be.

upvoted 1 times

rulezztim 9 months, 3 weeks ago

Selected Answer: D

Before an activity can be effectively automated, it should be optimized to whatever degree is possible and reasonable.

upvoted 2 times

Question #138 *Topic 1*

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

A. It identifies the cause of major incidents

B. It authorizes changes to resolve incidents

C. It maintains detailed procedures for diagnosing incidents

D. It resolves the highest impact incidents first

Correct Answer: *D*

nejc2021 5 months, 3 weeks ago

Why isn't B also correct?

upvoted 1 times

PythonWolf 4 months ago

Changes to resolve incidents are authorized through the Change Authority. The Change Authority is responsible for evaluating, prioritizing, and approving or rejecting requests for changes to services or service components.

The Change Authority is typically made up of a group of people who have the authority and expertise to make decisions about changes. This can include members of the service desk, technical support staff, service owners, and business representatives.

When a request for a change is submitted to the Change Authority, it is evaluated based on its potential impact on the business and the service. The Change Authority will review the request and determine whether the proposed change is necessary, feasible, and cost-effective.

If the Change Authority approves the change, it will be scheduled and implemented according to established change management processes. If the Change Authority rejects the change, the requester will be notified and provided with an explanation for the rejection.

upvoted 2 times

bigpete975 1 year, 7 months ago

D is correct.

upvoted 1 times

makowskim3 1 year, 12 months ago

D - correct.

upvoted 2 times

Vandana_kulakrni 2 years ago

Ans: D

upvoted 1 times

SandyIndia 2 years ago

Ensure incidents with highest business impact are resolved first.

upvoted 1 times

Question #139 *Topic 1*

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

Correct Answer: *C*

Community vote distribution

C (100%)

TryRaja 2 weeks, 4 days ago

C is correct

Since remaining are very prescetive

upvoted 1 times

Traktark 4 weeks, 1 day ago

Selected Answer: C

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

The priority of an incident should be based on the impact it has on the business. This means considering factors such as the number of users affected, the severity of the disruption, and the financial impact.

An agreed classification system will help to ensure that incidents are prioritized consistently and fairly. This will help to ensure that the most important incidents are resolved first, and that the business is not adversely affected.

The other options are incorrect. Option A is incorrect because the user's preferred resolution timeframe may not be the most important factor in determining the priority of the incident. Option B is incorrect because the availability of the appropriate support team may not be the most important factor in determining the priority of the incident. Option D is incorrect because the dates and times when incidents were logged are not the most important factor in determining the priority of the incident.

upvoted 1 times

MarcusWG86 5 months ago

5.2.5 Incident management
Incidents are prioritized based on an agreed classification to ensure that incidents with the highest business impact are resolved first.

upvoted 1 times

MD2022abcd 6 months, 3 weeks ago

C is correct

upvoted 1 times

Stanzi 1 year ago

It is C

upvoted 1 times

bigpete975 1 year, 7 months ago

C is correct.

upvoted 1 times

Question #140 *Topic 1*

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

Correct Answer: *D*

Community vote distribution

D (100%)

Pinha Highly Voted 1 year, 3 months ago

Selected Answer: D

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

upvoted 12 times

techqn Most Recent 1 year, 3 months ago

Selected Answer: D

""The purpose of the relationship management practice is to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels.
ANSWER--> It includes the identification, analysis, monitoring, and continual improvement of relationships with and between stakeholders.

After deciding to sign up here and then study to take the ITIL cert, I didnt even realize that I have been neck deep in this for the past 10-15 years now. I think a lot of us who work in IT and deal with Incidents, Requests, Changes and Change Control, CIs, Asset Management, Problem RCA and more, don't realize we are already living ITIL day to day. Funny that
Funny that

upvoted 3 times

bigpete975 1 year, 7 months ago

D is correct.

upvoted 1 times

Question #141 *Topic 1*

Which statement about problems is CORRECT?

A. Problems are not related to incidents

B. Problems must be resolved quickly in order to restore normal business activity

C. Problem analysis should focus on one of the four dimensions to achieve a fast diagnosis

D. Problem prioritization involves risk assessment

Correct Answer: *D*

Community vote distribution

D (100%)

arek Highly Voted 2 years, 6 months ago
Correct Answer: D
upvoted 10 times

RoxyLo Highly Voted 2 years, 5 months ago
correct answer is D, check the link attached to this question, it indicates is D, B is for Incident.
upvoted 7 times

APAmalaysia Most Recent 11 months, 3 weeks ago
Answer – D . Problem prioritization involves risk assessment.
Problems are prioritized for analysis based on the risk that they pose, and are managed as risks based on their potential impact and probability.
A. Problems are related to incidents, but should be distinguished as they are managed in different ways.
B. Incidents have an impact on users or business processes, and must be resolved so that normal business activity can take place.
C. It is important to analyse problems from the perspective of all four dimensions of service management
upvoted 2 times

Pikapika12638 1 year ago
Selected Answer: D
D should be prioritized based on risks
upvoted 1 times

jj0097 1 year, 2 months ago
Selected Answer: D
I would say D
upvoted 1 times

louisng 1 year, 3 months ago
Selected Answer: D
D is correct
upvoted 1 times

Roro2011 1 year, 5 months ago
D. Problem prioritization involves risk assessment.
upvoted 1 times

xman888888 1 year, 6 months ago
Selected Answer: D
Definitely D
upvoted 1 times

bigpete975 1 year, 7 months ago
D is correct.
upvoted 1 times

bgfrayman 1 year, 9 months ago
definitely not B, incidents should be resolved as quickly as possible, problem managaement is slow and could cost time, so D should be correct here.
upvoted 3 times

SandyIndia 2 years ago
Just like incidents, problems will be prioritized based on the risk they pose in terms of probability and impact to services. Focus should be given to problems that have highest risk to services and

service management.

upvoted 2 times

babati 2 years, 7 months ago

Problems are:

>> prioritized for analysis based on the risk that they pose, and are managed as risks based on their potential impact and probability.

upvoted 7 times

Question #142 *Topic 1*

Which is a risk that might be removed from a service consumer by an IT service?

A. Service provider ceasing to trade

B. Security breach

C. Failure of server hardware

D. Cost of purchasing servers

Correct Answer: *B*

Community vote distribution

celomomo 1 day, 23 hours ago

D. Cost of purchasing servers.

An IT service could potentially remove the risk of the cost of purchasing servers by providing a cloud-based or hosted service, where the service consumer doesn't need to invest in physical hardware. This approach aims to reduce the financial burden on the consumer, aligning with the concept of outsourcing infrastructure and cost savings.

upvoted 1 times

TryRaja 2 weeks, 4 days ago

C should an answer

Since, customer is owning the hardware . So there is risk of hardware failure will happen during the service. So it will be removed in the service warranty or contract via service offering. Customer risk has been removed

upvoted 1 times

sidarok 3 weeks, 1 day ago

Quite a wrong question, all of them could be removed.

upvoted 1 times

Abu_Talal 2 months ago

It's "C"
A. Service provider ceasing to trade --> risks imposed on a consumer by the service
B. Security breach --> risks imposed on a consumer by the service
C. Failure of server hardware --> risks removed from a consumer by the service OR ack of staff availability
D. Cost of purchasing servers --> N/A

upvoted 4 times

EmarOliva 4 months, 1 week ago

Selected Answer: C

C is the correct answer

upvoted 2 times

Boxbot 4 months, 3 weeks ago

2.5.3 Risks

As with costs, there are two types of risk that are of concern to service consumers:
• risks removed from a consumer by the service (part of the value proposition). These may include failure of the consumer's server hardware or lack of staff availability. In some cases, a service may only reduce a consumer's risks, but the consumer may determine that this reduction is sufficient to support the value proposition
• risks imposed on a consumer by the service (risks of service consumption). An example of this would be a service provider ceasing to trade, or experiencing a security breach.

upvoted 3 times

Maxima057 6 months, 1 week ago

The correct answer is C:
(from ITIL book chapter 2.5.3 Risks: risks removed from a consumer by the service (part of the value proposition). These may include failure of the consumer's server hardware or lack of staff availability. In some cases, a service may only reduce a consumer's risks, but the consumer may determine that this reduction is sufficient to support the value proposition.

upvoted 2 times

MD2022abcd 6 months, 3 weeks ago

I find C and D very similar . since I have to chose only one I will go with B.
I dont think it is a good question

upvoted 2 times

MD2022abcd 6 months, 3 weeks ago

not sure how to change the comment .
C is more likely to be the answer.
security breach is imposed on the consumer. cost could be imposed too.

upvoted 1 times

Aksiii 7 months, 3 weeks ago

C is correct

upvoted 1 times

IELOPES 7 months, 3 weeks ago

C is correct.

upvoted 1 times

dxutl 8 months, 3 weeks ago

Selected Answer: C

C is correct since in the ITIL 4 Book, chapter 2.5.3 Risks it states that risks removed from the consumer by the service - may include failure of the server hardware or lack of staff availability.

upvoted 4 times

Leintje 9 months, 2 weeks ago

Selected Answer: B

I think B is correct, because, how is an IT service provider capable of that they might prevent that if you have a crappy old computer, it won't break or fail? Having good hardware is a responsibility for the customer. That is out of their hands, I think the correct answer is B, because they MIGHT remove the risk of security breach by for example deliver good software to the customer.

upvoted 1 times

BethSea 9 months, 2 weeks ago

Selected Answer: C

100% C

upvoted 2 times

Manix 9 months, 3 weeks ago

Selected Answer: C

A and B are imposed to customer. D is cost removed from customer. So C is remaining answer

upvoted 1 times

Pcghosh 10 months ago

Selected Answer: C

The first 2 options are risks imposed on the consumer by the service and the option D is a cost (and not a risk) removed from the consumer. So C is the correct answer.

upvoted 2 times

Gadeliow 10 months, 3 weeks ago

C is correct

upvoted 1 times

shadsong 10 months, 3 weeks ago

Selected Answer: C

C is correct

upvoted 1 times

Question #143 *Topic 1*

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

Correct Answer: *C*

Community vote distribution

C (100%)

SandyIndia Highly Voted 2 years ago

A. Understanding the organizationλ€™s vision.
Plan.
B. Understanding stakeholder needs
Engage.
C. Meeting stakeholder expectations.
Design and Transition.
D. Ensuring service components are available.
obtain/build.

upvoted 25 times

mikilik Highly Voted 2 years, 4 months ago

Should be C
The purpose of the design and transition value chain activity is to ensure that products and services continually meet stakeholder expectations for quality, costs and time to market.

upvoted 17 times

Alex84 Most Recent 10 months, 3 weeks ago

Selected Answer: C

The value chain activity that ensures products and services continually meet stakeholder expectations for quality, costs, and time to market.

upvoted 1 times

Roro2011 1 year, 5 months ago

C. Meeting stakeholder expectations

upvoted 2 times

Roro2011 1 year, 5 months ago

C. Meeting stakeholder expectations

upvoted 1 times

Smoothie4Sho 1 year, 6 months ago

Correct answer is C - design and transition
The value chain activity that ensures products and services continually meet
stakeholder expectations for quality, costs, and time to market. Referenced from Axelos Text book ITIL 4

upvoted 1 times

Roro2011 1 year, 6 months ago

C. Meeting stakeholder expectations

upvoted 1 times

Lizarda2od 1 year, 7 months ago

Selected Answer: C

C is correct. D relates to "obtain/build"

upvoted 1 times

BLYBOI 1 year, 7 months ago

Selected Answer: C

C is correct

upvoted 1 times

bigpete975 1 year, 7 months ago

C is correct.

upvoted 1 times

LunchTime 1 year, 8 months ago

The correct answer is B "Design and Transition" as per the following link: https://www.beyond20.com/blog/what-is-the-itil-4-service-value-chain/

upvoted 1 times

LunchTime 1 year, 8 months ago

Sorry, I fat fingered this one. :(I meant to say that C is the correct answer, as also indicated by others here.

upvoted 1 times

Vandana_kulakrni 2 years ago

C. Meeting stakeholder expectations.
Design and Transition

upvoted 2 times

dadageer 2 years ago

It is C

upvoted 1 times

exam67 2 years ago

C is correct. D relates to "obtain/build"

upvoted 2 times

g13013 2 years, 2 months ago

The answer is C

upvoted 3 times

Crazey 2 years, 3 months ago

Design and Transition ensures that services and products meet stakeholder expectations, considering quality, cost and time-to-market. The primary focus is to take the requirements from Engage and provide specifications for Obtain/Build. This activity also delivers new and changed services and products to the Deliver and Support activity.

upvoted 4 times

Crazey 2 years, 3 months ago

Engage
The Engage activity provides understanding of stakeholder needs, transparency, and good relationships with all stakeholders. This activity takes requirements from customers and transforms them into design requirements for the Design and Transition activity.

upvoted 1 times

Question #144 *Topic 1*

Which should be handled by 'service request management'?

A. A request to implement a security patch

B. A request to provide a laptop

C. A request to resolve an error in a service

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

Correct Answer: *B*

Community vote distribution

B (100%)

heamgu Highly Voted 2 years, 4 months ago

Correct Answer is B.

Service request management is often confused with ITIL incident management. The distinction between the two is in how they are initiated:
Service request management responds to requests for specific services such as resetting a password, setting up a new company laptop, or moving equipment from one location to another.

upvoted 14 times

SandyIndia Highly Voted 2 years ago

A. A request to implement a security patch.
Change Management.
B. A request to provide a laptop.
Service Request.
C. A request to resolve an error in a service.
Problem management.
D. A request to change a target in a service level agreement.
Relationship Management.

upvoted 12 times

_elj Most Recent 1 year ago

Selected Answer: B

Ref. 5.2.16 Service request management
- a request for provision of a resource or service (for example, providing a phone or laptop to a user, or providing a virtual server for a development team)

upvoted 2 times

136898is42 1 year ago

Selected Answer: B

Requesting a laptop is service request management.

upvoted 1 times

jj0097 1 year, 2 months ago

Selected Answer: B

B of course

upvoted 4 times

shardas 1 year, 5 months ago

arreglen la pregunta para que marque B

upvoted 2 times

Roro2011 1 year, 5 months ago

B. A request to provide a laptop

upvoted 3 times

Turb3n0id 1 year, 5 months ago

Correct B

upvoted 2 times

panfok 1 year, 7 months ago

Selected Answer: B

B is correct.

upvoted 2 times

bigpete975 1 year, 7 months ago
B is correct.
upvoted 2 times

ewertowskip 1 year, 10 months ago
It's B.
upvoted 2 times

Rinus83 1 year, 10 months ago
Correct is B
upvoted 2 times

chay70 2 years, 3 months ago
based on the link provided, the answer is B.
upvoted 2 times

Question #145

Topic 1

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

A. Governance

B. Service value chain

C. Guiding principles

D. Practices

Correct Answer: *B*

El_Capitan Highly Voted 1 year, 6 months ago
The central element of the SVS is the service value chain, an operating model which outlines the key activities required to respond to demand and facilitate value realization through the creation and management of products and services
upvoted 8 times

bigpete975 Most Recent 1 year, 7 months ago
B is correct.
upvoted 1 times

Question #146 *Topic 1*

Which action is performed by a service provider?

A. Requesting required service actions

B. Authorizing budget for service consumption

C. Ensuring access to agreed resources

D. Receiving of the agreed goods

Correct Answer: *C*

Community vote distribution

C (100%)

KM Highly Voted 2 years, 7 months ago

Answer is C

upvoted 26 times

A_Salem Highly Voted 2 years, 5 months ago

C. Correct. because SP provides the access to resources.
A. Wrong. Service request is a request from a user or a user's authorized representative.
B. Wrong. this is the consumers' sponsor role.
D. Wrong. the consumer receives the goods

upvoted 11 times

_elj Most Recent 1 year ago

Selected Answer: C

Ref. 2.4.1
Service provision includes ensuring access to resources for users

upvoted 1 times

136898is42 1 year ago

Selected Answer: C

A service provider ensures access to the resource "the service".

upvoted 1 times

Marianeiro 1 year, 1 month ago

Selected Answer: C

C is the right answer

upvoted 1 times

arcadianlife 1 year, 4 months ago

I am surprised that Examtopics publish many wrong answers. Having seen the contribution of different people here, I decided to do a small research about this question, and trust me the CORRECT answer is C. See the explanation below:

39) A service provider describes a package that includes a laptop with software, licenses, and support. What is this package an example of?
Answer is: service offering
i.e, combination of those items ensures access to agreed resources
Explanation: Service providers define combinations of goods, access to resources
and service actions, to address the needs of different consumer groups. These
combinations are called service offerings.
This an excerpt from a paid study pack.

upvoted 7 times

shardas 1 year, 5 months ago

por favor, es C arreglenlo.

upvoted 2 times

Roro2011 1 year, 5 months ago

C. Ensuring access to agreed resources

upvoted 2 times

Lizarda2od 1 year, 7 months ago

Selected Answer: C

C. Correct. because SP provides the access to resources.
A. Wrong. Service request is a request from a user or a user's authorized representative.
B. Wrong. this is the consumers' sponsor role.
D. Wrong. the consumer receives the goods

upvoted 3 times

bigpete975 1 year, 7 months ago

C is correct.

upvoted 3 times

Goodak47 1 year, 10 months ago

C Correct

upvoted 3 times

TVDang 1 year, 11 months ago

A: service consumer
B: sponsor
C: service provider
d: service consumer

upvoted 2 times

makowskim3 2 years ago

C or A?

upvoted 2 times

coolfinesse 2 years ago

Access to resources granted or licensed to a consumer under agreed terms and conditions. The resources remain under the provider's control and can be accessed by the consumer only during the agreed service consumption period. Some of the example are access to the mobile network, or to the network storage or to a cloud environment etc. The ownership is not transferred to consumer, where the access is granted for the period of agreement (terms & condition) or license provided. The consumer can only access during the period of licence and terms & conditions.

upvoted 2 times

Dhushaker 2 years ago

Service actions performed to address a consumer's needs. These actions are performed by the service provider according to the agreement with the consumer. Some of the examples are, user support like service desk, where the service actions are performed to fulfil the needs of the consumer. In this example of service desk, resolving the incidents of the users will be one of the service actions.

upvoted 2 times

Sam_femi 2 years, 1 month ago

Service Actions- Performed by the service provider to address a consumer's needs.
Performed according to an agreement with the consumer. A is correct

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

upvoted 1 times

pribeiro 2 years, 7 months ago

Very strange answer.. A ? really?

upvoted 2 times

Question #147 *Topic 1*

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?

Correct Answer: *B*

SandyIndia Highly Voted 2 years ago
A. Did we get there?
Evaluate measurements and metrics.
B. Where are we now?
Perform baseline assessments.
C. What is the vision?
Business vision, strategy, goals and objectives.
D. Where do we want to be?
Define measurable targets.
upvoted 19 times

BananaSlug Most Recent 9 months, 4 weeks ago
B: Where are we now?
4.6.1.2 "If this step is skipped, the current state will not be understood and there will not be an objective baseline measurement. It will therefore be difficult to track and measure the effectiveness of the improvement activities, as the new state cannot be compared with a previous state at a later point."
upvoted 1 times

Gadeliow 10 months, 3 weeks ago
the correct answer is B
upvoted 1 times

bigpete975 1 year, 7 months ago
B is correct.
upvoted 1 times

babati 2 years, 7 months ago
For example, an organization can measure the current net promoter score (NPS) from a customer satisfaction survey, conduct a benchmark survey against its competitors or review findings of operational statistics or audit reports to understand its current state. If this step is skipped, the current state will not be understood and there will not be an objective baseline measurement against which improvement can be measured.
upvoted 1 times

Question #148 *Topic 1*

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 plan changes

D. A way to manage the people aspects of change

Correct Answer: *B*

bigpete975 1 year, 7 months ago
B is correct.
upvoted 1 times

klezlil 1 year, 8 months ago
B -https://www.bmc.com/blogs/itil-change-enablement/
upvoted 1 times

Question #149 *Topic 1*

Which is NOT a component of the service value system?

A. The service value chain

B. Opportunity and demand

C. Continual improvement

D. Governance

Correct Answer: *B*

Greenham09 Highly Voted 11 months ago
Great - Guiding Principles
Grandma - Governance
Sells - SVC
P - Practices
C's - Continual Improvement
upvoted 17 times

bigpete975 Most Recent 1 year, 7 months ago
B is correct.
upvoted 2 times

Bakayalo 1 year, 10 months ago
SVS :
Guiding principle
Governance
Service Value Chain
Practices
Continual Improvement
upvoted 3 times

zaicnupagadi 2 years ago
Correct B. Opportunity and demand
upvoted 2 times

Question #150 *Topic 1*

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

Correct Answer: *C*

TryRaja 2 weeks, 4 days ago
C is correct
upvoted 1 times

bigpete975 1 year, 7 months ago
C is correct.
upvoted 1 times

Question #151 *Topic 1*

What is the MOST important reason for prioritizing incidents?

A. To ensure that user expectations are realistic

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

C. To help information-sharing and learning

D. To provide links to related changes and known errors

Correct Answer: *B*

Community vote distribution

B (100%)

TryRaja 2 weeks, 4 days ago
B is correct
upvoted 1 times

Traktark 4 weeks, 1 day ago
Selected Answer: B
The most important reason for prioritizing incidents is B. To ensure that incidents with highest impact are resolved first.

This is because incidents with the highest impact are the ones that will have the biggest negative impact on the business. If these incidents are not resolved quickly, they can cause significant financial losses, productivity problems, or even damage to the organization's reputation.
upvoted 1 times

bigpete975 1 year, 7 months ago
B is correct.
upvoted 3 times

Question #152 *Topic 1*

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

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

B. Understanding the ongoing requirements of customers

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

D. Measuring low-level operational activities

Correct Answer: *B*

TryRaja 2 weeks, 4 days ago
B is correct
upvoted 1 times

El_Capitan 1 year, 6 months ago
The activities of engaging and listening provide a great opportunity to build improved relationships and to focus on what really needs to be delivered. It also gives service delivery staff an experience-based understanding of the day-to-day work that is done with their technology, enabling them to deliver a more business focused service.
upvoted 2 times

bigpete975 1 year, 7 months ago
B is correct.
upvoted 1 times

Question #153 *Topic 1*

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

A. Service request management

B. Service configuration management

C. Deployment management

D. Change enablement

Correct Answer: *A*

Community vote distribution

A (100%)

Traktark 4 weeks, 1 day ago

Selected Answer: A

The correct answer is: A. Service request management.

Explanation: The purpose of the 'service request management' practice is to handle pre-defined, user-initiated demands for services. It provides a standardized and efficient process for users to request access to services, information, or specific actions. The practice ensures that these requests are properly recorded, assessed, authorized, and fulfilled according to established procedures and controls.

In other words, service request management focuses on managing and fulfilling specific user requests for services, often in a structured and repeatable manner. It allows users to initiate and request various types of services without going through the formal change process, making it easier and quicker to access the services they need.

upvoted 1 times

El_Capitan 1 year, 6 months ago

service request management practice
The practice of supporting the agreed quality of a service by handling all predefined, user-initiated service requests in an effective and user-friendly manner.

upvoted 3 times

bigpete975 1 year, 7 months ago

A is correct.

upvoted 1 times

Question #154 *Topic 1*

Which guiding principle considers which parts of an existing process should be kept by identifying how they contribute to value creation?

A. Progress iteratively with feedback

B. Collaborate and promote visibility

C. Think and work holistically

D. Keep it simple and practical

Correct Answer: *D*

Community vote distribution

D (100%)

SandyIndia Highly Voted 2 years ago

D. When analyzing a practice, process, service, metric, or other improvement targets, always ask whether it contributes to value creation. If value is not being created, then eliminate the unnecessary steps to simplify the process.

upvoted 14 times

Tiger10 1 year, 10 months ago

pls explain. not sure why the answer D is correct

upvoted 1 times

JayBee65 11 months, 3 weeks ago

The above quote is taken from...
4.3.6 Keep it simple and practical
4.3.6.1 Judging what to keep
When analysing a practice, process, service, metric, or other improvement target, always ask whether it contributes to value creation.

upvoted 3 times

Bakayalo 1 year, 10 months ago

In the event 'Start where you are " may be more appropriate but in this case 'Keep it simple and practical" Seems the nearest concept to it.

upvoted 2 times

ewertowskip Highly Voted 1 year, 10 months ago

This should be Start where you are. I have no idea where this question is from :|

upvoted 6 times

TryRaja 2 weeks, 4 days ago

Yes, if it's one of the given choice, but it is not given,so

Keep it simple and practical is more fitting answer for the question

upvoted 1 times

celomomo Most Recent 1 day, 23 hours ago

C. Think and work holistically.

The guiding principle "Think and work holistically" emphasizes the importance of considering the entire system, including processes, resources, and interactions, to ensure that value is created efficiently and effectively. This involves identifying the valuable parts of existing processes and understanding how they contribute to the overall value stream.

upvoted 1 times

Traktark 4 weeks, 1 day ago

Selected Answer: D

The correct answer is: D. Keep it simple and practical.

Explanation: The guiding principle "Keep it simple and practical" emphasizes that improvements should be straightforward, effective, and aligned with the value they provide. When applying this principle to an existing process, it involves evaluating which parts of the process contribute to value creation and should be retained, while also identifying areas where simplification or streamlining can be achieved. The goal is to avoid unnecessary complexity and focus on practical solutions that bring the most significant benefits to the organization and its customers. This approach ensures that the process remains efficient, effective, and aligned with the overall business goals and objectives.

upvoted 1 times

Zeey 9 months, 1 week ago

Answer is actually B. understand flow of work in progress("existing process"), identify bottlenecks("identifying how they contribute") and uncover waste.

upvoted 1 times

TryRaja 2 weeks, 4 days ago
No, answer is D

Keep it simple and practical.
upvoted 1 times

bigpete975 1 year, 7 months ago
D is correct.
upvoted 1 times

LunchTime 1 year, 8 months ago
D is correct. As per https://info.axiossystems.com/blog/itil4-keep-it-simple-and-practical: "Keep it simple and practical...Like focus on value, this principle is heavily focused on the prevention of waste. Waste correlates with complexity. Higher complexity means there are more opportunities for waste to creep into a system--and it requires more work to find an eliminate waste."
upvoted 2 times

Question #155 *Topic 1*

What is the purpose of the 'monitoring and event management' practice?

A. To restore normal service operation as quickly as possible

B. To manage workarounds and known errors

C. To capture demand for incident resolution and service requests

D. To systematically observe services and service components

Correct Answer: *D*

heerowiind Highly Voted 12 months ago
A. To restore normal service operation as quickly as possible = Incident Management
B. To manage workarounds and known errors = Problem management
C. To capture demand for incident resolution and service requests = Service Desk
D. To systematically observe services and service components = Monitoring and Event Management
upvoted 5 times

Fund81 Most Recent 6 months, 3 weeks ago
D
Under 5.2.7, The purpose of the monitoring and event management practice is to systematically observe services and service components, and record and report selected changes of state identified as events.
upvoted 2 times

bigpete975 1 year, 7 months ago
D is correct.
upvoted 1 times

O_lola 1 year, 8 months ago
Should the answer not be C?
upvoted 1 times

Djimajlo 1 year, 8 months ago
"Key message: Purpose of the monitoring and event management practice is to systematically observe services and service components, and record and report selected changes of state identified as events."
upvoted 1 times

Yokota 1 year, 8 months ago
monitoring = observe
upvoted 1 times

Question #156 *Topic 1*

Which statement about outcomes 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

Correct Answer: *A*

bigpete975 1 year, 7 months ago

A is correct.

upvoted 1 times

SandyIndia 2 years ago

A.An outcome is a result for a stakeholder enabled by one or more outputs.

upvoted 1 times

Question #157 *Topic 1*

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

A. Supplier management

B. Technical expertise

C. Event monitoring

D. Problem management

Correct Answer: *A*

Community vote distribution

A (100%)

AlexNG Highly Voted 8 months, 3 weeks ago

Selected Answer: A

5.2.15 - The skills and competencies for service level management include relationship management, business liaison, business analysis, and commercial/supplier management. The practice requires pragmatic focus on the whole service and not simply its constituent parts; for example, simple individual metrics (such as percentage system availability) should not be taken to represent the whole service.

upvoted 5 times

Sizabona Most Recent 9 months, 2 weeks ago

Required SLM Skills and Competencies
The skills and competencies for SLM include relationship management, business liaison, business analysis, and commercial/supplier management due to the emphasis on engagement with the customer and all stakeholders involved in service management. Therefore, a holistic approach which focuses on the whole service and not simply its constituent parts is required. Simple individual metrics (such as percentage system availability) should not be taken to represent the whole service level, rather a view that incorporates customer perception and business outcomes must be the standard approach to SLM.

upvoted 1 times

bigpete975 1 year, 7 months ago

A is correct.

upvoted 1 times

SandyIndia 2 years ago

A.The skills and competencies for SLM include relationship management, business liaison, business analysis, and commercial/supplier management due to the emphasis on engagement with the customer and all stakeholders involved in service management.

upvoted 3 times

Question #158 *Topic 1*

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

Correct Answer: *A*

Community vote distribution

B (75%) A (25%)

EricSon Highly Voted 2 years, 4 months ago

Ans is B
[4.6] It is important to remember that the scope and details of each step of the model will vary significantly based on the subject and the type of improvement. It should be recognized that this model can serve as a workflow, but it can also be used simply as a high-level reminder of a sound thought process to ensure improvements are properly managed. *The flow seeks to ensure that improvements are linked to the organization's goals* and are properly prioritized, and that improvement actions produce sustainable results.

upvoted 29 times

celomomo Most Recent 1 day, 23 hours ago

B. The flow of the model helps organizations to link improvements to its goals - This is correct. The continual improvement model is designed to help organizations align their improvement efforts with their goals and objectives, ensuring that changes and enhancements contribute to the achievement of these goals.

upvoted 1 times

martino30 4 months, 2 weeks ago

A is OK :)
Use of the model increases the likelihood that ITSM initiatives will be successful, puts
a strong focus on customer value, and ensures that improvement efforts can be linked back to the organization's vision.
Hope that you see the difference between "the flow od the model seeks to ensure that improvements are linked..." and "The model seeks to ensure that improvements are linked..."
Even if you need to "re-evaluate and return to a previous step at some point." you would still go from 1st step just to check if it is still actual (that concludes working trough).
Finally - checking if improvements are linked to the organization's goals - for that you have 1st step, later -you would expect people to understand customer value / organization's vision rather than organization's goals :)

upvoted 1 times

MarcusWG86 5 months ago

4.6 Continual improvement; the answer is B
The steps of this model do not need to be carried out in a linear fashion, and it may be necessary to re-evaluate and return to a previous step at some point.

upvoted 1 times

antcruz 5 months, 2 weeks ago

Answe is B - The flow seeks to ensure that improvements are linked to
the organization's goals and are properly prioritized, and that improvement actions
produce sustainable results.

upvoted 1 times

Traktark 6 months, 1 week ago

Selected Answer: B

The correct answer is B. The flow of the model helps organizations to link improvements to its goals. The continual improvement model in ITIL provides a framework for organizations to systematically identify and implement improvements to their IT services. The flow of the model helps organizations to link improvements to its goals and ensure that they are aligned with the overall vision and objectives of the organization. Organizations are not required to work through the steps of the model in a specific sequence, nor is the model limited to certain parts of the service value system. The model can be used to identify and implement improvements across the entire service value system, and organizations should use the model itself, rather than an additional model or method, to link improvements to customer value.

upvoted 2 times

OBANSON 6 months, 3 weeks ago

B IS THE CORRECT ANSWER

upvoted 1 times

MD2022abcd 6 months, 3 weeks ago

B IS CORRECT " 4.6: The flow seeks to ensure that improvements are linked to the organization's goals and are properly prioritized, and that improvement actions produce sustainable results"

A is wrong " 4.6: The steps of this model do not need to be carried out in a linear fashion, and it may be necessary to re-evaluate and return to a previous step at some point."

upvoted 2 times

Manix 7 months ago

Selected Answer: B

Page 66: Use of the model ... ensures that improvement efforts can be lionked bac to the organization's vision. -> it's B
Page 67: An organization can adjust these steps to it's culture and goals. -> not A

upvoted 1 times

rulezztim 9 months, 3 weeks ago

A is correct

upvoted 3 times

kimochi31 10 months, 3 weeks ago

Selected Answer: A

Should be A. The continual improvement model should be done in a sequential form. How can you improve something if you don't assess "what is the vision?" 1st? Do you jump to "take action"? or where do we want to be? Of course you need to check what is your goal/vision FIRSTLY not on a random sequence.

upvoted 4 times

dipophysics 9 months, 2 weeks ago

Hello, Kindly help with contribution user access

upvoted 1 times

Gadeliow 10 months, 3 weeks ago

B is correct

upvoted 1 times

heerowiind 11 months, 2 weeks ago

Selected Answer: B

Correct answer is B

upvoted 2 times

_elj 1 year ago

Selected Answer: B

Ref. 4.6
*The flow seeks to ensure that improvements are linked to the organization's goals and are properly prioritized, and that improvement actions produce sustainable results.

*The steps of this model do not need to be carried out in a linear fashion, and it may be necessary to re-evaluate and return to a previous step at some point.

upvoted 4 times

136898is42 1 year ago

Selected Answer: B

B is the correct answer. It is not a stringent model.

upvoted 1 times

Dr4mmma 1 year, 3 months ago

Correct answer is B.

upvoted 4 times

Roro2011 1 year, 5 months ago

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

upvoted 3 times

Question #159 *Topic 1*

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 identifying a result for a stakeholder

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

Correct Answer: *D*

Community vote distribution

D (100%)

ITPS_SBG_7 Highly Voted 2 years ago

Answer is D.

Warranty
Assurance that a product or service will meet agreed requirements. Warranty can be summarized as 'how the service performs' and can be used to determine whether a service is 'fit for use'.

upvoted 5 times

TryRaja Most Recent 2 weeks, 4 days ago

A. A means of identifying events that could cause harm or loss = Risk
B. A means of determining whether a service is fit for purpose = Utility
C. A means of identifying a result for a stakeholder= Outcome
D. A means of determining whether a service is fit for use = Warranty

So D is correct

upvoted 1 times

WookieWoo 8 months ago

Selected Answer: D

A - Risk
B - Utility
C - Outcome

upvoted 3 times

bigpete975 1 year, 7 months ago

D is correct.

upvoted 1 times

dadageer 2 years ago

whats the difference between B and D?

upvoted 1 times

mazoshu 1 year, 11 months ago

B is for utility

upvoted 5 times

SandyIndia 2 years ago

D. Warranty is Assurance that a product or service will meet the agreed requirments.

upvoted 2 times

Question #160 *Topic 1*

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

A. Change enablement

B. Problem management

C. Information security management

D. Service configuration management

Correct Answer: *C*

Community vote distribution

C (100%)

TryRaja 2 weeks, 4 days ago

Answer occurs C

upvoted 1 times

AKatoch 2 weeks, 5 days ago

Answer C

upvoted 1 times

eng_omari 5 months, 1 week ago

Selected Answer: C

The answer is c

upvoted 1 times

peah 5 months, 4 weeks ago

Information Security Management

upvoted 1 times

RickyQ 7 months, 2 weeks ago

The purpose of the information security management practice is to protect the information needed by the organization to conduct its business, including the understanding and managing risks to confidentiality, integrity, availability, authentication, and non-repudiation.

upvoted 2 times

Question #161 *Topic 1*

Which statement about value creating activities is CORRECT?

A. Each value stream should be designed with a specific combination of service value chain activities

B. Service value chain activities have pre-determined dependencies on ITIL practices

C. A value stream is an operating model for creating value through products and services

D. Organizations should ensure that each value stream is applicable to many scenarios

Correct Answer: *A*

Community vote distribution

A (75%) C (25%)

Frameff Highly Voted 1 year, 5 months ago

Selected Answer: A

"To carry out a certain task or respond to a particular situation, organizations create service value streams. These are specific combinations of activities and practices, and each one is designed for a particular scenario."

On top of that, the value stream is not an operating model.

upvoted 6 times

celomomo Most Recent 1 day, 23 hours ago

C. A value stream is an operating model for creating value through products and services.

upvoted 1 times

Panda_man 3 months, 3 weeks ago

Selected Answer: A

According to the book should be A , while in the definition for value stream nowhere says it's an operating model

upvoted 1 times

racingwits 5 months, 1 week ago

Should be C

upvoted 1 times

NomNom2 5 months, 3 weeks ago

C. is correct.

In the context of ITIL 4, a value stream is a sequence of activities that creates and delivers a product or service to a customer. Value streams are used to identify the steps and processes required to deliver value, and to optimize the flow of work across the service value chain. Each value stream should be designed with a specific combination of service value chain activities, which are the key activities required to deliver value.

upvoted 1 times

Panda_man 2 months, 3 weeks ago

Nope, value chain is operating model - not a value stream

upvoted 1 times

Traktark 6 months, 1 week ago

Selected Answer: A

According to ITIL, each value stream should be designed with a specific combination of service value chain activities to ensure that the desired outcomes and benefits are achieved efficiently and effectively. The service value chain is a sequence of activities that are performed to design, transition, deliver, and improve services. By designing each value stream with a specific combination of these activities, organizations can ensure that their services meet customer needs and business goals in the most efficient and effective manner possible.

upvoted 1 times

lo_01234_ol 6 months, 3 weeks ago

Selected Answer: C

Creation of value: C.

upvoted 1 times

Manix 7 months, 1 week ago

Selected Answer: C

Question is about Value creation, co C is better answer than A.
The central element of the SVS is the service value chain, an operating model which outlines the key activities required to respond to demand and facilitate value realization through the creation and management of products and services.

upvoted 1 times

BananaSlug 9 months, 4 weeks ago

The answer is not C. 4.5 Service value chain "The central element of the SVS is the service value chain, an operating model which outlines the key activities required to respond to demand and facilitate value realization through the creation and management of products and services."

upvoted 3 times

Rifol 1 year, 4 months ago

Letter A sagot dito boruto

upvoted 1 times

didigigi 1 year, 6 months ago

Selected Answer: A

Aaaaaaa

upvoted 1 times

bigpete975 1 year, 7 months ago

A is correct.

upvoted 1 times

klezlil 1 year, 8 months ago

The value chain is an operating model, not the value stream, so I think A is correct.

upvoted 2 times

MDNowfal 1 year, 8 months ago

Selected Answer: C

cccccccccc

upvoted 1 times

RayG 1 year, 8 months ago

answer A is correct.
"Service value streams are specific combinations of activities and practices, and each one is designed for a particular scenario."

upvoted 1 times

TheSkyMan 1 year, 10 months ago

I'm leaning toward C:
The value streams and processes dimension focuses on the integration and coordination of both the SVS in general and to specific products and services. It defines the activities, workflows, controls and procedures needed to achieve agreed objectives.
In other words, the dimension focuses on the efficient organization of the various activities to deliver value to stakeholders.
Therefore, there is a need for an operating model that effectively organizes the key activities to manage products and services.

upvoted 4 times

Goodak47 1 year, 10 months ago

Ans is C

upvoted 1 times

Question #162 *Topic 1*

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

A. Ensuring that stakeholder expectations for quality are met

B. Ensuring that stakeholder needs are understood by the organization

C. Ensuring that service components are available when needed

D. Ensuring that services are operated to meet agreed specifications

Correct Answer: *B*

Community vote distribution

B (100%)

heerowiind Highly Voted 12 months ago

A. Ensuring that stakeholder expectations for quality are met = Design and Transition
B. Ensuring that stakeholder needs are understood by the organization = Engage
C. Ensuring that service components are available when needed = Obtain/Build
D. Ensuring that services are operated to meet agreed specifications = Deliver and Support

upvoted 11 times

Traktark Most Recent 4 weeks, 1 day ago

Selected Answer: B

The correct answer is: B. Ensuring that stakeholder needs are understood by the organization.

Explanation: The 'engage' value chain activity is responsible for engaging with stakeholders to understand their needs, expectations, and requirements. It involves actively communicating and collaborating with stakeholders to gain insights into their specific needs and desired outcomes. By engaging with stakeholders effectively, the organization can ensure that its services are designed and delivered in a way that meets the expectations and requirements of its customers and other relevant stakeholders. This activity is essential for aligning the organization's services with the needs of its stakeholders, thereby increasing the likelihood of delivering valuable and customer-centric services.

upvoted 1 times

bigpete975 1 year, 7 months ago

B is correct.

upvoted 2 times

Thilaganto 1 year, 11 months ago

Yes i agree with option B

upvoted 1 times

Question #163 *Topic 1*

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

Correct Answer: *A*

heerowiind Highly Voted 12 months ago
A. Understanding what services help the service consumer = focus on value
B. Reducing the number of steps in the customer experience = keep it simple and practical
C. Assessing services to identify parts that can be reused = start where you are
D. Identifying activities that can be achieved in smaller iterations = progress iteratively with feedback
upvoted 5 times

TryRaja Most Recent 2 weeks, 3 days ago
A is correct
upvoted 1 times

bigpete975 1 year, 7 months ago
A is correct.
upvoted 1 times

Quen 2 years ago
A for me, keyword is understand which is logically related to value
upvoted 1 times

Question #164 *Topic 1*

Which is part of the definition of a customer?

A. The role that defines the requirements for a service

B. A means of enabling value co-creation

C. The role that authorizes budget for service consumption

D. A set of specialized organizational capabilities for enabling value

Correct Answer: *A*

heerowiind Highly Voted 12 months ago
A. The role that defines the requirements for a service = customer
B. A means of enabling value co-creation = service
C. The role that authorizes budget for service consumption - sponsor
D. A set of specialized organizational capabilities for enabling value = service management
upvoted 5 times

bigpete975 Most Recent 1 year, 7 months ago
A is correct.
upvoted 1 times

sunny0452 1 year, 10 months ago
a person who defines the requirement for a service and take responsibility for the outcomes of the service consumption.
upvoted 1 times

Question #165 *Topic 1*

Which guiding principle helps an organization to understand the impact of an altered element on other elements in a system?

A. Focus on value

B. Start where you are

C. Think and work holistically

D. Keep it simple and practical

Correct Answer: *C*

Zephaniah Highly Voted 1 year, 11 months ago
C. having a holistic view of your system
upvoted 5 times

bigpete975 Most Recent 1 year, 7 months ago
C is correct.
upvoted 1 times

Question #166 *Topic 1*

Identify the missing words in the following sentence:
The 'incident management' practice should maintain [?] for logging and managing incidents.

A. a dedicated team

B. a formal process

C. detailed procedures

D. a value chain activity

Correct Answer: *C*

Community vote distribution

B (100%)

[Removed] Highly Voted 2 years ago
There should be a formal process for logging and managing incidents. B is correct
upvoted 11 times

TryRaja Most Recent 2 weeks, 3 days ago
B is right answer
upvoted 1 times

Veeru_k23 1 month, 3 weeks ago
Selected Answer: B
Answer B:
“There should be a formal process for logging and managing incidents.” Ref 5.2.5
C is incorrect: “This process does NOT usually include detailed procedures for how to diagnose, investigate, and resolve incidents.” Ref 5.2.5
upvoted 2 times

frederikverstraeten 1 month, 3 weeks ago
Selected Answer: B
Formal process
upvoted 1 times

bdub16 2 months ago
Selected Answer: B
Formal process
upvoted 2 times

Panda_man 3 months, 3 weeks ago
Selected Answer: B
It's B
upvoted 1 times

ech 4 months, 1 week ago
incident management is a formal process that helps IT teams investigate, record, and resolve service interruptions or outages. I think B.
upvoted 1 times

ahmad90sy 7 months ago
Selected Answer: B
There should be a formal process for logging and managing incidents.
upvoted 1 times

Dulip 7 months ago
B is correct
upvoted 1 times

edachesunny 10 months, 1 week ago
Selected Answer: B
Formal process
upvoted 1 times

LaBt3c 10 months, 2 weeks ago
Selected Answer: B

B is correct
upvoted 1 times

lHateTestsSoMuch 10 months, 2 weeks ago
Its B. You need a formal process.
upvoted 1 times

OURAOURA 10 months, 2 weeks ago
B is correct
upvoted 1 times

Pcghosh 10 months, 3 weeks ago
Selected Answer: B
Section 5.2.5 Incident management - Page 123 first line clearly states - There should be a 'formal process' for logging and managing incidents.
upvoted 4 times

136898is42 1 year ago
Selected Answer: B
B is correct
upvoted 1 times

Raptor95 1 year, 1 month ago
Selected Answer: B
There should be a formal process for logging and managing incidents.
upvoted 1 times

bigpete975 1 year, 7 months ago
B is correct.
upvoted 1 times

Question #167 *Topic 1*

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

A. To make new and changed services and features available for use

B. To move new or changed components to live environments

C. To plan and manage the full lifecycle of all IT assets

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

Correct Answer: *B*

TryRaja 2 weeks, 3 days ago
A. To make new and changed services and features available for use = release management
B. To move new or changed components to live environments = deployment management
C. To plan and manage the full lifecycle of all IT assets = IT Asset management
D. To protect the information needed by the organization to conduct its business= information security management
upvoted 1 times

Dulip 7 months ago
ans is B
upvoted 1 times

tundekakaaki 8 months, 1 week ago
Definitely 'B'
upvoted 1 times

OURAOURA 10 months, 2 weeks ago
B is correct:
upvoted 1 times

Question #168 *Topic 1*

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

Correct Answer: *D*

Community vote distribution

D (83%) C (17%)

SandyIndia Highly Voted 2 years ago

The guiding principles encourage and support organizations in continual improvement at all levels.

Organizations should not use just one or two of the principles, but should consider the relevance of each of them and how they apply together

upvoted 7 times

MarysSon Most Recent 1 week, 5 days ago

Selected Answer: D

Option # 2 is way off base, so we can eliminate A and B. Guiding Principles are recommendations, so organizations can decide which ones are relevant to them. That leaves options 1 and 4. The answer is D.

upvoted 1 times

136898is42 1 year ago

Selected Answer: D

Guiding principles encourage continual improvement. An organization should consider the relevance of each principle, but they cannot/should not pick and choose.

upvoted 1 times

Raptor95 1 year, 1 month ago

Selected Answer: D

The guiding principles encourage and support organizations in continual improvement at all levels.

Organizations should not use just one or two of the principles, but should consider the relevance of each of them and how they apply together

upvoted 1 times

Technet34 1 year, 1 month ago

Selected Answer: D

D is correct. C is not due to "Organizations should decide which one of the guiding principles is relevant to them" is an incorrect statement. Organizations should follow ALL guiding principles and not pick and choose.

upvoted 2 times

jj0097 1 year, 2 months ago

Selected Answer: C

C is good

upvoted 1 times

Anthony053 1 year, 1 month ago

guiding principles are universal

upvoted 1 times

Williamzhou 1 year, 4 months ago

D is correct

upvoted 2 times

Question #169 *Topic 1*

Which is an activity of 'problem identification'?

A. Analyzing information from software developers

B. Establishing problem workarounds

C. Analyzing the cause of problems

D. Establishing potential permanent solutions

Correct Answer: *A*

SandyIndia Highly Voted 2 years ago
A. Analyzing information from software developers
Problem Identification
B. Establishing problem workarounds
Problem Control
C. Analyzing the cause of problems
Problem Control
D. Establishing potential permanent solutions
Error Control
upvoted 32 times

Shyb Most Recent 1 day, 8 hours ago
Should be A
upvoted 1 times

Maxima057 6 months ago
Answer is A:
"Problem identification activities identify and log problems. These include:
• performing trend analysis of incident records
• detection of duplicate and recurring issues by users, service desk, and technical support staff
• during major incident management, identifying a risk that an incident could recur
• analysing information received from suppliers and partners
• analysing information received from internal software developers, test teams, and project teams."
upvoted 1 times

Braniac 10 months, 2 weeks ago
C.
Problems are the causes of incidents. They require investigation and analysis to identify the causes, develop workarounds, and recommend longer-term resolution.
upvoted 1 times

bigpete975 1 year, 7 months ago
A is correct.
upvoted 2 times

Question #170

Topic 1

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

A. Service configuration management

B. Service desk

C. Problem management

D. Deployment management

Correct Answer: *B*

Shyb 1 day, 8 hours ago

Service desk

upvoted 1 times

RickyQ 7 months, 1 week ago

Service desks use supporting technologies such as:
• Intelligent telephony systems, incorporating computer-telephony integration, IVR, and automatic call distribution
• Workflow systems for routing and escalation
• Workforce management and resource planning systems
• A knowledge base
• Call recording and quality control
• Remote access tools
• Dashboard and monitoring tools
• Configuration management systems

upvoted 1 times

bigpete975 1 year, 7 months ago

B is correct.

upvoted 1 times

Question #171

Topic 1

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

Correct Answer: *D*

RickyQ 7 months, 1 week ago

A standard change is a low-risk, pre-authorized change that is well understood and fully documented, and can be implemented without needing additional authorization.

upvoted 3 times

bigpete975 1 year, 7 months ago

D is correct.

upvoted 2 times

Question #172 *Topic 1*

Which TWO are considered part of the 'organizations and people' dimension of service management?

1. Systems of authority
2. Culture
3. Relationships between organizations
4. Workflows

A. 1 and 2

B. 2 and 3

C. 3 and 4

D. 1 and 4

Correct Answer: *A*

SandyIndia Highly Voted 2 years ago

1. Systems of authority
Organizations & People.
2. Culture.
Organizations & People.
3. Relationships between organizations.
Partners & Suppliers.
4. Workflows.
Value Streams & Processes.

upvoted 20 times

bigpete975 Most Recent 1 year, 7 months ago

A is correct.

upvoted 1 times

[Removed] 2 years ago

Organizations and people: This includes the culture, systems of authority, roles, skills, and competencies needed to plan, manage, and deliver services.

upvoted 2 times

babati 2 years, 7 months ago

https://www.sysaid.com/blog/entry/everything-you-officially-need-to-know-about-itil-4

upvoted 1 times

Question #173 *Topic 1*

Which statement about the 'service request management' practice is CORRECT?

A. Service requests are fulfilled using simple workflows

B. A new workflow is created for each type of request

C. Additional approval is sometimes needed for restoration of service

D. Financial authorization is sometimes required for service requests

Correct Answer: *A*

Community vote distribution

D (89%) 11%

acdcd Highly Voted 2 years, 6 months ago
The correct answer is D)
...
-Some service requests require authorization according to financial, information security or other policies.
-Service requests may have simple workflows or quite complex workflows
upvoted 24 times

SalCazzo Most Recent 1 week, 6 days ago
D is the right one
upvoted 2 times

Jessy83 8 months, 2 weeks ago
D is correct.
upvoted 1 times

Manix 9 months, 3 weeks ago
Selected Answer: D
"Some service requests have very simple workflows..." - but not all, so it's not B
"...Others, such as the setup of new employee, may be quite complex" - so A is not
some service requests require authorization based on financial ,information security , or other policies - D is correct
upvoted 4 times

Manix 10 months ago
Selected Answer: B
Service requests need to be streamlined, so each need separate workflow.
upvoted 1 times

LaBt3c 10 months, 2 weeks ago
Selected Answer: D
The correct answer is D
upvoted 1 times

skillfulsatellite 10 months, 3 weeks ago
Selected Answer: D
D is the right answer
upvoted 1 times

Technet34 1 year, 1 month ago
Selected Answer: D
D is correct.
upvoted 1 times

dreft007 1 year, 6 months ago
Selected Answer: D
D is the right answer
upvoted 1 times

bigpete975 1 year, 7 months ago
D is correct.
upvoted 1 times

ESTEEANGEL 1 year, 9 months ago

The answer is D : some service requests require authorization based on financial ,information security , or other policies , while others may not need any authorization

upvoted 1 times

Bakayalo 1 year, 10 months ago

D- some SR require authorization according to finance, Info security or policy

upvoted 1 times

Nkparks 1 year, 12 months ago

The ITIL guide is not talking about finial authorisation but but policies (that involve financial ,information security, etc. D is not correct

upvoted 2 times

MarysSon 1 week, 5 days ago

That is not what the question says.

upvoted 1 times

minmaung 1 year, 12 months ago

the Correct Answer is A.
Service Requests do not need Financial Authorization. Only Service Requests fulfillment will need it.

upvoted 3 times

heamgu 2 years, 4 months ago

Some service requests require authorization according to financial, information security, or other policies, while others may not need any.

upvoted 2 times

Question #174

Topic 1

What is a cause, or potential cause, of one or more incidents?

A. A problem

B. A configuration item

C. A workaround

D. An incident

Correct Answer: *A*

ech 4 months, 1 week ago

In ITIL, an incident is an unplanned interruption to an IT service or a reduction in the quality of an IT service. A problem is a cause or potential cause of one or more incidents.

upvoted 2 times

RickyQ 7 months, 1 week ago

A problem is a cause, or potential cause, of one or more prior, current, or future incidents

upvoted 1 times

tundekakaaki 8 months, 1 week ago

Surely A

upvoted 1 times

Question #175

Topic 1

Which guiding principle says that it is not usually necessary to build something new?

A. Focus on value

B. Start where you are

C. Progress iteratively with feedback

D. Think and work holistically

Correct Answer: *B*

Community vote distribution

B (100%)

tundekakaaki 8 months, 1 week ago

The question here is very similar to the required answer as per ITIL

upvoted 1 times

PHD_CHENG 1 year ago

Selected Answer: B

B is correct. This is ITIL definition.

upvoted 1 times

bigpete975 1 year, 7 months ago

B is correct.

upvoted 1 times

Question #176

Topic 1

Which practice includes management of workarounds and known errors?

A. Monitoring and event management

B. Service configuration management

C. Problem management

D. Incident management

Correct Answer: *C*

Community vote distribution

C (100%)

PHD_CHENG 1 year ago

Selected Answer: C

C is correct. This is ITIL definition

upvoted 2 times

bigpete975 1 year, 7 months ago

C is correct.

upvoted 2 times

Question #177

Topic 1

Which activity is part of the 'continual improvement' practice?

A. Handling compliments and complaints from users to identify improvements

B. Improving relationships with and between stakeholders

C. Prioritizing and creating business cases for improvement initiatives

D. Identifying the cause of unplanned interruptions to service

Correct Answer: *C*

NVAV 1 month, 2 weeks ago

C. Making business cases for improvement, Identifying and logging opportunities is one of the activities that is part of the 'continual improvement' practice.

upvoted 1 times

bigpete975 1 year, 7 months ago

C is correct.

upvoted 1 times

Question #178

Topic 1

Identify the missing word in the following sentence:
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

Correct Answer: *C*

bigpete975 1 year, 7 months ago

C is correct.

upvoted 1 times

Rom0817 2 years ago

C. outcomes
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 costs and risks

upvoted 3 times

Question #179 *Topic 1*

Which is a low risk change that has been pre-approved so that no additional authorization is needed?

A. A standard change

B. A change model

C. An emergency change

D. A normal change

Correct Answer: *A*

bigpete975 1 year, 7 months ago
A is correct.
upvoted 1 times

Rom0817 2 years ago
Standard Change
A low-risk, pre-authorized change that is well understood and fully documented, and can be implemented without needing additional authorization. Is often initiated as a service request, but may also be an operational change.
upvoted 3 times

Question #180 *Topic 1*

Which describes the 'plan' value chain activity?

A. It ensures a shared understanding of the current status and vision for all products and services across the organization

B. It ensures that services are delivered and supported according to agreed specifications and stakeholders' expectations

C. It ensures that service components are available when and where they are needed, and meet agreed specifications

D. It ensures continual improvement of products, services, and practices across all value chain activities

Correct Answer: *A*

[Removed] Highly Voted 1 year, 3 months ago
A. It ensures a shared understanding of the current status and vision for all products and services across the organization - Plan
B. It ensures that services are delivered and supported according to agreed specifications and stakeholders' expectations - Deliver and Support
C. It ensures that service components are available when and where they are needed, and meet agreed specifications - Obtain/Build
D. It ensures continual improvement of products, services, and practices across all value chain activities - Improve
upvoted 6 times

bigpete975 Most Recent 1 year, 7 months ago
A is correct.
upvoted 2 times

Rom0817 2 years ago
A is ok.
The purpose of the plan value chain activity is to ensure a shared understanding of the vision, current status, and improvement direction for all four dimensions and all products and services across the organization.
upvoted 2 times

Question #181 *Topic 1*

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

A. Problem identification

B. Problem control

C. Error control

D. Post-implementation review

Correct Answer: *A*

NVAV 1 month, 2 weeks ago

A. The phase of problem management that includes analyzing incidents to look for patterns and trends is "Proactive Problem Management" which come under a problem identification

upvoted 1 times

bigpete975 1 year, 7 months ago

A is correct.

upvoted 2 times

Question #182 *Topic 1*

Which statement about the 'optimize and automate' guiding principle is CORRECT?

A. Activities should be automated before they are optimized

B. Automation is best applied to non-standard tasks

C. Technology eliminates the need for human intervention

D. Automation frees human resources for more complex activities

Correct Answer: *C*

Community vote distribution

MarysSon 1 week, 4 days ago

Selected Answer: C

C is completely off. Technology reduces the need for human intervention; it certainly does not eliminate it. D is the answer.

upvoted 1 times

Sowhat23 5 months, 3 weeks ago

I also picked D however I think the justification to C comes from 4.3.7.2 : Automation typically refers to the use of technology to perform a step or series of steps correctly and consistently with limited or no human intervention
https://www.examtopics.com/exams/itil/itilfnd-v4/view/10/

upvoted 1 times

BNeo 8 months, 1 week ago

Selected Answer: D

Answer is D.
Technology can help organizations to scale up and take on frequent and repetitive tasks, allowing human resources to be used for more complex decision-making. However, technology should not always be relied upon without the capability of human intervention.

upvoted 3 times

kanchantanwani 9 months ago

Selected Answer: D

D for sure.

upvoted 1 times

FlyingCoke 9 months, 1 week ago

Answer is D

upvoted 1 times

Gb27 9 months, 3 weeks ago

Selected Answer: D

D makes more sense

upvoted 1 times

BananaSlug 9 months, 4 weeks ago

It is not C.
4.3.7 Optimize and Automate: "However, technology should not always be relied upon without the capability of human intervention, as automation for automation's sake can increase costs and reduce organizational robustness and resilience."

upvoted 2 times

IHateTestsSoMuch 10 months, 2 weeks ago

C is not only wrong its untrue. Its D.

upvoted 1 times

shadsong 11 months ago

Selected Answer: D

D is correct

upvoted 1 times

Frameff 1 year, 5 months ago

Selected Answer: D

Tasks should be optimized before automating and not activities. Correct ans is D.

upvoted 4 times

bigpete975 1 year, 7 months ago

D is correct.
upvoted 2 times

ASALSOFT 1 year, 9 months ago
D is correct
upvoted 1 times

Goodak47 1 year, 10 months ago
Ans is A
upvoted 1 times

AaronHansen 1 year, 10 months ago
it is for sure D
upvoted 2 times

Milktank 1 year, 10 months ago
No it's D
upvoted 4 times

DanYendler2014 1 year, 1 month ago
No, processes need to be optimized BEFORE they are automated.
upvoted 1 times

Question #183 *Topic 1*

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

A. Configuration item

B. Product

C. IT asset

D. Event

Correct Answer: *C*

bigpete975 1 year, 7 months ago
C is correct.
upvoted 1 times

Bakayalo 1 year, 11 months ago
IT asset:
Any financially valuable component that can contribute to the delivery of an IT product or service.
upvoted 3 times

dadageer 2 years ago
Correct!
upvoted 2 times

Question #184 *Topic 1*

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

Correct Answer: *A*

Community vote distribution

D (100%)

heamgu Highly Voted 2 years, 4 months ago

D is the correct answer:

Table 4.1 Overview of the guiding principles
The guiding principles defined here embody the core messages of ITIL and of service management in general, supporting successful actions and good decisions of all types and at all levels. They can be used to guide organizations in their work as they adopt a service management approach and adapt ITIL guidance to their own specific needs and circumstances. The guiding principles encourage and support organizations in continual improvement at all levels.

upvoted 24 times

R1_SH Highly Voted 2 years, 4 months ago

D Guided principles is the correct answer

upvoted 17 times

ICT_Girl Most Recent 1 week, 2 days ago

Selected Answer: D

D Guided principles is the correct answer

upvoted 1 times

_Juliemol13 7 months, 1 week ago

A guiding principle is defined as a recommendation that can guide an
organization in ALL circumstances and will guide organizations when adopting service
management. it mentioned from the question "specific circumstances". not sure the right answer

upvoted 1 times

BNeo 8 months, 1 week ago

Selected Answer: D

Answer is D.
Guiding principles can be used to guide organizations in their work as they adopt a service management approach and adapt ITIL guidance to their own specific needs and circumstances.

upvoted 2 times

kanchantanwani 9 months ago

Selected Answer: D

D is correct

upvoted 1 times

dgonz 9 months, 2 weeks ago

Selected Answer: D

D is correct

upvoted 1 times

LaBt3c 10 months, 2 weeks ago

Selected Answer: D

Answer D i correct one.

upvoted 1 times

IHateTestsSoMuch 10 months, 2 weeks ago

D is the definition of Guiding Principles.

upvoted 1 times

Gadeliow 10 months, 3 weeks ago

D is the correct answer

upvoted 1 times

Bantu123 1 year, 4 months ago

D is correct

upvoted 1 times

smashbroser 1 year, 6 months ago

Selected Answer: D

Definitely D

upvoted 1 times

sTryogetOn 1 year, 6 months ago

Selected Answer: D

D is correct

upvoted 2 times

KOSACA 1 year, 7 months ago

Should be D

upvoted 1 times

Lizarda2od 1 year, 7 months ago

Selected Answer: D

D Guided principles is the correct answer

upvoted 2 times

bigpete975 1 year, 7 months ago

D is correct.

upvoted 1 times

ASALSOFT 1 year, 9 months ago

D is correct (Guiding principles)

upvoted 1 times

Question #185 *Topic 1*

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

Correct Answer: *D*

Community vote distribution

B (100%)

SandyIndia Highly Voted 2 years ago

B. The purpose of the problem management practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors.

upvoted 9 times

Prevator 1 year, 8 months ago

Ans D is also included "managing workarounds and known errors."

upvoted 3 times

celomomo Most Recent 1 day, 3 hours ago

Selected Answer: B

B. Reducing the number and impact of incidents.

The main benefit of 'problem management' is to identify and address the root causes of incidents in order to reduce their frequency and impact. By addressing underlying issues, organizations can prevent incidents from occurring repeatedly, leading to improved service reliability and reduced disruptions.

upvoted 1 times

MarysSon 1 week, 4 days ago

Selected Answer: B

The best answer is B. The question asks about a BENEFIT - that is a result or advantage. Managing workarounds and known errors is a work activity and not a direct result of benefit..

upvoted 2 times

Zoldrine 7 months, 2 weeks ago

B is incorrect ... "reduce the likelihood of incidents" means reduce the probability of more incidents and not reducing the number of "existing" incidents ...
D is 100 % correct "Managing workarouns and known erros"

upvoted 1 times

Gb27 9 months, 3 weeks ago

Selected Answer: B

B is correct

upvoted 2 times

LaBt3c 10 months, 2 weeks ago

Selected Answer: B

B is correct

upvoted 1 times

Sacriestory 1 year, 1 month ago

Selected Answer: B

The purpose of the problem management practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors.

upvoted 2 times

Shotgun22 1 year, 5 months ago

"The purpose of the problem management practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors.

So the main benefit of problem management is to reduce the likelihood and impact of incidents. Managing workarounds and known errors is one initiative to achieve that benefit."

upvoted 1 times

Frameff 1 year, 5 months ago

Selected Answer: B

Although D is also a goal of problem management, A is the main.

upvoted 1 times

bigpete975 1 year, 7 months ago

B is correct.

upvoted 1 times

ASALSOFT 1 year, 9 months ago

B is correct.
According to ITILv4 publication book, The Purpose of Problem Management is :
1-To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents,
2-and managing workarounds and known errors.
so the MAIN benefit of problem management is B

upvoted 1 times

tcze 1 year, 9 months ago

The answer is still B not D . B is the main benefit . The outcome of managing workarounds and known errors is to derive the benefit of "Reducing the number and impact of incidents"

upvoted 1 times

tcze 1 year, 9 months ago

@Rw3767 .. based on your own analysis the answer is still B not D . B is the main benefit . The outcome of managing workarounds and known errors is the derive the benefit of "Reducing the number and impact of incidents"

upvoted 1 times

rw3767 1 year, 9 months ago

D is the correct answer. The question didn't ask what is problem management but what is the MAIN benefit

upvoted 1 times

tcze 1 year, 9 months ago

The answer is still B not D . B is the main benefit . The outcome of managing workarounds and known errors is to derive the benefit of "Reducing the number and impact of incidents"

upvoted 2 times

Bakayalo 1 year, 9 months ago

Obviously this is wrong, The purpose of the problem management practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors.

upvoted 1 times

Goodak47 1 year, 10 months ago

B is correct

upvoted 1 times

Meocua 1 year, 11 months ago

Benefits of ITIL Problem Management

The main benefits of itil Problem Management are: v Improved quality of IT Services (fewer Incidents and Problems equate to less unplanned downtime)
Permanent solutions to Problems and Incidents are found and implemented so repeat occurrences should be all but eliminated
Better control of IT service support as groups are directed to work on Incidents and Problems based on (potential) impact and priority
Build up of Known Errors and System Defects information with details of fixes and/or workarounds (part of the knowledge base) leads to improved Service Desk first time fix rate
Learning from past experience provides historical data to identify trends and the means of preventing Incidents and reducing the impact of these so users can be more productive

upvoted 1 times

Hamayan 1 year, 11 months ago

I think B is correct.

upvoted 1 times

Question #186 *Topic 1*

Which guiding principle discourages 'silo activity'?

A. Focus on value

B. Start where you are

C. Collaborate and promote visibility

D. Keep it simple and practical

Correct Answer: *C*

NVAV 1 month, 2 weeks ago

C. Siloes prevent the flow of information and knowledge; one team does not have visibility of what another team is doing. Collaboration and making work visible between teams are the antidotes to the inherent problems of a siloed organization.

upvoted 1 times

MarcusWG86 4 months, 3 weeks ago

4.3.4 Collaborate and promote visibility
Applying the guiding principle of think and work holistically (see section 4.3.5) can help organizations to break down barriers between silos of work.

upvoted 1 times

OURAOURA 10 months, 2 weeks ago

C is correct

upvoted 3 times

Question #187 *Topic 1*

What is included in the purpose of the 'relationship management' practice?

A. Identifying, analyzing, monitoring, and the continual improvement of relationships with stakeholders

B. Setting clear business-based targets so that the delivery of a service can be properly assessed

C. Creating collaborative relationships with key suppliers to uncover and realize new value

D. Handling all pre-defined, user-initiated service requests in an effective and user-friendly manner

Correct Answer: *A*

Community vote distribution

A (100%)

heerowiind Highly Voted 11 months, 2 weeks ago

Selected Answer: A

A. Identifying, analyzing, monitoring, and the continual improvement of relationships with stakeholders = relationship management
B. Setting clear business-based targets so that the delivery of a service can be properly assessed = service level
C. Creating collaborative relationships with key suppliers to uncover and realize new value = supplier management
D. Handling all pre-defined, user-initiated service requests in an effective and user-friendly manner = service request management

upvoted 11 times

Manix Most Recent 9 months, 3 weeks ago

Selected Answer: A

I think A option should be:
"A. Identifying, analyzing, monitoring, and the continual improvement of SERVICES with stakeholders"

upvoted 1 times

Question #188

Topic 1

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

Correct Answer: *C*

Community vote distribution

C (100%)

_elj 1 year ago

Selected Answer: C

Ref. 5.2.14

The service desk is the main channel for tactical and operational engagement with users.

upvoted 1 times

bigpete975 1 year, 7 months ago

C is correct.

upvoted 1 times

Monics 1 year, 10 months ago

It's between Service providers and users in the Service Consumer organization. Keyword is 'User'. Hence, Service Desk is the correct option.

upvoted 4 times

Question #189

Topic 1

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

Correct Answer: *B*

bigpete975 1 year, 7 months ago

B is correct.

upvoted 2 times

dadageer 2 years ago

Correct!

upvoted 1 times

Question #190 *Topic 1*

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

A. A normal change

B. An emergency change

C. A standard change

D. A change model

Correct Answer: *C*

Community vote distribution

C (100%)

kanchantanwani 9 months ago

Selected Answer: C

Service request management is handling all pre-defined, user-initiated service requests = standard change which are pre-authorized changes

upvoted 2 times

heerowiind 11 months, 2 weeks ago

Selected Answer: C

service request = standard change

upvoted 2 times

bigpete975 1 year, 7 months ago

C is correct.

upvoted 1 times

Bakayalo 1 year, 11 months ago

Standard change -> Normal change - >Emergency Change

upvoted 2 times

dadageer 2 years ago

thats correct!

upvoted 1 times

boyladdudeman 2 years, 2 months ago

C is correct

upvoted 1 times

Question #191 *Topic 1*

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

Correct Answer: *A*

Jaicanboy 6 months, 2 weeks ago

Working in a timeboxed, iterative manner with feedback loops embedded into the process allows for:

•greater flexibility

•faster responses to customer and business needs

•the ability to discover and respond to failure earlier

•an overall improvement in quality.

upvoted 1 times

bigpete975 1 year, 7 months ago

A is correct.

upvoted 1 times

Qramy 1 year, 9 months ago

A is correct.
4.3.3.2 Iteration and feedback together
embedded into the process allows for:
-greater flexibility
-faster responses to customer and business needs
-the ability to discover and respond to failure earlier
-an overall improvement in quality

upvoted 3 times

makowskim3 1 year, 12 months ago

A - correct.

upvoted 1 times

Question #192 *Topic 1*

Which costs are included in the value proposition of a service?

A. Additional expense that the service consumer has because they are using the service

B. Money that the service consumer no longer needs to spend because they are using the service

C. Tangible or intangible results for the service consumer because they are using the service

D. The benefits, usefulness, and importance of the service that are perceived by the service consumer

Correct Answer: *A*

Community vote distribution

B (82%) A (18%)

julyaugmar Highly Voted 1 year, 11 months ago
B is correct. D is the definition of "value".
upvoted 9 times

Lizarda2od Highly Voted 1 year, 7 months ago
Selected Answer: B
B is correct. As per section 2.5.2 of the official ITIL publication
“There are two types of costs involved in a service relationship: costs removed from the consumer by the service...(and) costs imposed on the consumer by the service....BOTH types of cost are considered when the consumer assess the VALUE which they expect to service to create.” As pointed out by julyagumar, D is the definition of value, but that is now what is asked for here. The value proposition also includes the cost savings.
upvoted 7 times

Bronco30A Most Recent 2 weeks, 3 days ago
Selected Answer: B
B includes the value gained
upvoted 1 times

ready2023 5 months ago
D is correct
upvoted 1 times

Manix 9 months, 3 weeks ago
Selected Answer: B
Have to correct my vote to B.
Costs removed are part of value proposition
Costs imposed are costs of service consumption. So it's not A
upvoted 2 times

Manix 10 months ago
Selected Answer: A
Service provider can't know cost removed from customer, only how much his service will cost. So it's A.
upvoted 3 times

IHateTestsSoMuch 10 months, 2 weeks ago
Its B. Value proposition is TAKING AWAY cost.
upvoted 2 times

cleonleon 11 months, 1 week ago
B is correct
upvoted 1 times

KOSACA 1 year, 7 months ago
Selected Answer: B
B is correct
upvoted 2 times

BLYBOI 1 year, 7 months ago
Selected Answer: B
D is Value
upvoted 2 times

bigpete975 1 year, 7 months ago

B is correct.
upvoted 2 times

LunchTime 1 year, 8 months ago
B is correct. As per section 2.5.2 of the official ITIL publication
"There are two types of costs involved in a service relationship: costs removed from the consumer by the service...(and) costs imposed on the consumer by the service....BOTH types of cost are considered when the consumer assess the VALUE which they expect to service to create." As pointed out by julyagumar, D is the definition of value, but that is now what is asked for here. The value proposition also includes the cost savings.
upvoted 3 times

makowskim3 1 year, 12 months ago
costs removed from the consumer by the service (a part of the value proposition). This may include costs of staff, technology, and other resources, which the consumer does not need to provide
upvoted 3 times

makowskim3 1 year, 12 months ago
Is it correct?
upvoted 2 times

makowskim3 1 year, 12 months ago
For me B is better?
upvoted 3 times

Nkparks 1 year, 12 months ago
B is correct
upvoted 2 times

makowskim3 1 year, 11 months ago
Are you sure? Why?
upvoted 1 times

Question #193 *Topic 1*

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. risk

C. change

D. configuration item

Correct Answer: *C*

Codikas 1 month, 2 weeks ago
C. Change - by definition is addition, modification, or removal of anything that could have a direct or indirect effect on services.
upvoted 1 times

bigpete975 1 year, 7 months ago
C is correct.
upvoted 1 times

makowskim3 1 year, 12 months ago
C - correct.
upvoted 1 times

Question #194 *Topic 1*

Which of the four dimensions includes the knowledge bases needed to deliver and manage services?

A. Organizations and people

B. Information and technology

C. Partners and suppliers

D. Value streams and processes

Correct Answer: *B*

Community vote distribution

B (100%)

lio254 Highly Voted 1 year, 12 months ago
i think im ready to take the itilv4 exam.
upvoted 11 times

Henk1234 1 year, 11 months ago
Good luck matey!
upvoted 3 times

DanYendler2014 Most Recent 1 year, 1 month ago
Just took the ITIL v4 Exam and passed but with a very low score. Lots of questions on the test that are not on examtopics, but the questions here certainly are a good indication of the kind of questions you will see.

The topics that had the most questions for my test were:
Know the purpose and keyterms of 15 ITIL practices (7 points)

Understand how the ITILguiding principles can help an
organization adopt and adapt service management (6pts)

Understand the keyconcepts of service management (5pts)

All other categories were 2pts or less.

Your test will be different but I suggest putting extra attention into the categories I listed. Good luck and thank examtopics
upvoted 2 times

Sacriestory 1 year, 1 month ago
Selected Answer: B
The technologies that support service management include, but are not limited to, workflow management systems, knowledge bases, inventory systems, communication systems, and analytical tools. Service management increasingly benefits from developments in technology. Artificial intelligence, machine learning, and other cognitive computing solutions are used at all levels, from strategic planning and portfolio optimization to system monitoring and user support. The use of mobile platforms, cloud solutions, remote collaboration tools, automated testing, and deployment solutions has become common practice among service providers.
upvoted 1 times

BLYBOI 1 year, 7 months ago
Exam in two days!
upvoted 3 times

shakevia463 1 year, 7 months ago
report back?
upvoted 3 times

bigpete975 1 year, 7 months ago
You are only going to see a few of exactly the same question from this material on the real exam. However, it is very beneficial to go through these questions and understand them. Also, if you don't want to read the book use youtube. It has many short videos explaining the material very well. :) Good Luck!
upvoted 3 times

k1kk3r 1 year, 4 months ago
passed the exam successfully today but had around 5-6 questions from this dump only so I confirm the above. Still, the dump helps a lot
upvoted 1 times

codefries 1 year, 8 months ago

2021-12-09, I've passed exm today, 30/40, however only about 50% of real exam questions are the same. So many new questions like service offering. But I have to say examtopics indeed helps you understand ITIL better.
upvoted 2 times

GreatOla 1 year, 10 months ago
Nice study and helpful, exam in 2 days good luck to me
upvoted 2 times

bigpete975 1 year, 10 months ago
Did anyone recently take the test? How was it?
upvoted 1 times

JustinYan 1 year, 10 months ago
Read for tomorrow's exam!!!
upvoted 2 times

violet18 1 year, 10 months ago
how was it
upvoted 1 times

RylandN 1 year, 10 months ago
I'm still waiting for remining questions to be added
upvoted 2 times

JustinYan 1 year, 10 months ago
Ready to take the exam, 6 days left.
Good luck to me
upvoted 3 times

Monics 1 year, 10 months ago
Great work by the team!!! Thanks a lot
upvoted 1 times

halim80 1 year, 10 months ago
Thanks to the people who have prepared these questions...
upvoted 3 times

Olamz 1 year, 11 months ago
This was great and really helpful. Thanks to everyone.
upvoted 1 times

Kivashan 1 year, 11 months ago
waiting for new questions
upvoted 2 times

makowskim3 1 year, 12 months ago
Where are questions 294-302?
upvoted 3 times

Henk1234 1 year, 11 months ago
Yes I am waiting for them to.
upvoted 1 times

Bakayalo 1 year, 10 months ago
Waiting..
upvoted 2 times

makowskim3 1 year, 12 months ago
B - correct
upvoted 1 times

Question #195 *Topic 1*

Staff in an IT organization are very busy, mostly carrying out tasks that add little or no value to the organization or its customers. Which guiding principle recommends that the unnecessary work should be eliminated?

A. Keep it simple and practical

B. Think and work holistically

C. Start where you are

D. Progress iteratively with feedback

Correct Answer: *A*

Community vote distribution

A (100%)

ARYMBS 1 month, 1 week ago

Selected Answer: A

Keet it simple and practical focuses on "Waste".

upvoted 1 times

concepcionz 5 months, 2 weeks ago

Think and work holistically: It may be easier to think about your bit of the work in isolation, but this results in poor practice. There's little point in one part of your organization working faster or more efficiently if this puts a strain on some other part of the organization. You need to think about how the work you do contributes to the overall creation of value. This way you can make decisions that benefit everyone.

Keep it simple and practical: Focus on the simple things that create value, rather than on following complex processes just because they have been in use for a long time. Ask why complex steps exist and unless there is a solid, current reason, stop doing them. Use the minimum number of steps that you need and don't do anything that isn't creating value for one of your stakeholders.

upvoted 2 times

ITILMPT 5 months, 3 weeks ago

Why not B?

upvoted 1 times

OURAOURA 10 months, 2 weeks ago

A is correct:

upvoted 1 times

Question #196 *Topic 1*

Which practice has a purpose that includes the management of financially valuable components that can contribute to the delivery of an IT service?

A. Deployment management

B. Continual improvement

C. Monitoring and event management

D. IT asset management

Correct Answer: *D*

RickyQ 7 months, 1 week ago

IT asset management is a practice with the goal of keeping tabs on all IT assets, in order to assess when to make changes and identify which changes to make. IT asset management helps you gain visibility of your assets in order to see the value delivered by each piece. We can sum up the two main activities in ITAM as:
1. Tracking the financial value of each asset—that is, how much value the asset is providing to the company.
2. Determining when to upgrade/retire/expire assets due to depreciation or end-of-lifing.

upvoted 2 times

Question #197 *Topic 1*

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

Correct Answer: *B*

Community vote distribution

D (100%)

Panda_man 3 months, 3 weeks ago

Selected Answer: D

B: The purpose of the service level management practice is to set clear business based targets for service levels, and to ensure that delivery of services is properly assessed, monitored, and managed against these targets - not for this question

upvoted 2 times

sulpgur13 4 months ago

B should be correct, D is in case of quality, however the question is not asking about quality, only for effectiveness

upvoted 1 times

antcruz 5 months, 2 weeks ago

D is the right answer: Definition: Service request
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.

upvoted 2 times

dgonz 9 months, 2 weeks ago

Selected Answer: D

D is correct

upvoted 1 times

Manix 9 months, 3 weeks ago

Selected Answer: D

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.

upvoted 2 times

OURAOURA 10 months, 2 weeks ago

D is the ANSWER

upvoted 1 times

MentalG 10 months, 3 weeks ago

Selected Answer: D

Should be D

upvoted 1 times

shadsong 10 months, 3 weeks ago

Selected Answer: D

D is correct

upvoted 1 times

chamz 10 months, 4 weeks ago

Correct answer D
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.

upvoted 1 times

Zwennie 11 months, 2 weeks ago

Should be d

upvoted 1 times

Alandeta 11 months, 2 weeks ago

Selected Answer: D

Seems like D to me

upvoted 1 times

heerowiind 11 months, 2 weeks ago

Selected Answer: D

service request = 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.

upvoted 3 times

Question #198 *Topic 1*

A service will be unavailable for the next two hours for unplanned maintenance.

Which practice is MOST LIKELY to be involved in managing this?

A. Incident management

B. Problem management

C. Change enablement

D. Service request management

Correct Answer: *A*

BananaSlug 9 months, 4 weeks ago

A: Incident management
5.2.5 Incident Management: "Definition: Incident - An unplanned interruption to a service or reduction in the quality of a service."

upvoted 1 times

OURAOURA 10 months, 2 weeks ago

A is correct

upvoted 1 times

Question #199 *Topic 1*

Which practice is MOST associated with the use of empathy to understand users?

A. Service desk

B. Continual improvement

C. Service level management

D. Change enablement

Correct Answer: *A*

Tlab97271 1 month, 1 week ago

Servicedesk

upvoted 1 times

Question #200

Topic 1

Identify the missing word in the following sentence:
A customer defines the [?] for a service and takes responsibility for the outcomes of service consumption.

A. requirements

B. resources

C. suppliers

D. products

Correct Answer: *A*

Question #201

Topic 1

Which of the following ensures that a service provider and a service consumer continually co-create value?

A. Service consumption

B. Service offerings

C. Service level management

D. Service relationship management

Correct Answer: *D*

NVAV 1 month, 2 weeks ago

D. Service relationship management are joint activities performed by the service provider and service consumer to ensure the continual co-creation of value based on the agreed and available service offerings.

upvoted 1 times

Silviaj32 5 months, 4 weeks ago

correct is D

upvoted 1 times

Question #202 *Topic 1*

What type of charge is often used for resolving incidents or implementing security patches?

A. Standard change

B. Normal change

C. Emergency change

D. Change model

Correct Answer: *C*

ikothari 2 weeks, 3 days ago

Selected Answer: C

5.2.4 Emergency changes These are changes that must be implemented as soon as possible; for example, to resolve an incident or implement a security patch.

upvoted 1 times

Bronco30A 2 weeks, 3 days ago

Selected Answer: C

Emergency changes need to be implemented as soon as possible, perhaps in response to an issue or a security breach. They are assessed and authorised when possible, but some steps (e.g. testing) might be left out if the level of urgency justifies it.

upvoted 1 times

NVAV 1 month, 2 weeks ago

I guess typo mistake, the question should be - What type of "Change" not Charge and the answer is C: Emergency Change

upvoted 1 times

AWSBSP 5 months ago

Why is the question combining resolving incident which is a standard change with security patch which is an emergency change? Answer can be Emergency only if it is about security patches. Please correct me if I am wrong.

upvoted 4 times

randy227 5 months ago

Please update question from "charge" to "change"

upvoted 3 times

IHateTestsSoMuch 10 months, 2 weeks ago

The keyword is incidents. This is an emergency. It's an emergency change. C

upvoted 1 times

OURAOURA 10 months, 2 weeks ago

C is correct:
Emergency change - A change that must be implemented as soon as possible without strictly following the standard process e.g. to resolve an incident or implement a security patch.

upvoted 1 times

Braniac 10 months, 2 weeks ago

I don't think frequent emergency changes are likely in any healthy organization. Standard changes often resolve incidents without further approval and can include provisions of devices such as installing an app for a user, or installing a 'windows update security patch'. Standard changes include service requests. This is not verbatim in the textbook but can be inferenced.

upvoted 3 times

Question #203

Topic 1

Which of the following includes configuring components and activities to facilitate outcomes for stakeholders?

A. Service relationship management

B. Service consumption

C. The service value system

D. The 'release management' practice

Correct Answer: *C*

NVAV 1 month, 2 weeks ago

C: The Service Value System is the key foundation of ITIL 4. The ITIL SVS and ITIL 4 practices describe how the overall components and activities of the organization collaborate and perform together as a system to generate value.

upvoted 1 times

Maxima057 6 months ago

C is the right one.
4.1 The ITIL SVS describes how all the components and activities of the organization work together as a system to enable value creation. These components and activities, together with the organization's resources, can be configured and reconfigured in multiple combinations in a flexible way as circumstances change, but this requires the integration and coordination of activities, practices, teams, authorities and responsibilities, and all parties to be truly effective.

upvoted 2 times

gpfs 9 months, 3 weeks ago

C is correct. "configuring components" are the keywords for SVS definition

upvoted 1 times

Question #204

Topic 1

Which statement about outcomes is CORRECT?

A. Outcomes enable products to be delivered to a stakeholder

B. An outcome defines the amount of money spent on technology for a service

C. An outcome depends on at least one output to deliver a result

D. Outcomes provide assurance to stakeholders on how a service performs

Correct Answer: *C*

ikothari 2 weeks, 3 days ago

Selected Answer: C

Axelos definition 2.5.1 Outcome A result for a stakeholder enabled by one or more outputs.

upvoted 1 times

gpfs 9 months, 3 weeks ago

Correct is C.
From official ITIL guide:
"an organization produces outputs that help its consumers to achieve certain outcomes"

upvoted 4 times

Question #205 *Topic 1*

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

Correct Answer: *C*

kanchantanwani 9 months ago

Selected Answer: C

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

upvoted 4 times

Question #206 *Topic 1*

Which practice performs reviews to ensure that services continue to meet the needs of the customers?

A. Monitoring and event management

B. Service level management

C. Change enablement

D. Service desk

Correct Answer: *B*

randy227 4 months, 3 weeks ago

Selected Answer: B

5.2.15 Performs service reviews to ensure that the current set of services continues to meet the needs of the organization and its customers.

upvoted 1 times

nanosim 5 months, 1 week ago

Answer B is correct

upvoted 1 times

Maryjn3 9 months, 1 week ago

correct answer B

upvoted 2 times

Question #207 *Topic 1*

Which service value chain activity deals with the purchase of new products?

A. Engage

B. Obtain/build

C. Plan

D. Improve

Correct Answer: *B*

kanchantanwani 9 months ago

Selected Answer: B

OBTAIN/BUILD - ensuring service components are made available

upvoted 1 times

Question #208 *Topic 1*

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

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

Correct Answer: *C*

heerowiind Highly Voted 11 months, 2 weeks ago

Selected Answer: C

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

upvoted 11 times

Question #209 *Topic 1*

Which is included in the purpose of the 'improve' value chain activity?

A. Ensuring the continual improvement of practices across all value chain activities

B. Ensuring that services continually meet expectations for quality, costs, and time to market

C. Ensuring a shared understanding of the improvement direction for services across the organization

D. Ensuring continual engagement and good relationships with all stakeholders

Correct Answer: *C*

OURAOURA Highly Voted 10 months, 2 weeks ago

A. Ensuring the continual improvement of practices across all value chain activities Most Voted - Improve
B. Ensuring that services continually meet expectations for quality, costs, and time to market - Design/Transition
C. Ensuring a shared understanding of the improvement direction for services across the organization - Plan
D. Ensuring continual engagement and good relationships with all stakeholders - Engage

upvoted 14 times

heerowiind Highly Voted 11 months, 2 weeks ago

Selected Answer: A

Improve = 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.

upvoted 6 times

ikothari Most Recent 2 weeks, 3 days ago

Selected Answer: A

Axelos 4.5.2 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.

upvoted 1 times

MD22 3 months, 4 weeks ago

Selected Answer: A

Absolute A

upvoted 1 times

cunningterry 4 months, 1 week ago

Selected Answer: A

answer is A

upvoted 1 times

nanosim 5 months, 1 week ago

Answer A is correct

upvoted 2 times

scjep 5 months, 3 weeks ago

Selected Answer: A

Correct answer is A.
IMPROVE: the purpose of this activity is to ensure continual improvement of products, services and practices across all value chain activities and the four dimensions of service management

upvoted 1 times

Yamin777 9 months, 1 week ago

"The purpose of the plan value chain activity is to ensure a shared understanding of the vision, current status, and improvement direction for all four dimensions and all products and services across the organization."

upvoted 1 times

dgonz 9 months, 2 weeks ago

Selected Answer: A

A is correct

upvoted 1 times

BananaSlug 9 months, 4 weeks ago

A. Ensuring the continual improvement of practices across all value chain activities

4.5.2 Improve: "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."

upvoted 2 times

Pcghosh 10 months ago

Selected Answer: A

This is mentioned as the key message under Section 4.5.2 in the Axelos book

upvoted 1 times

rmccoy777 11 months ago

A is Correct

upvoted 3 times

shadsong 11 months ago

Selected Answer: A

A is correct

upvoted 2 times

Alandeta 11 months, 2 weeks ago

Selected Answer: A

Listen to our hero of the wind

upvoted 3 times

Question #210

Topic 1

Which is the BEST type of resource for investigating complex incidents?

A. Self-help systems

B. Knowledgeable support staff

C. Detailed work instructions

D. Disaster recovery plans

Correct Answer: *B*

TaniaA 8 months, 2 weeks ago

Selected Answer: B

Page 122
There may be scripts for collecting information from users during initial contact, and this may lead directly to diagnosis and resolution of simple incidents. Investigation of more complicated incidents often requires knowledge and expertise, rather than procedural steps.

upvoted 3 times

Question #211 *Topic 1*

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

A. An event

B. An IT asset

C. A configuration item

D. A change

Correct Answer: *C*

SentaSama Highly Voted 9 months ago

Selected Answer: C

Glossary from Axelos

configuration item (CI)
Any component that needs to be managed in order to deliver an IT service.

upvoted 6 times

Wolejon Most Recent 6 months ago

Selected Answer: C

C is the correct answer.

upvoted 2 times

itilhead 8 months ago

c ITIL® 4 defines a CI as any component that needs to be managed in order to deliver an IT service. ISO/IEC 20000:2018 says a CI is any element that needs to be controlled in order to deliver a service

upvoted 2 times

Joshuauu 8 months, 3 weeks ago

C is correct

upvoted 1 times

mmhawish 9 months ago

Selected Answer: A

IT asset is any financially valuable component that can contribute to the delivery of an IT product or service

upvoted 1 times

mmhawish 9 months ago

Selected Answer: B

IT asset is any financially valuable component that can contribute to the delivery of an IT product or service

upvoted 1 times

Question #212 *Topic 1*

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 for 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 of 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

Correct Answer: *C*

NomNom2 5 months, 3 weeks ago

C. Statements 3 and 4 are MOST associated with the 'optimize and automate' guiding principle.

The 'optimize and automate' guiding principle is focused on improving efficiency and reducing waste by automating processes wherever possible. It encourages organizations to continually review and improve their processes and services to ensure that they are operating as efficiently and effectively as possible.

Statement 3 is directly related to the 'optimize and automate' guiding principle, as it suggests that organizations should consider whether technology could improve the efficiency of manual processes. This is a key aspect of the principle, as it encourages organizations to automate manual processes wherever possible in order to increase efficiency and reduce waste.

Statement 4 is also related to the 'optimize and automate' guiding principle, as it highlights the importance of understanding the organization's objectives when assessing the impact of potential improvements. This is important because it ensures that any improvements made are aligned with the organization's goals and objectives, and are not implemented in a way that creates unnecessary waste or inefficiency.

upvoted 4 times

Question #213 *Topic 1*

Which statement about emergency changes is CORRECT?

A. Emergency changes are low risk and well understood

B. Authorization of emergency changes may be deferred until after implementation

C. It is necessary to complete all documentation before an emergency change is implemented

D. Emergency changes are not usually recorded in the change schedule

Correct Answer: *D*

heerowiind Highly Voted 11 months, 2 weeks ago

Selected Answer: D

Emergency changes are not typically included in a change schedule, and the process for assessment and authorization is expedited to ensure they can be implemented quickly

upvoted 8 times

creativesurge Most Recent 4 months, 1 week ago

Selected Answer: D

The answer is D, Emergency changes are typically not included in change schedule

upvoted 1 times

JimBob123 4 months, 2 weeks ago

5.2.4 - Emergency changes These are changes that must be implemented as soon as possible; for example, to resolve an incident or implement a security patch. Emergency changes are not typically included in a change schedule, and the process for assessment and authorization is expedited to ensure they can be implemented quickly.

A bit naughty that question.. I'd say B & D are both correct, but D is more correct because it's written first?

upvoted 1 times

Soshiraz 4 months, 4 weeks ago

Dans notre organisation ce sont les changememts accéléré qui ont une approbation à postériori à la mise oeuvre. Les changememts urgents font partis de notre calendrier pour assurer la bonne cohabitation avec les autres types de changement. Ils sont d ailleur bien documenté

upvoted 1 times

nsjean11203 5 months ago

B. Authorization of emergency changes may be deferred until after implementation.

Emergency changes are typically unplanned and implemented to restore service as quickly as possible. In emergency situations, it may not be possible or practical to follow the full change management process. Therefore, the authorization of emergency changes may be deferred until after implementation to minimize the time it takes to restore service. However, it is still important to document emergency changes and complete any necessary documentation as soon as possible after the change has been implemented. Emergency changes should be recorded in the change schedule to ensure that they are tracked and managed appropriately.

upvoted 3 times

chamz 10 months, 3 weeks ago

correct answer is C

upvoted 1 times

Question #214 *Topic 1*

Which is the definition of an IT asset?

A. Any financially valuable component that contributes to a service

B. Any request from a user that is a normal part of service delivery

C. Any component that needs to be managed to deliver a service

D. Any change of state that has significance for the management of a service

Correct Answer: *A*

Medusa8 Highly Voted 9 months, 1 week ago

Selected Answer: A

A. Any financially valuable component that contributes to a service
>>> IT asset
B. Any request from a user that is a normal part of service delivery
>>> Service request
C. Any component that needs to be managed to deliver a service
>>> Configuration Item
D. Any change of state that has significance for the management of a service
>>> Event

upvoted 14 times

nsjean11203 Most Recent 5 months ago

C. Any component that needs to be managed to deliver a service.

An IT asset is any component, device, or software that is used to deliver IT services to customers or end-users. IT assets need to be managed and maintained to ensure that they are performing optimally and contributing to the delivery of services. IT asset management involves the identification, tracking, and management of IT assets throughout their lifecycle. This includes activities such as procurement, installation, maintenance, and retirement. Examples of IT assets include servers, storage devices, network devices, software licenses, and mobile devices.

upvoted 1 times

sjorwen 5 months, 1 week ago

Selected Answer: C

Any component that needs to be managed to deliver a service. IT assets can include hardware, software, and other technology components that are essential for delivering IT services to an organization. These assets need to be managed effectively to ensure that they are secure, available, and meet the needs of the organization. Effective IT asset management is essential for controlling costs, reducing risk, and ensuring that IT services are delivered efficiently and effectively.

upvoted 1 times

KingSouth 7 months ago

C. Any component that needs to be managed to deliver a service is the correct answer

upvoted 1 times

xxxbadman 6 months, 3 weeks ago

Configuration Item x wrong . correct Ans is A.

upvoted 1 times

Question #215 *Topic 1*

Which dimension of service management includes consideration of the type of relationship required with other organizations involved in the design and delivery of services?

A. Organizations and people

B. Information and technology

C. Partners and suppliers

D. Value streams and processes

Correct Answer: *C*

Tlab97271 1 month, 1 week ago

Answer C "The partners and suppliers dimension encompasses an organization's relationships with other organizations that are involved in the design, development, deployment, delivery, support and/or continual improvement of services."

upvoted 1 times

Question #216 *Topic 1*

What is defined as 'the role that uses services'?

A. Service consumer

B. Customer

C. User

D. Sponsor

Correct Answer: *C*

natxu 1 month, 3 weeks ago

Selected Answer: C

ITIL defines "user" as a "person who uses services."

upvoted 2 times

Question #217

Topic 1

Which is an example of a problem control activity?

A. Reviewing incident records to identify trends

B. Implementing a technical fix to resolve an issue

C. Re-assessing a known error to understand the ongoing impact

D. Documenting the steps in a workaround

Correct Answer: *D*

heerowiind Highly Voted 11 months, 2 weeks ago

Selected Answer: D

Problem control activities include problem analysis, and documenting workarounds and known errors.

upvoted 10 times

acnaz Most Recent 1 month, 3 weeks ago

Selected Answer: D

A. Reviewing incident records to identify trends-incident management
B. Implementing a technical fix to resolve an issue-problem management
C. Re-assessing a known error to understand the ongoing impact-error control
D. Documenting the steps in a workaround-problem control

upvoted 2 times

pollon 3 weeks ago

A. Reviewing incident records to identify trends- this is problem identification (not incident management)

upvoted 1 times

Question #218

Topic 1

What should remain constant within an organization, even when the organizations objectives change?

A. Outputs

B. Guiding principles

C. Service offerings

D. Outcomes

Correct Answer: *B*

natxu 1 month, 3 weeks ago

Selected Answer: B

ITIL - 4.3
Aguiding principle is a recommendation that guides an organization in all circumstances, *regardless of changes in its goals, strategies, type of work, or management structure*. A guiding principle is universal and *enduring*.

upvoted 1 times

Question #219

Topic 1

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

A. Assessing which procedures can be re-used when improving a service

B. Understanding the methods applicable to complex systems

C. Eliminating metrics which do not contribute to achieving an objective

D. Using technology for standard tasks to give people time for complex activities

Correct Answer: *B*

MHandy Highly Voted 6 months, 2 weeks ago

A. Assessing which procedures can be re-used when improving a service (start where you are)
B. Understanding the methods applicable to complex systems (think and work holistically)
C. Eliminating metrics which do not contribute to achieving an objective (keep ut simple and practical)
D. Using technology for standard tasks to give people time for complex activities (optimaze and automate)

upvoted 10 times

randy227 Most Recent 4 months, 3 weeks ago

Selected Answer: B

4.3.5 Taking a holistic approach to service management includes establishing an understanding of how all the parts of an organization work together in an integrated way. In other words, understanding complex systems.

upvoted 1 times

Question #220

Topic 1

Which practice has a purpose that includes managing authentication and non-repudiation?

A. Information security management

B. Supplier management

C. Service configuration management

D. Relationship management

Correct Answer: *A*

NVAV 1 month, 2 weeks ago

A: Information security includes understanding and managing risks to information confidentiality, integrity, and availability as well as authentication and non-repudiation.

upvoted 2 times

Question #221 *Topic 1*

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

A. Collaboration tools and techniques

B. Balanced scorecard review

C. Automated pipelines

D. A variety of access channels

Correct Answer: *A*

MD22 3 months, 4 weeks ago

Selected Answer: A

Absolute A, I looked at my german documentation.

upvoted 1 times

concepcionz 5 months, 1 week ago

Selected Answer: A

Effective incident management requires a coordinated response from multiple teams and stakeholders. Collaboration tools and techniques are critical for effective communication and coordination during an incident.

Collaboration tools such as incident management software, chat applications, and video conferencing can help teams communicate quickly and efficiently. Techniques such as incident command systems, role-based response plans, and escalation procedures can help ensure that the right people are involved in the response and that everyone understands their role and responsibilities.

upvoted 4 times

NomNom2 5 months, 3 weeks ago

Selected Answer: D

D. A variety of access channels is the MOST important for effective incident management.

Incident management is a practice in IT service management that is focused on restoring normal service operations as quickly as possible after an incident has occurred. Effective incident management is critical to ensuring that IT services meet the needs of the business and its customers. One of the key factors in effective incident management is providing a variety of access channels for reporting incidents. This ensures that users can report incidents using the method that is most convenient for them, which can help to ensure that incidents are reported in a timely manner.

upvoted 1 times

edachesunny 6 months, 3 weeks ago

. There may also be a need for good
collaboration tools so that people working on an incident can collaborate
effectively.

upvoted 2 times

Question #222 *Topic 1*

Which practice handles all pre-defined user-initiated service actions?

A. Deployment management

B. Incident management

C. Service level management

D. Service request management

Correct Answer: *D*

Tlab97271 1 month, 1 week ago

D. Service request management

upvoted 1 times

Question #223 *Topic 1*

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

A. Suppliers

B. Customers

C. Relationship managers

D. Developers

Correct Answer: *C*

Alandeta Highly Voted 11 months, 2 weeks ago

Selected Answer: B

4.3.4.1 Whom to collaborate with

Identifying and managing all the stakeholder groups that an organization deals with
is important, ... The first and most obvious stakeholder group is the customers. The main goal of a service provider is to facilitate outcomes that its customers are interested in, so the
customers have a large stake in the service provider's ability to manage services
effectively.

upvoted 8 times

MarysSon Most Recent 1 week, 5 days ago

Selected Answer: B

Concerning collaboration, the Axelos reference book states, "The first and most obvious stakeholder group is the customer." The best answer is B.

upvoted 1 times

Nyahyong 3 weeks, 3 days ago

Selected Answer: B

This question and question 335 are the same but with 2 different answers. This has to be rectified. I think CUSTOMERS is the right answer.

upvoted 1 times

Badboyhit 5 months, 1 week ago

Selected Answer: B

Definitely B

upvoted 1 times

NomNom2 5 months, 3 weeks ago

Selected Answer: B

The success of a service provider is largely dependent on its ability to deliver services that meet the needs of its customers. This makes customers the MOST important stakeholder group that a service provider needs to collaborate with. By understanding their needs and expectations, service providers can design and deliver services that provide value to the customer.

upvoted 1 times

jaguda 6 months ago

Selected Answer: B

The first and most obvious stakeholder group is the customers. The main goal of a service provider is to facilitate outcomes that its customers are interested in, so the customers have a large stake in the service provider's ability to manage services effectively.

upvoted 2 times

tundekakaaki 8 months, 1 week ago

Selected Answer: B

Definitely B all the way ... :) .. not sure why this answer is listed as the wrong one

upvoted 3 times

kanchantanwani 9 months ago

Selected Answer: B

4.3.4.1 Whom to collaborate with
Identifying and managing all the stakeholder groups that an organization deals with
is important, ... The first and most obvious stakeholder group is the customers. The main goal of a service provider is to facilitate outcomes that its customers are interested in, so the customers have a large stake in the service provider's ability to manage services effectively.

upvoted 2 times

Pcghosh 10 months ago

Selected Answer: B

Customer is the most Important stakeholder!

upvoted 2 times

lHateTestsSoMuch 10 months, 2 weeks ago

Its B. Customers are ALWAYS the most important to a service provider. You can't have a business with no customers.

upvoted 2 times

MardsPabalan 10 months, 4 weeks ago

Selected Answer: B

B customers

upvoted 2 times

MardsPabalan 10 months, 4 weeks ago

Selected Answer: A

B customers

upvoted 2 times

MardsPabalan 10 months, 4 weeks ago

B customers

upvoted 2 times

shadsong 11 months ago

Selected Answer: B

B customers

upvoted 3 times

Question #224

Topic 1

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 round in reports

D. Discarding existing processes before assessing their usefulness

Correct Answer: *D*

randy227 4 months, 3 weeks ago

Selected Answer: D

4.3.7 The technology already available in the organization may have features and functionalities that are currently untapped and under-utilized.

upvoted 2 times

Question #225 *Topic 1*

For which purpose would the continual improvement practice use a SWOT analysis?

A. Understanding the current state

B. Defining the future desired state

C. Tracking and managing ideas

D. Ensuring everyone actively participates

Correct Answer: *A*

heerowiind Highly Voted 11 months, 2 weeks ago

Selected Answer: A

When assessing the current state, there are many techniques that can be employed, such as a strength, weakness, opportunity, and threat (SWOT) analysis, a balanced scorecard review, internal and external assessments and audits, or perhaps even a combination of several techniques.

upvoted 11 times

Panda_man Most Recent 3 months, 3 weeks ago

Selected Answer: A

It's A

upvoted 1 times

JimBob123 4 months, 2 weeks ago

5.1.2 - When assessing the current state, there are many techniques that can be employed, such as a strength, weakness, opportunity, and threat (SWOT) analysis, a balanced scorecard review, internal and external assessments and audits, or perhaps even a combination of several techniques. Organizations should develop competencies in methodologies and techniques that will meet their needs.

upvoted 1 times

Question #226 *Topic 1*

Which TWO types of competence are MOST important for 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

Correct Answer: *A*

heerowiind Highly Voted 11 months, 2 weeks ago

Selected Answer: A

Support and development teams need to work in close collaboration with the service desk to present and deliver a 'joined up' approach to users and customers.

Another key aspect of a good service desk is its practical understanding of the wider business context, the business processes, and the users.

upvoted 11 times

Question #227 *Topic 1*

Which is CORRECT about change authorization?

A. A change authority is assigned each time a standard change is requested

B. Emergency changes are authorized by the technician making the change

C. Assignment of the change authority is based on the change type and model

D. The change authority will ensure changes are authorized after they are deployed

Correct Answer: *C*

Panda_man 3 months, 3 weeks ago

Selected Answer: C

C is the only one logical

upvoted 1 times

MD22 3 months, 4 weeks ago

Selected Answer: C

Absolute C, each change needs to be authorisied BEFORE deployed. Standard Changes are pre-authorisied.

upvoted 1 times

lo_01234_ol 6 months, 2 weeks ago

It is 'C.'

upvoted 3 times

MHandy 6 months, 2 weeks ago

Is it b or c?

upvoted 2 times

MD22 3 months, 4 weeks ago

C because in an emergency change a higher autority will approve, not the technician

upvoted 1 times

Question #228 *Topic 1*

What term is used to describe the functionality of a service?

A. Output

B. Outcome

C. Utility

D. Warranty

Correct Answer: *C*

BananaSlug 9 months, 4 weeks ago
C: Utility
upvoted 2 times

Alandeta 11 months, 2 weeks ago
Utility = functionality
Warranty = assurance
upvoted 4 times

Alandeta 11 months, 2 weeks ago
Utility is the functionality offered by a product or service to meet a particular need. Utility perhaps answers 'what the service does' or whether a service is 'fit for purpose'. To have utility, a service must either support the performance of the consumer and/or remove constraints from the consumer.

Warranty, on the other hand, is the assurance that a product or service will meet agreed requirements. Warranty answers 'how the service performs' or whether a service is 'fit for use'. Warranty often relates to service levels aligned with the needs of service consumers, such as availability, capacity, security, and continuity.
upvoted 2 times

heerowiind 11 months, 2 weeks ago
Selected Answer: C
Utility = functionality
upvoted 3 times

Question #229 *Topic 1*

Which practice ensures that a variety of access channels are available for users to report issues?

A. Service desk

B. Service level management

C. Incident management

D. Change enablement

Correct Answer: *A*

Tlab97271 1 month, 1 week ago
Servicedesk
upvoted 1 times

Question #230

Topic 1

Identify the missing word(s) in the following sentence:
The purpose of the problem management practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and [?].

A. events

B. changes

C. IT assets

D. known errors

Correct Answer: *D*

MD22 3 months, 4 weeks ago

Selected Answer: D

Absolute D

upvoted 1 times

ExamKiller020 4 months, 3 weeks ago

One of the key outputs of problem management is the identification and management of known errors, which are previously identified problems with a documented root cause and a workaround or a solution.

upvoted 1 times

Granddude 9 months, 3 weeks ago

Selected Answer: D

https://www.bmc.com/blogs/itil-problem-management/

upvoted 1 times

Question #231

Topic 1

Which is a key requirement for a successful service level agreements (SLAs)?

A. They should be written using language and terms which all parties will understand

B. They should be based on system-based metrics which are useful to the service provider

C. They should be carried forward, unchanged, from one year to the next to enable consistent service

D. They should avoid ambiguous targets such as those relating to user experience

Correct Answer: *A*

randy227 4 months, 3 weeks ago

Selected Answer: A

5.2.15.1 They must be simply written and easy to understand and use for all parties.

upvoted 1 times

Question #232 *Topic 1*

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

Correct Answer: *C*

Tlab97271 1 month, 1 week ago

C. A request for access to a file

upvoted 1 times

Question #233 *Topic 1*

Which of the four dimensions focuses on managing data in compliance with industry regulations?

A. Partners and suppliers

B. Organizations and people

C. Value streams and processes

D. Information and technology

Correct Answer: *D*

RaymondChan 11 months ago

Selected Answer: D

The challenges of information management, such as those presented by security and regulatory compliance requirements, are also a focus of Information and technology dimension.

upvoted 4 times

Question #234

Topic 1

When using the ITIL continual improvement model, which information should be produced by an organization in order to understand where the organization is now?

A. Business objectives

B. Improvement plans

C. Assessment results

D. KPI reports

Correct Answer: *C*

NomNom2 5 months, 3 weeks ago

Selected Answer: C

C. Assessment results should be produced by an organization in order to understand where the organization is now when using the ITIL continual improvement model.

The ITIL continual improvement model is a framework for improving IT service management processes on an ongoing basis. The model consists of four phases: (1) What is the vision? (2) Where are we now? (3) Where do we want to be? (4) How do we get there?

upvoted 2 times

RickyQ 7 months, 1 week ago

The second step is to conduct an objective current-state assessment of existing services and service management practices. This should include consideration of the users' perception of the value being received, along with a review of people's competencies and skills, the processes and procedures involved, the capabilities of the available technological solutions and the prevailing organizational culture.

upvoted 2 times

Question #235

Topic 1

Which guiding principle leads to a faster response to customer needs by timeboxing activities and learning from the outputs of previous activities?

A. Focus on value

B. Progress iteratively with feedback

C. Collaborate and promote visibility

D. Optimize and automate

Correct Answer: *B*

ExamKiller020 4 months, 2 weeks ago

Selected Answer: B

'learning from the outputs of previous activities' which is feedback so answer B is correct

upvoted 1 times

RickyQ 7 months, 1 week ago

Selected Answer: B

RickyQ 1 minute ago Awaiting moderator approval
Progress Iteratively with Feedback - Working in a time-boxed, iterative manner with feedback loops embedded into the process allows for greater flexibility, faster responses to customer and business needs, the ability to discover and respond to failure earlier, and an overall improvement in quality.

upvoted 2 times

RickyQ 7 months, 1 week ago

Progress Iteratively with Feedback - Working in a time-boxed, iterative manner with feedback loops embedded into the process allows for greater flexibility, faster responses to customer and business needs, the ability to discover and respond to failure earlier, and an overall improvement in quality.

upvoted 1 times

Question #236 *Topic 1*

Which practice has a purpose that includes 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

Correct Answer: *D*

heerowiind 11 months, 2 weeks ago

Selected Answer: D

5.2.4 change enablement

The purpose of the change enablement practice is to maximize the number of successful service and product changes by ensuring that risks have been properly assessed, authorizing changes to proceed, and managing the change schedule.

upvoted 3 times

Question #237 *Topic 1*

In which situation will incident management USUALLY use a separate process?

A. Where no target resolution time exists

B. For low impact incidents

C. Where the cause must be diagnosed

D. For information security incidents

Correct Answer: *D*

NomNom2 5 months, 3 weeks ago

Selected Answer: D

D. For information security incidents, incident management USUALLY uses a separate process.

Information security incidents are a type of incident that involves a breach of security or confidentiality, or a threat to the availability or integrity of IT services. Due to the sensitive nature of these incidents, incident management usually uses a separate process to handle them.

upvoted 1 times

RickyQ 7 months, 1 week ago

Selected Answer: D

5.2.5 Incident Management There are usually separate processes for managing major incidents, and for managing information security incidents.

upvoted 2 times

Question #238 *Topic 1*

Which practice minimizes the impact on normal service operation by managing resources in response to unplanned reductions in service quality?

A. Incident management

B. Change enablement

C. Service level management

D. Continual improvement

Correct Answer: *A*

RickyQ 7 months, 1 week ago

Selected Answer: A

The purpose of the incident management practice is to minimize the negative impact of incidents by restoring normal service operation as quickly as possible. An incident is an unplanned interruption to a service, or reduction in the quality of service.

upvoted 3 times

Question #239 *Topic 1*

Which practice makes use of methods from Lean, Agile and DevOps?

A. Service desk

B. Continual improvement

C. Problem management

D. Incident management

Correct Answer: *B*

RickyQ 7 months, 1 week ago

Selected Answer: B

Approaches to continual improvement include, for example:
• Lean methods for providing perspectives on the elimination of waste
• Agile methods for focusing on making improvements incrementally at a cadence
• DevOps methods for working holistically and ensuring that improvements are not only designed well but applied effectively.

upvoted 3 times

Question #240 *Topic 1*

Identify the missing word in the following sentence:
Sponsor is the role that authorizes budget for service [?].

A. value

B. consumption

C. management

D. provision

Correct Answer: *B*

Maradona1 7 months, 2 weeks ago
Correct answer is B- 'Consumption'. (2.2.2 from the textbook).
upvoted 1 times

Question #241 *Topic 1*

Which statement about service offerings is CORRECT?

A. The same product can be used as a basis for more than one service offering

B. Service offerings include the transfer of goods from the consumer to the provider

C. Service offerings describe how providers and consumers cooperate to co-create value

D. Each service should be described to consumers as a single service offering

Correct Answer: *A*

KingSouth Highly Voted 7 months ago

C is the correct answer
Service offerings describe how providers and consumers cooperate to co-create value because it involves a relationship between the two parties. The provider offers a service and the consumer receives it, but the process of creating value is a collaboration. The provider may have certain expertise and resources, but the consumer also brings specific needs and preferences to the table. Together, they work to create a service that meets those needs and adds value for the consumer. Additionally, the same product can be used as a basis for more than one service offering. And Service offerings do not include the transfer of goods from the consumer to the provider, it's more about the transfer of knowledge or expertise.

upvoted 6 times

celomomo Most Recent 1 day, 22 hours ago

A. The same product can be used as a basis for more than one service offering.

This statement accurately reflects the concept that organizations can utilize the same underlying product to create different service offerings, tailored to various customer needs.

upvoted 1 times

Gabriel_Doga 1 week, 4 days ago

Selected Answer: C

C is correct. I checked with AI - Bard XD

upvoted 1 times

MarysSon 2 weeks ago

Selected Answer: A

While C is a possible answer, it isn't the best answer. For this question, it's important to distinguish between a customer and a consumer. The consumer is more related to the user role. Users do not determine specifications or performance standards and typically do not co-create. A is the best answer.

upvoted 2 times

Melvintina594 3 weeks, 5 days ago

So the question asks about service offerings (plural) where answer A is about a single service offering so maybe that's why the answer is c?

upvoted 2 times

Navynine 1 month ago

Selected Answer: C

Right answer C

upvoted 1 times

himo_9876 5 months, 1 week ago

Selected Answer: A

2.3.1
Different offerings can be created based on the same product, which allows it to be used in multiple ways to address the needs of different consumer groups.

upvoted 3 times

concepcionz 5 months, 2 weeks ago

Selected Answer: C

A. The same product can be used as a basis for more than one service offering - This statement is correct as different services can be created by using the same product, for example, a car can be used to offer ride-sharing service or rental car service.

C. Service offerings describe how providers and consumers cooperate to co-create value - This statement is correct. Service offerings involve the provider and the consumer working together to create value. The provider offers the service, and the consumer receives value from the service.

I'll go with C

upvoted 2 times

SynikalDemon 5 months, 3 weeks ago

Actually it's A.

upvoted 1 times

SynikalDemon 5 months, 4 weeks ago

A and C are both correct, but I think C is what they are going for. Maybe.

upvoted 1 times

DAZ2610 6 months, 1 week ago

A is the correct answer
Different offerings can be created based on the same product, which allows it to be used in multiple ways to address the needs of different consumer groups. For example, a software service can be offered as a limited free version, or as a comprehensive paid-for version,
based on one product of the service provider. 2.3.2

upvoted 2 times

Xxmedoxx315 6 months, 3 weeks ago

Selected Answer: C

C is the correct answer

upvoted 2 times

Question #242

Topic 1

Which can a change schedule be used for?

A. Speeding up the planning and authorization of emergency changes

B. Providing information about deployed changes to help manage incidents and problems

C. Providing a means of initiating and assessing normal changes

D. Tracking and managing improvement ideas from identification through to final action

Correct Answer: *B*

heerowiind Highly Voted 11 months, 2 weeks ago

Selected Answer: B

5.2.4 change enablement
The change schedule is used to help plan changes, assist in communication, avoid conflicts, and assign resources. It can also be used after changes have been deployed to provide information needed for incident management, problem management, and improvement planning.

upvoted 10 times

Question #243 *Topic 1*

Which is part of the value proposition of a service?

A. Costs removed from the consumer by the service

B. Costs imposed on the consumer by the service

C. Outputs of the service received by the consumer

D. Risks imposed on the consumer by the service

Correct Answer: *A*

ExamKiller020 Highly Voted 4 months, 2 weeks ago

Selected Answer: C

the outputs of the service are typically a more direct and significant part of the value proposition, as they represent the benefits or value that the service provides to the customer. The outputs of the service are the results or benefits that the customer receives from using the service, such as increased efficiency, improved quality, or enhanced convenience. Therefore, option C is a more appropriate choice for the part of the value proposition of a service.

upvoted 5 times

SamAhamed Most Recent 6 days, 9 hours ago

Selected Answer: A

Costs removed from the consumer by the service (a part of the value proposition). This may include costs of staff, technology, and other resources, which the consumer does not need to provide.

upvoted 1 times

MarysSon 2 weeks ago

C is not the best answer because a provider might deliver an output that is not satisfactory to the customer. If the customer is not pleased with the output, there is little value. On the other hand, the removal of costs will always make the customer smile. The answer is A.

upvoted 1 times

ikothari 2 weeks, 1 day ago

Selected Answer: A

costs removed from the consumer by the service (a part of the value proposition). This may include costs of staff, technology, and other resources, which the consumer does not need to provide

upvoted 1 times

Navynine 1 month ago

Selected Answer: C

Right answer C

upvoted 1 times

Vierrr 1 month ago

Selected Answer: A

Costs are the amount of money spent on a specific activity or resource. From the service consumer's perspective, there are two types of cost involved in service relationships:
Costs removed from the consumer by the service (a part of the value proposition). For example, for a car sharing service, the customer does not pay for the actual cost of purchasing the car.
IT Certification Guaranteed, The Easy Way!
https://www.bmc.com/blogs/itil-key-concepts-service-management/

upvoted 2 times

CeejayParker 3 months, 3 weeks ago

The value proposition of a service typically includes the outputs of the service received by the consumer. Therefore, option C is the correct answer. A value proposition is a statement that explains what benefits a service or product provides to the customer, and it is usually a combination of benefits, including outputs, outcomes, experiences, and costs. While costs removed from the consumer by the service may be a benefit, and costs imposed on the consumer by the service and risks imposed on the consumer by the service may be potential drawbacks, they are not typically part of the value proposition statement.

upvoted 3 times

creativesurge 4 months, 1 week ago

Selected Answer: A

costs removed from the consumer by the service (a part of the value proposition). This may include costs of staff, technology, and other resources, which the consumer does not need to provide

upvoted 1 times

Question #244 *Topic 1*

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

Correct Answer: *C*

Granddude Highly Voted 9 months, 3 weeks ago

Selected Answer: D

I am not 100% sure. But I am going with D based on: https://www.bmc.com/blogs/itil-service-level-management/

SLM supports planning of the product and service portfolio and service offerings with information about the actual service performance and trends. SLM ensures ongoing engagement with customers and users through feedback processing and continual service review.

upvoted 10 times

Navynine Most Recent 1 month ago

Selected Answer: D

Right Answer D

upvoted 1 times

Blue_Crane 1 month, 3 weeks ago

Selected Answer: C

After the definition at 5.2.15

There are bullet point where it explains that SLM - performs service reviews (this is the – "To capture information about service issues" – part of the question) - to ensure that the current set of services continues to meet the needs of the organization and its customers (this is the - and performance against agreed goals – part of the question)

upvoted 2 times

Blue_Crane 1 month, 3 weeks ago

Answer is C

After the definition at 5.2.15

There are bullet point where it explains that SLM - performs service reviews (this is the – "To capture information about service issues" – part of the question) - to ensure that the current set of services continues to meet the needs of the organization and its customers (this is the - and performance against agreed goals – part of the question)

upvoted 2 times

Abu_Talal 2 months ago

D
5.2.15 Service level management
performs service reviews to ensure that the current set of services continues to
meet the needs of the organization and its customers

upvoted 2 times

4lch3my 4 months, 2 weeks ago

Selected Answer: D

Most likely D after further research on other sites

upvoted 1 times

concepcionz 5 months, 1 week ago

A service level manager should carry out regular service reviews to capture information about service issues and performance against agreed goals (C), as well as to ensure continual improvement of services, so that they meet the evolving needs of service consumers (D).

upvoted 2 times

Manix 7 months ago

Selected Answer: C

Page 152: Performs service reviews ro ensure that the CURRENT set of services continue to meet the needs of the organization and it's customers. -> so it's not D,

upvoted 2 times

poyzerj 7 months, 1 week ago

Selected Answer: C

Answer is C

upvoted 1 times

Mbenson23 7 months, 3 weeks ago

Correct answer c
D is incorrect because 5.12.15
“performs service reviews to ensure that the current set of services continues to meet the needs of the organization and its customers“

upvoted 3 times

Doinitza 8 months, 3 weeks ago

Selected Answer: C

C is correct

upvoted 1 times

Sevin 8 months, 3 weeks ago

Selected Answer: C

Correct answer is C

upvoted 1 times

gpfs 9 months ago

Selected Answer: C

Correct answer is C
5.2.15
performs service reviews to ensure that the current set of services continues to meet the needs of the organization and its customers

upvoted 3 times

sleekygurl 9 months ago

Selected Answer: C

C is correct

upvoted 1 times

smartys 9 months, 2 weeks ago

It is C:
5.2.15: performs service reviews to ensure that the current set of services continues to meet the needs of the organization and its customers
captures and reports on service issues, including performance against defined service levels.

upvoted 2 times

dgonz 9 months, 2 weeks ago

Selected Answer: D

should be D?

upvoted 1 times

Gb27 9 months, 3 weeks ago

Selected Answer: D

D seems more correct to me

upvoted 2 times

Question #245 *Topic 1*

A flaw in an application could cause a service to fail. IT staff are actively analyzing the application to try and understand what is going on. What is the correct name for this type of flaw?

A. Problem

B. Incident

C. Event

D. Known error

Correct Answer: *A*

Gadeliow Highly Voted 10 months, 3 weeks ago

Selected Answer: A

Answer is A
Every service has errors, *flaws*, or vulnerabilities that may cause incidents. They may include errors in any of the four dimensions of service management. Many errors are identified and resolved before a service goes live. However, some remain unidentified or unresolved, and may be a risk to live services. In ITIL, these errors are called *problems* and they are addressed by the problem management practice.

upvoted 5 times

MD22 Most Recent 3 months, 4 weeks ago

Selected Answer: A

Finding the root cause "understanding what is going on" is Problem Management

upvoted 1 times

Soshiraz 4 months ago

C est A

upvoted 1 times

KingSouth 7 months ago

B. Incident

An incident is an unplanned interruption to an IT service or a reduction in the quality of an IT service. An incident can be caused by a number of things, including hardware or software failure, human error, or a security breach. In this scenario, the flaw in the application is causing the service to fail, and IT staff are actively analyzing the application to try and understand the cause. Therefore, the correct name for this type of flaw is an incident.

A problem is a cause or potential cause of one or more incidents. It is an unknown underlying condition that is causing incidents to occur.
A known error is a problem that has been identified, logged, and known by the IT service provider, and it's under management.
An event is any observable occurrence in a system or IT infrastructure. It can be an incident, problem or change.

upvoted 2 times

Sevin 7 months, 4 weeks ago

Answer is A

upvoted 1 times

gpfs 9 months ago

Selected Answer: A

Answer is A

5.2.8
Problems are related to incidents, but should be distinguished as they are managed in different ways:
- Incidents have an impact on users or business processes, and must be resolved so that normal business activity can take place.
- Problems are the causes of incidents. They require investigation and analysis to identify the causes, develop workarounds, and recommend longer-term resolution. This reduces the number and impact of future incidents.

upvoted 2 times

bengy78 9 months, 2 weeks ago

Selected Answer: D

It's a known error. Errors are related to flaws, problems are related to incidents/unplanned outages. "error
A flaw or vulnerability that may cause incidents."

upvoted 3 times

kanchantanwani 9 months ago

can't be known error as it is not yet analyzed. It's still trying to be analyzed, so it's not yet a known error. In this case if this flaw occurs then it becomes an incident. Therefore, correct answer is incident

upvoted 1 times

bengy78 9 months, 2 weeks ago

It's a known error. Errors are related to flaws, problems are related to incidents/unplanned outages. "error
A flaw or vulnerability that may cause incidents."

upvoted 2 times

Gadeliow 10 months, 3 weeks ago

Answer is A
Every service has errors, *flaws*, or vulnerabilities that may cause incidents. They may include errors in any of the four dimensions of service management. Many errors are identified and resolved before a service goes live. However, some remain unidentified or unresolved, and may be a risk to live services. In ITIL, these errors are called *problems* and they are addressed by the problem management practice.

upvoted 4 times

Maleck 11 months, 1 week ago

Selected Answer: A

A is correct. They are trying to understand what is causing the issue. So, problem management.

upvoted 3 times

PHD_CHENG 11 months, 1 week ago

Selected Answer: B

B is correct

upvoted 1 times

Maleck 11 months, 1 week ago

A is correct. They are trying to understand what is causing the issue. So, problem management.

upvoted 1 times

Maleck 11 months ago

My bad. B is correct. The question relates to the flow, not the action being conducted.

upvoted 1 times

Question #246 *Topic 1*

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

A. Plan

B. Engage

C. Obtain/build

D. Deliver and support

Correct Answer: *D*

Maryjn3 Highly Voted 9 months, 1 week ago
Correct answer D:
deliver and support
The value chain activity that ensures services are delivered and supported according to agreed specifications and stakeholders' expectations
upvoted 8 times

maxmorphy Highly Voted 6 months, 3 weeks ago
Answers are incorrect !!

Design and Transition activity
The purpose of the design and transition value chain activity is to ensure that products and services continually meet stakeholder expectations for quality, costs, and time to market
upvoted 5 times

MD22 Most Recent 3 months, 4 weeks ago
Selected Answer: D
Expectation of the stakeholder is Deliver & Support
upvoted 1 times

Lacattack 6 months, 2 weeks ago
Definitely, D, was tempted by Engage but Engage is more about requirements and information on the completion of user support tasks from Deliver
and support. Services and products that have been planned, designed, obtained and built are now supported and kept running according to the specifications (SLAs) defined together with the customers (stakeholder).
upvoted 1 times

MHandy 6 months, 2 weeks ago
C and D are both stakeholders expectations..
upvoted 1 times

Lacattack 6 months, 2 weeks ago
users are stakeholders
upvoted 1 times

Sasuu 9 months, 1 week ago
Selected Answer: D
I think D is correct: Obtain/Build is about Service Components and not Services. So Deliver and Support is correct
upvoted 5 times

Swastik348 9 months, 1 week ago
Selected Answer: C
correct answer is obtain/build
upvoted 3 times

Question #247 *Topic 1*

Which practice's purpose includes creating closer, more collaborative relationships?

A. Supplier management

B. Information security management

C. Release management

D. Service configuration management

Correct Answer: *A*

Maryjn3 9 months, 1 week ago

Correct answer A:
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 services. This includes creating closer, more collaborative relationships with key suppliers to uncover and realize new value and reduce the risk of failure.

upvoted 1 times

Question #248 *Topic 1*

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

Correct Answer: *D*

Granddude 9 months, 3 weeks ago

Selected Answer: D

ITIL 4 introduces the Service Value System, or SVS. The key inputs to this system are opportunity and demand, and the key output is value for customers and other stakeholders.

upvoted 4 times

Question #249 *Topic 1*

What role would be MOST suitable for someone with experience of managing relationships with various stakeholders, including suppliers and business managers?

A. Service level manager

B. Service desk agent

C. Change authority

D. Problem analyst

Correct Answer: *A*

Tlab97271 1 month, 1 week ago

A. Service level manager

upvoted 1 times

Question #250 *Topic 1*

Which is the addition, modification or removal of anything that could have an effect on services?

A. A change

B. An event

C. A service request

D. A problem

Correct Answer: *A*

Tlab97271 1 month, 1 week ago

A. A change

upvoted 1 times

Question #251 *Topic 1*

Which guiding principle recommends consideration of the four dimensions in order to make something as effective and as useful as it needs to be?

A. Focus on value

B. Start where you are

C. Think and work holistically

D. Optimize and automate

Correct Answer: *D*

slobocon81 Highly Voted 6 months, 3 weeks ago

Selected Answer: D

from 4.3.7 "Optimization means to make something as effective and useful as it needs to be."

upvoted 5 times

ikothari Most Recent 2 weeks, 1 day ago

Selected Answer: C

Think and work holistically recommends consideration of the four dimensions in order to make something as effective and as useful as it needs to be

upvoted 1 times

Tlab97271 1 month, 1 week ago

Optimize and automate is about using people (often the most scarce resource) and automation effectively. So D

upvoted 1 times

Panda_man 3 months, 3 weeks ago

Selected Answer: D

Optimization means to make something as effective and useful as it needs to be.
Before an activity can be effectively automated, it should be optimized to whatever degree is possible and reasonable.

upvoted 2 times

concepcionz 5 months, 1 week ago

Selected Answer: C

C. Think and work holistically recommends consideration of the four dimensions in order to make something as effective and as useful as it needs to be. Holistic thinking involves considering the interconnections and interdependencies between various aspects of a system or problem, including its social, economic, environmental, and technical dimensions. This approach helps to ensure that solutions are comprehensive, sustainable, and effective in achieving their intended outcomes.

upvoted 2 times

Darkren4eveR 5 months, 2 weeks ago

4.3.7 ITIL Book, option D

upvoted 2 times

Traktark 6 months, 1 week ago

Selected Answer: C

The correct answer is C. Think and work holistically. The guiding principle of "think and work holistically" in ITIL recommends that organizations should consider all four dimensions of the service value system when designing and delivering services. These dimensions include the organization and people, partners and suppliers, information and technology, and value streams and processes. By considering all four dimensions, organizations can ensure that their services are as effective and useful as they need to be, and that they meet the needs of both the organization and its customers. The guiding principles of "focus on value," "start where you are," and "optimize and automate" are also important components of IT service management, but they do not specifically recommend consideration of the four dimensions.

upvoted 2 times

zaaza 6 months, 1 week ago

Optimization means making something as effective and useful as makes sense.
Before an activity can be effectively automated, it should be optimized to whatever degree is possible and reasonable.

upvoted 2 times

EleLou 6 months, 2 weeks ago

Selected Answer: C

To my understanding, the question is emphasizing on the four dimensions (holistic approach) - in other words "Which guiding principle recommends consideration of the four dimensions in order "D" to be effective", so I'd say C is correct.

upvoted 1 times

Manix 7 months, 1 week ago

Selected Answer: C

4.3.5 Services are delivered to internal and external customers trough the coordination and integration of the four dimensions of service management.

upvoted 3 times

O_GXx 7 months, 1 week ago

Selected Answer: C

Thinking and work holistically requires understanding of the organizations operate as a whole and addresses all four dimensions during its approach and application.

upvoted 3 times

gpfs 9 months ago

Selected Answer: D

Answer should be D

Optimize and automate (4.3.7)

Optimization means to make something as effective and useful as it needs to be. Before an activity can be effectively automated, it should be optimized to whatever degree is possible and reasonable. It is essential that limits are set on the optimization of services and practices, as they exist within a set of constraints which may include financial limitations, compliance requirements, time constraints, and resource availability.

upvoted 2 times

SentaSama 9 months ago

Selected Answer: C

Chapter 4.3.7 Optimize and automate

Organizations must maximize the value of the work carried out by their human and technical resources. The four dimensions model provides a holistic view of the various constraints, resource types, and other areas that should be considered when designing, managing, or operating an organization. Technology can help organizations to scale up and take on frequent and repetitive tasks, allowing human resources to be used for more complex decision-making. However, technology should not always be relied upon without the capability of human intervention, as automation for automation's sake can increase costs and reduce organizational robustness and resilience.

upvoted 4 times

dgonz 9 months, 2 weeks ago

Selected Answer: D

D makes sense

upvoted 1 times

BananaSlug 9 months, 4 weeks ago

The answer is is 100% D.
4.3.7 Optimize and Automate: "Optimization means to make something as effective and useful as it needs to be."

upvoted 2 times

D4B 9 months ago

its saying considers the four dimensins tho so should be C as this looks at all

upvoted 3 times

Pcghosh 10 months ago

Selected Answer: D

Refer section 4.3.7 - Optimization

upvoted 1 times

Braniac 10 months, 2 weeks ago

Definetly C. The optimize and automate principle doesn't consider the 4 dimensions. Thinking and work holistically requires understanding of the organizations operate as a whole and addresses all four dimensions during its approach and application.

upvoted 3 times

Question #252 *Topic 1*

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

Correct Answer: *A*

meg002 10 months, 3 weeks ago

Selected Answer: A

A is correct.

upvoted 2 times

Question #253 *Topic 1*

What is a problem that has been analyzed but has not been resolved?

A. Workaround

B. Incident

C. Known error

D. Risk

Correct Answer: *C*

Question #254 *Topic 1*

Which is described by the 'organizations and people' dimension of service management?

A. Workflows and controls

B. Communication and collaboration

C. Inputs and outputs

D. Contracts and agreements

Correct Answer: *B*

Question #255 *Topic 1*

Which facilitates outcomes that customers want to achieve?

A. Service

B. Warranty

C. Organization

D. IT asset

Correct Answer: *A*

Question #256 *Topic 1*

Which practice recommends that organizations develop competencies in techniques such as strength, weakness, opportunity, and threat (SWOT) analysis, and balanced scorecards?

A. Incident management

B. Continual improvement

C. Service request management

D. Change enablement

Correct Answer: *B*

MD22 3 months, 4 weeks ago

Selected Answer: B

Continual Improvement, first you need a vision, then you should do baseline asessments like SWAT

upvoted 1 times

Maryjn3 9 months, 1 week ago

Correct answer B

upvoted 2 times

Question #257

Topic 1

Which ITIL concept helps an organization to make good decisions?

A. Four dimensions of service management

B. Guiding principles

C. Service value chain

D. Practices

Correct Answer: *B*

Maxima057 5 months, 3 weeks ago

"The guiding principles defined here embody the core messages of ITIL and of service management in general, supporting successful actions and good decisions of all types and at all levels. "

upvoted 2 times

Maryjn3 9 months, 1 week ago

Correct answer B

upvoted 1 times

Question #258

Topic 1

Which is a recommendation 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

Correct Answer: *C*

KingSouth 7 months ago

C. If a practice is easier to follow it is more likely to be adopted

The guiding principle "keep it simple and practical" recommends that organizations should strive to make their practices as easy to follow and understand as possible. One of the main recommendations of this principle is that if a practice is easier to follow, it is more likely to be adopted and used effectively. This means that organizations should aim to make their practices clear, straightforward, and easy to understand, rather than complex and difficult to follow. By doing so, they can increase the chances that their practices will be adopted and used effectively by those who need to use them.

upvoted 2 times

gpfs 9 months ago

Selected Answer: C

Correct answer is C

Chapter 4.3.6.3
Easier to understand, more likely to adopt: To embed a practice, make sure it is easy to follow.

upvoted 3 times

_Juliemol13 9 months ago

Selected Answer: C

C for me

upvoted 1 times

Question #259 *Topic 1*

Which practice has a purpose that includes responding to conditions that could lead to potential faults or incidents?

A. Incident management

B. Service request management

C. Monitoring and event management

D. Change enablement

Correct Answer: *C*

heerowiind Highly Voted 11 months, 2 weeks ago

Selected Answer: C

5.2.7 monitoring and event management

The purpose of the monitoring and event management practice is to systematically observe services and service components, and record and report selected changes of state identified as events. This practice identifies and prioritizes infrastructure, services, business processes, and information security events; it also establishes the appropriate response to those events, and conditions that indicate potential faults or incidents.

upvoted 8 times

Question #260 *Topic 1*

What role would be MOST suitable for a new graduate with great levels of empathy and understanding of business issues?

A. Service level manager

B. Service desk agent

C. Change authority

D. Problem analyst

Correct Answer: *B*

RickyQ 7 months, 1 week ago

Service desk staff require training and competency in both technical and business skills, especially customer service skills such as empathy, incident analysis and prioritization, effective communication, and emotional intelligence.

upvoted 2 times

Question #261 *Topic 1*

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

A. Supplier management

B. Relationship management

C. Continual improvement

D. Service level management

Correct Answer: *B*

Maryjn3 9 months, 1 week ago

Correct answer B:
5.1.9 Relationship management: The purpose of the relationship management practice is to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels.

upvoted 2 times

Question #262 *Topic 1*

Which is a way of applying the guiding principle 'focus on value'?

A. Understanding how service consumers use services

B. Comprehending the whole, but doing something

C. Recognizing the complexity of systems

D. Doing fewer things, but doing them better

Correct Answer: *A*

randy227 5 months ago

ITIL 4 Manuscript: 4.3.1.4 Know how service consumers use each service

upvoted 1 times

RickyQ 7 months, 1 week ago

To apply this principle successfully, consider this advice:
• Know how service consumers use each service.
• Encourage a focus on value among all staff.
• Focus on value during normal operational activity as well as during improvement initiatives.
• Include a focus on value in every step of any improvement initiative.

upvoted 1 times

Question #263 *Topic 1*

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

Correct Answer: *C*

RickyQ 7 months, 1 week ago

Selected Answer: C

Start Where You Are - When engaged in any improvement initiative, do NOT start over without first considering what is already available to be leveraged.

upvoted 1 times

Question #264 *Topic 1*

Which is a use of a continual improvement register?

A. Planning changes, assisting in communication, avoiding conflicts, and assigning resources

B. Selecting the right method, model or technique for identifying improvements

C. Tracking and managing improvement ideas from identification through to final action

D. Describing the services designed to meet the needs of a consumer group

Correct Answer: *C*

heerowiind Highly Voted 11 months, 2 weeks ago

Selected Answer: C

5.1.2 continual improvement
To track and manage improvement ideas from identification through to final action, organizations use a database or structured document called a continual improvement register (CIR). There can be more than one CIR in an organization, as multiple CIRs can be maintained on individual, team, departmental, business unit, and organizational levels. Some organizations maintain a single master CIR, but segment how it is used and by whom at a more granular level.

upvoted 9 times

Question #265 *Topic 1*

Which practice uses pre-defined, standardized procedures to enable fulfilment times to be clearly communicated?

A. Incident management

B. Service level management

C. Problem management

D. Service request management

Correct Answer: *D*

KingSouth Highly Voted 7 months ago
B. Service level management

Service level management is the practice of pre-defining, communicating, and agreeing on service level targets (SLAs) and operational level agreements (OLAs) with customers and other stakeholders. These agreements establish expectations for the availability, performance, and quality of IT services, and provide a basis for measuring and reporting on service performance. Service level management also includes the use of standardized procedures to enable fulfillment times to be clearly communicated and agreed upon with customers.
upvoted 6 times

Joshuauu Highly Voted 8 months, 3 weeks ago
Wouldn't this be B?
upvoted 6 times

Panda_man Most Recent 3 months, 3 weeks ago
Selected Answer: D
Should be D
upvoted 2 times

Panda_man 3 months, 3 weeks ago
From ITILv4 book The purpose of the service level management practice is to set clear business based targets for service levels, and to ensure that delivery of services is
properly assessed, monitored, and managed against these targets - can not be B for sure
upvoted 1 times

MD22 3 months, 3 weeks ago
Selected Answer: D
predefined and standardized procedures is Service request management.
upvoted 1 times

perlowo 4 months, 4 weeks ago
Selected Answer: B
it's B
upvoted 1 times

randy227 5 months ago
ITIL Manuscript Glossary:
Service request management practice
The practice of 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.
upvoted 2 times

SynikalDemon 5 months, 2 weeks ago
Selected Answer: B
B device level management
upvoted 1 times

dommal99 6 months ago
Selected Answer: B
B. Service level management
upvoted 1 times

RickyQ 7 months, 1 week ago
Selected Answer: D
Since service requests are pre-defined and pre-agreed as a normal part of service delivery, they can usually be formalized, with a clear, standard procedure for initiation, approval, fulfilment, and management.

upvoted 5 times

mellohello 8 months, 2 weeks ago

Selected Answer: D

https://www.bmc.com/blogs/itil-service-request-management/#:~:text=The%20purpose%20of%20the%20service%20request%20management%20practice%20is%20to%20support%20the%20agreed%20quality%20of%20a%20service%20by%20handling%20all%20pre%2Ddefined%2C%20user%2Dinitiated%20service%20requests%20in%20an%20effective%20and%20user%2Dfriendly%20manner.

upvoted 1 times

Question #266

Topic 1

Which TWO of the following are considerations of change enablement?

1. Managing the people aspects of change
2. Ensuring that organizational transformations are successful
3. Maximizing the number of successful service changes
4. Ensuring that changes are properly assessed

A. 1 and 2

B. 2 and 3

C. 3 and 4

D. 1 and 4

Correct Answer: *C*

heerowiind Highly Voted 11 months, 2 weeks ago

Selected Answer: C

5.2.4 change enablement

The purpose of the change enablement practice is to maximize the number of successful service and product changes by ensuring that risks have been properly assessed, authorizing changes to proceed, and managing the change schedule.

upvoted 7 times

meg002 Most Recent 10 months, 3 weeks ago

Selected Answer: C

The answer is C

upvoted 3 times

Gadeliow 10 months, 3 weeks ago

answer is A
Organizational change management manages the people aspects of changes to ensure that improvements and organizational transformation initiatives are implemented successfully.
if the question was asking for the purpose, the answer would be C

upvoted 1 times

Gadeliow 10 months, 3 weeks ago

Sorry answer is C,
Organizational change management manages the people aspects of changes to ensure that improvements and organizational transformation initiatives are implemented successfully. Change enablement is usually focused on changes in products and services.

upvoted 2 times

Question #267 *Topic 1*

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

Correct Answer: *C*

RickyQ 7 months, 1 week ago

Selected Answer: C

The consumer contributes to reducing risk by actively participating in defining the service requirements and clarifying its required outcomes, often on an ongoing basis. Clearly communicating the critical success factors (CSFs) and constraints that apply to the service.

upvoted 3 times

Question #268 *Topic 1*

In which case would a problem be logged as part of the problem identification?

A. When the cause is identified but not resolved

B. After receiving of error information from a supplier

C. When a user reports an unplanned service interruption

D. After a workaround is identified and documented

Correct Answer: *B*

heerowiind Highly Voted 11 months, 2 weeks ago

Selected Answer: B

5.2.8 problem management

Problem identification activities identify and log problems. These include:
•performing trend analysis of incident records
•detection of duplicate and recurring issues by users, service desk, and technical support staff
•during major incident management, identifying a risk that an incident could recur
•analysing information received from suppliers and partners

upvoted 9 times

MarysSon Most Recent 2 weeks ago

Selected Answer: B

I vote for B by elimination. A is an unknown error. C is an incident. D is logically eliminated because finding workarounds occur after a problem I identified. B is correct.

upvoted 1 times

Chinmyster 4 months ago

Answer is C

upvoted 1 times

creativesurge 4 months, 1 week ago

Selected Answer: B

Problem identification activities identify and log problems. These include:
performing trend analysis of incident records
detection of duplicate and recurring issues by users, service desk, and technical support staff
during major incident management, identifying a risk that an incident could recur
analysing information received from suppliers and partners
analysing information received from internal software developers, test teams, and project teams

upvoted 1 times

randy227 4 months, 3 weeks ago

Selected Answer: C

5.2.8 - A problem is logged as part of the problem identification process when (a user reports an unplanned service interruption) or when the service provider detects an issue that is impacting service delivery.

upvoted 2 times

KingSouth 7 months ago

C. When a user reports an unplanned service interruption

A problem is logged as part of the problem identification process when a user reports an unplanned service interruption or when the service provider detects an issue that is impacting service delivery. This process involves documenting the problem, including details such as the symptoms, the time of occurrence, and the potential impact on the business. This information is then used to diagnose the root cause of the problem and to develop a plan for resolving it.

upvoted 1 times

Gadeliow 10 months, 3 weeks ago

Selected Answer: B

answer is B

upvoted 3 times

Question #269 *Topic 1*

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. IT assets

D. services

Correct Answer: *D*

ikothari 2 weeks, 1 day ago

Selected Answer: D

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.

upvoted 2 times

heerowiind 11 months, 2 weeks ago

Selected Answer: D

D is correct

upvoted 2 times

Question #270 *Topic 1*

Which practice helps to ensure that the services delivered to customers are aligned with their needs?

A. Service level management

B. Change enablement

C. Problem management

D. Service request management

Correct Answer: *D*

Zwennie Highly Voted 11 months, 2 weeks ago

Selected Answer: A

The practice of Service Level Management (SLM) gives assurance to the service consumer that a provider will deliver a level of service that meets their needs

upvoted 18 times

MarysSon Most Recent 1 week, 2 days ago

Selected Answer: A

It's A. From Axelos book 5.2.15.1, "The activities of engaging and listening provide a great opportunity to build improved relationships and to focus on what actually needs to be delivered". A is correct; my previous entry saying D was a typo.

upvoted 1 times

MarysSon 1 week, 5 days ago

Selected Answer: D

From the Axelos book 5.2.15.1, "The activities of engaging and listening provide a great opportunity to build improved relationships and to focus on what actually needs to be delivered". D is correct.

upvoted 1 times

birupolos 2 weeks, 1 day ago

Selected Answer: A

should be A

upvoted 1 times

coolassbreese 1 month, 1 week ago

Selected Answer: A

Answer is 100% A

upvoted 2 times

Minasamir 1 month, 3 weeks ago

How the website does not fix this mistake?

upvoted 1 times

Codikas 1 month, 2 weeks ago

This is a common theme on this site if you haven't noticed. Hence the need for this discussion panel.

upvoted 2 times

Traktark 3 months, 3 weeks ago

Selected Answer: A

The correct answer is A. Service level management. The purpose of service level management is to ensure that the services delivered to customers are aligned with their needs and expectations. This is achieved by defining, agreeing on, monitoring, and reporting on service levels and targets. Service level management helps to ensure that the organization understands the needs of its customers, and that it is able to meet those needs through the delivery of high-quality services. It also helps to identify areas for improvement and to ensure that the organization is able to adapt to changing customer needs and expectations.

upvoted 2 times

zico1234 4 months, 2 weeks ago

A is correct
SLM usually in service provider org ensures that services are delivered accordingly to customers.
Meanwhile, SRM handles services from users in service consumption org.

upvoted 1 times

Sevin 7 months, 4 weeks ago

Correct answer is A

upvoted 1 times

valipuiu 10 months ago

Selected Answer: A

definitely A; SLAs are being agreed in the SLM.

upvoted 2 times

meg002 10 months, 3 weeks ago

Selected Answer: A

I agree, answer is A

upvoted 1 times

Sutokuto 11 months, 2 weeks ago

Selected Answer: A

A is correct.

upvoted 3 times

Question #271

Topic 1

Which service request management decisions require that policies are established?

A. Deciding how degradations of service are resolved

B. Deciding how to handle service requests where the steps are unknown

C. Deciding which service requests require approval

D. Deciding when workarounds should be used

Correct Answer: *C*

smartys 9 months, 2 weeks ago

C:
5.2.16 Policies should be established regarding what service requests will be fulfilled with limited or even no additional approvals so that fulfilment can be streamlined.

upvoted 4 times

Question #272

Topic 1

Which dimension of service management considers how activities are coordinated?

A. Organizations and people

B. Information and technology

C. Partners and suppliers

D. Value streams and processes

Correct Answer: *D*

OURAOURA Highly Voted 10 months, 2 weeks ago

D is correct:
The value streams and processes dimension is concerned with how the various parts of the organization work in an integrated and coordinated way to enable value creation through products and services. This dimension defines the activities, workflows, controls and procedures needed to achieve agreed objectives.

upvoted 5 times

Question #273

Topic 1

A user contacts the service desk to ask how they can create a report.
Which practice is MOST LIKELY to contribute to resolving this issue?

A. Incident management

B. Service level management

C. Service request management

D. Change enablement

Correct Answer: *C*

Question #274

Topic 1

Which practice has a purpose that includes the management of financially valuable components that can contribute to the delivery of an IT service?

A. Service configuration management

B. IT asset management

C. Change enablement

D. Deployment management

Correct Answer: *B*

Question #275 *Topic 1*

Which practice MOST requires staff who demonstrate skills such as empathy and emotional intelligence?

A. Service request management

B. Continual improvement

C. Problem management

D. Service desk

Correct Answer: *D*

valipuiu 10 months ago

Selected Answer: D

D; dealing with end users

upvoted 1 times

IHateTestsSoMuch 10 months, 2 weeks ago

Selected Answer: A

To support the agreed quality of service by handling all predefined, user-initiated service requests in an effective and user-friendly manner.

upvoted 1 times

heerowiind 11 months, 2 weeks ago

Selected Answer: D

correct answer is D

upvoted 1 times

Question #276 *Topic 1*

What is the customer of a service responsible for?

A. Defining the requirements for the service

B. Provisioning the service

C. Using the service

D. Authorizing the budget for the service

Correct Answer: *A*

heerowiind Highly Voted 11 months, 2 weeks ago

Selected Answer: A

A. Defining the requirements for the service = customer
B. Provisioning the service = service provider
C. Using the service = user
D. Authorizing the budget for the service = sponsor

upvoted 15 times

Alandeta Highly Voted 11 months, 2 weeks ago

Herowind again saving me from having to open up the book

upvoted 6 times

Question #277 *Topic 1*

When using the 'continual improvement model', which information should be produced by an organization in order to understand where the organization is now?

A. Business objectives

B. Improvement plans

C. Assessment results

D. Measurable targets

Correct Answer: *C*

TaniaA 8 months, 2 weeks ago

Selected Answer: C

Where are we now? <--> Perform baseline assessments

upvoted 4 times

Question #278 *Topic 1*

Which statement about value streams is CORRECT?

A. Each value stream must include all six value chain activities

B. Each value stream must include suppliers or partners

C. Each value stream must be designed for a specific scenario

D. Each value stream must include all 34 ITIL practices

Correct Answer: *C*

ZombieZhom Highly Voted 7 months, 2 weeks ago

Answer is C
4.5 - To carry out a certain task or respond to a particular situation, organizations create service value streams. These are specific combinations of activities and practices, and each one is designed for a particular scenario.

upvoted 10 times

MD22 Most Recent 3 months, 3 weeks ago

Selected Answer: C

C is correct

upvoted 1 times

pego99 4 months, 3 weeks ago

Selected Answer: C

C is correct

upvoted 1 times

ExamKiller020 4 months, 3 weeks ago

Selected Answer: C

C.
Value streams are a series of steps an organization takes to create and deliver value to its customers or users. Each value stream is designed to deliver value in a specific scenario, and may not include all six value chain activities or all 34 ITIL practices. It may also involve suppliers or partners, but that is not a requirement for a value stream.

upvoted 3 times

DandyAndy 5 months ago

Selected Answer: C

I agree with Zombie its C

upvoted 1 times

PatHer 8 months, 1 week ago

Selected Answer: A

Correct Answer is A

upvoted 1 times

KING_II 8 months, 3 weeks ago

Selected Answer: A

Correct Answer is A: Value stream is combination of organisation value chain activities

upvoted 2 times

Panda_man 3 months, 3 weeks ago

It absolutely doesn't have to include all 6 steps !

upvoted 1 times

Question #279 *Topic 1*

Which guiding principle recommends using ideas from ITIL, Lean, DevOps, Kanban, and other sources to help drive improvements?

A. Optimize and automate

B. Think and work holistically

C. Start where you are

D. Focus on value

Correct Answer: *A*

MD22 3 months, 3 weeks ago

Selected Answer: A

Absolute A: Optimize and automate

upvoted 1 times

himo_9876 5 months, 1 week ago

Selected Answer: A

4.3.7.1

upvoted 1 times

Geaa 6 months, 1 week ago

Selected Answer: A

The continual effort put by the service organization to optimize should result in improving the performance of services and delivering service value. The guidance for optimization is obtained through the guidance of ITIL®4 & can also refer to the guidance provided in best practices followed in industry like Lean, Kanban and DevOps etc. ITIL®4 complements these frameworks.

upvoted 2 times

bradseth 7 months ago

Selected Answer: D

The guiding principle in ITIL that recommends using ideas from ITIL, Lean, DevOps, Kanban, and other sources to help drive improvements is the "Focus on value." This principle encourages organizations to continuously look for ways to improve processes and services in order to deliver greater value to customers and stakeholders. This can be achieved by drawing on best practices and methodologies from a variety of sources, such as ITIL, Lean, DevOps, and Kanban.

upvoted 4 times

smartys 9 months, 2 weeks ago

Selected Answer: A

The specific practices an organization uses to improve and optimize performance may draw upon guidance from ITIL, Lean, DevOps, Kanban, and other sources.

upvoted 3 times

Question #280 *Topic 1*

Which is an activity in the 'problem control' phase of problem management?

A. Re-assessing a known error to manage the ongoing impact

B. Implementing a technical fix to resolve an issue

C. Documenting the steps in a workaround

D. Reviewing incident records to identify trends

Correct Answer: *C*

gpfs 8 months, 3 weeks ago

Selected Answer: C

Correct is C
"Problem control activities include problem analysis, and documenting workarounds and known errors"

upvoted 4 times

Question #281 *Topic 1*

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

A. Supplier management

B. Relationship management

C. Service desk

D. Service level management

Correct Answer: *B*

Question #282 *Topic 1*

Which practice has a purpose that includes managing authentication and non-repudiation?

A. Information security management

B. Change enablement

C. Service configuration management

D. IT asset management

Correct Answer: *A*

RickyQ 7 months, 1 week ago

Selected Answer: A

The purpose of the information security management practice is to protect the information needed by the organization to conduct its business, including the understanding and managing risks to confidentiality, integrity, availability, authentication, and non-repudiation.

upvoted 3 times

Question #283

Topic 1

Which statement about service offerings is CORRECT?

A. The same product can be used as a basis for more than one service offering

B. Service offerings include the transfer of goods from the consumer to the provider

C. Service offerings describe service actions performed by users

D. Each service should be described to consumers as a single service offering

Correct Answer: *A*

Question #284

Topic 1

What is a problem that has been analyzed but has not been resolved?

A. Workaround

B. Incident

C. Known error

D. Event

Correct Answer: *C*

Question #285

Topic 1

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

A. Service consumption

B. Service offerings

C. Service relationship management

D. Service level management

Correct Answer: *C*

NVAV 1 month, 2 weeks ago

C: Service relationship management are joint activities performed by the service provider and service consumer to ensure the continual co-creation of value based on the agreed and available service offerings

upvoted 1 times

Question #286 *Topic 1*

When working on an improvement iteration, which concept helps to ensure that the iteration activities remain appropriate in changing circumstances?

A. Minimum viable product

B. Feedback loop

C. Analysis paralysis

D. Direct observation

Correct Answer: *B*

Maxima057 5 months, 3 weeks ago
B seems tone correct. As per 4.3.3.2 Iteration and feedback together: Having appropriate feedback loops between the participants of an activity gives them a better understanding of where their work comes from, where their outputs go, and how their actions and outputs affect the outcomes, which in turn enables them to make better decisions.
upvoted 1 times

Geaa 6 months, 1 week ago
Selected Answer: B
https://www.bmc.com/blogs/itil-guiding-principles/#:~:text=Progress%20iteratively%20with%20feedback,-Resist%20the%20temptation&text=Seeking%20and%20using%20feedback%20before,opportunities%2C%20risks%2C%20and%20issues.
upvoted 1 times

Kavi55 7 months, 1 week ago
Selected Answer: B
Feedback of previous iteration actually helps us to keep the upcoming iteration activities appropriate.
upvoted 1 times

TaniaA 8 months, 2 weeks ago
I googeled what a feedback loop means, in this case B makes sense. But my first choice was D...
A feedback loop is a process that “loops” the outputs of a system back in as inputs. In business, this means using customer or employee feedback to improve a product, service, or workplace: a business uses the insights gained from feedback to initiate change.
upvoted 1 times

_Juliemol13 8 months, 3 weeks ago
Why B? not D?
upvoted 1 times

Question #287 *Topic 1*

What is the definition of 'service management'?

A. A result for a stakeholder enabled by one or more outputs

B. A formal description of one or more services, designed to address the needs of a target consumer group

C. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation

D. A set of specialized organizational capabilities for enabling value for customers in the form of services

Correct Answer: *D*

lferolm Highly Voted 9 months, 3 weeks ago
Answer D:
2 Key concepts of service management

Definition: Service management
A set of specialized organizational capabilities for enabling value for customers in the form of services.
upvoted 5 times

Question #288 *Topic 1*

Which is a description of service provision?

A. A way to help create value by facilitating outcomes that service consumers need

B. Activities that an organization performs to deliver services

C. A formal description of one or more services, designed to address the needs of a service consumer

D. Cooperation between two organizations to ensure that a service delivers value

Correct Answer: *A*

SamAhamed 6 days, 10 hours ago

Selected Answer: B

Service provision refers to the activities performed to provide services to service consumers, by a service provider organization. This includes; management of all the services provider's resources, which are configured to deliver the service.

upvoted 1 times

Blue_Crane 1 month, 3 weeks ago

Selected Answer: B

Under Service Relationship definition 2.4.1

Service provision Activities performed by an organization to provide services.

upvoted 2 times

firestormCH 5 months ago

Selected Answer: B

Straightforward from the book

upvoted 1 times

randy227 5 months ago

Selected Answer: B

ITIL 4 Manuscript: Service Provider - Activities performed by an organization to provide services.

upvoted 1 times

antcruz 5 months, 2 weeks ago

B is the answer, please update the right answer: Service provision Activities performed by an organization to provide services

upvoted 1 times

zaaza 6 months, 1 week ago

Service provisioning consists of activities performed by a service provider to provide services.

upvoted 1 times

dgonz 9 months, 2 weeks ago

Selected Answer: B

should be B

upvoted 1 times

SimonChiu 9 months, 3 weeks ago

Selected Answer: B

Why not B?

upvoted 1 times

Gb27 9 months, 3 weeks ago

Selected Answer: B

B is correct

upvoted 1 times

Manix 9 months, 3 weeks ago

Selected Answer: B

Page 15: Activities performed by an organization to provide services

upvoted 2 times

Pcghosh 10 months, 3 weeks ago

Selected Answer: B

Activities performed by an organization to provide services. Should be B

upvoted 1 times

chamz 10 months, 3 weeks ago

correct answer B

upvoted 1 times

meg002 10 months, 3 weeks ago

Selected Answer: B

I agree. the answer is B

upvoted 1 times

Maleck 11 months, 2 weeks ago

Correct answer should be B
service provision: Activities performed by an organization to provide services.

upvoted 4 times

Question #289 *Topic 1*

How is a 'continual improvement register' used?

A. To provide a structured approach to implementing improvements

B. To authorize changes to implement improvement initiatives

C. To organize past, present, and future improvement ideas

D. To record requests for provision of a resource or service

Correct Answer: *C*

Manix Highly Voted 7 months ago

Selected Answer: A

Page 82: To track and manage improvement ideas... oeganizations use a database or structured document called CIR.
I think it's not C because how you can manage future ideas?

upvoted 9 times

MarysSon 2 weeks ago

I believe that C is correct because the idea here is not to manage future ideas, but to recognize and list opportunities.

upvoted 1 times

MD22 Most Recent 3 months, 3 weeks ago

Selected Answer: A

From the book CIR is about managing a CI from the beginning to the end, so A.

upvoted 1 times

creativesurge 4 months, 1 week ago

Selected Answer: C

CIRs are used to constantly reprioritize improvement opportunities. The use of CIRs provides additional value because they help to make things visible. This is not limited to what is currently being done, but also to what is already complete and what has been set aside for further consideration at a later date

upvoted 1 times

ExamKiller020 4 months, 3 weeks ago

Selected Answer: C

I would say C:
A continual improvement register is used to track and manage improvement ideas from identification through to final action. It provides a structured and systematic approach to identifying, recording, and prioritizing improvement opportunities, as well as tracking progress and outcomes. The register is used to organize past, present, and future improvement ideas, and to ensure that they are reviewed, evaluated, and acted upon in a consistent and transparent manner.

upvoted 3 times

Boxbot 4 months, 3 weeks ago

Selected Answer: C

The use of CIRs provides additional value because they help to make things visible. This is not limited to what is currently being done, but also to what is already complete and what has been set aside for further consideration at a later date.

It does not matter exactly how the information in a CIR is structured, or what the collections of improvement ideas are called in any given organization.

What is important is that improvement ideas are captured, documented, assessed, prioritized, and appropriately acted upon to ensure that the organization and its services are always being improved.

upvoted 2 times

randy227 5 months ago

Selected Answer: C

5.1.2 Continual Improvement - It does not matter exactly how the information is a CIR is structured (not A), or what the collection of improvement ideas are called in any given organization. What is important is that improvement ideas are captured, documented, (to include future ideas), etc...

upvoted 3 times

Manny_SUI 6 months ago

Selected Answer: A

"The purpose of the CSI register is to show how an organization can improve its service delivery by setting targets, assessing progress, and then adjusting accordingly."

upvoted 1 times

sbaktha 6 months, 2 weeks ago

Is it not option A?

upvoted 3 times

Question #290

Topic 1

Which is an input to the service value system?

A. A need from consumers for new or changed services.

B. The system of directing and controlling an organization

C. A model to help meet stakeholders' expectations

D. Recommendations to help an organization in all aspects of its work

Correct Answer: *A*

AiMoMo 2 weeks, 2 days ago

C is correct

upvoted 1 times

randy227 4 months, 4 weeks ago

Selected Answer: A

ITIL Manuscript 4.1 - The key inputs to SVS are opportunity and demand. Opportunities represent options or possibilities to add value for stakeholders or otherwise improve the organization.

upvoted 1 times

Question #291 *Topic 1*

Which organization delivers outputs or outcomes of a service?

A. A service consumer delivers outcomes of the service

B. A service consumer delivers outputs of the service

C. A service provider delivers outcomes of the service

D. A service provider delivers outputs of the service

Correct Answer: *C*

Alandeta Highly Voted 11 months, 2 weeks ago

Selected Answer: D

As ITIL indicates, an outcome is:

The results of carrying out an activity, following a process, or delivering an IT service etc. The term is used to refer to intended results as well as to actual results.

The official ITIL glossary does not specifically define the word output, however, the Table 3.3 in the Service Strategy book provides some insight. Basically, an output is:

What a service provider delivers.

upvoted 8 times

MarysSon Most Recent 2 weeks ago

The service provider delivers an output to the customer. The customer is responsible for the outcome, therefore the answer is D.

upvoted 1 times

AiMoMo 2 weeks, 2 days ago

D is correct

upvoted 1 times

MarcusWG86 4 months, 1 week ago

The answer is D
2.5.1 Outcomes
Acting as a service provider, an organization produces outputs that help its consumers to achieve certain outcomes.

upvoted 2 times

creativesurge 4 months, 1 week ago

Selected Answer: D

Acting as a service provider, an organization produces outputs that help its
30
•
•
consumers to achieve certain outcomes.

upvoted 1 times

ExamKiller020 4 months, 3 weeks ago

Selected Answer: D

The answer is D.
A service provider delivers outputs of the service and outcomes are delivered by service consumers.

Service providers deliver outputs such as reports, data, and notifications to service consumers, who use those outputs to achieve their desired outcomes. For example, a bank (service provider) may deliver account statements and online banking services (outputs) to its customers (service consumers), who use them to manage their finances and achieve their desired financial outcomes (e.g. saving money, making investments, etc.).

upvoted 2 times

Badboyhit 5 months, 1 week ago

Selected Answer: B

Service provider produces output

upvoted 1 times

itilhead 8 months ago

Selected Answer: D

A service provider produces outputs that allow customers to achieve outcomes.

https://www.interfacett.com/blogs/understanding-values-outcomes-costs-and-risks-in-itil-4/#:~:text=A%20service%20provider%20produces%20outputs,intangible%20deliverable%20of%20an%20activity.

upvoted 3 times

sleekygurl 9 months ago

Selected Answer: C

A service facilitates Outcome, not Output. It's a service activity that facilitates an output.

upvoted 2 times

cikocha 10 months, 1 week ago

I will go with D: Fundamentally, the provider is responsible for producing the output, whereas the customer is responsible for the realization of the outcome.

upvoted 3 times

Pcghosh 10 months, 3 weeks ago

Selected Answer: D

In my opinion the answer is D because Acting as a Service provider, the Organization produces Outputs that help its consumers to achieve certain outcomes.

upvoted 3 times

shadsong 11 months ago

Selected Answer: D

Answer is D

upvoted 1 times

Question #292 *Topic 1*

Which practice requires focus and effort to engage and listen to the requirements, issues, concerns, and daily needs of customers?

A. Service request management

B. Service desk

C. Supplier management

D. Service level management

Correct Answer: *B*

Zwennie Highly Voted 11 months, 2 weeks ago

Selected Answer: D

ref: https://www.bmc.com/blogs/itil-service-level-management/
In order to be aligned to customer outcomes and expectations, SLM requires focus and effort to engage and listen to the requirements, issues, concerns, and daily needs of customers:

upvoted 17 times

ikothari Most Recent 2 weeks, 1 day ago

Selected Answer: D

Service level management requires focus and effort to engage and listen to the requirements, issues, concerns, and daily needs of customers

upvoted 1 times

Blue_Crane 1 month, 3 weeks ago

Selected Answer: D

See 5.2.15.1 under "the Watermelon SLA effect"

Service level management requires focus and effort to engage and listen to the requirements, issues, concerns, and daily needs of customers:

upvoted 1 times

Soshiraz 4 months, 3 weeks ago

Selected Answer: D

Je crois que le mot clé est client. Les bureaux de service font plus affaire avec les utilisateurs

upvoted 1 times

antcruz 5 months, 2 weeks ago

D is the right answer. ADMIN update the right answer please: Service level management requires focus and effort to engage and listen to the
requirements, issues, concerns, and daily needs of customers

upvoted 1 times

Darkren4eveR 5 months, 3 weeks ago

B is correct

upvoted 1 times

Darkren4eveR 5 months, 3 weeks ago

Sorry, D is Correct

upvoted 2 times

Manny_SUI 6 months ago

Selected Answer: D

Answer is D

upvoted 1 times

maxmorphy 6 months, 3 weeks ago

Selected Answer: D

Correct answer is D

upvoted 3 times

itilhead 8 months ago

Selected Answer: D

Zwennie is correct, it's D https://www.bmc.com/blogs/itil-service-level-management

In order to be aligned to customer outcomes and expectations, SLM requires focus and effort to engage and listen to the requirements, issues, concerns, and daily needs of customers:

upvoted 2 times

Mertf 8 months, 3 weeks ago

Selected Answer: D

Service Desk seems not as a practice to me

upvoted 1 times

Sevin 8 months, 3 weeks ago

Selected Answer: B

should be B

upvoted 2 times

_Juliemol13 9 months ago

Selected Answer: B

"daily" so B

upvoted 3 times

sleekygurl 9 months ago

Selected Answer: B

A service desk is a clear path to reporting issues, and complaints, and requesting service actions knowing it will be acknowledged, categorized, owned, and actioned.

upvoted 2 times

bengy78 9 months, 2 weeks ago

Selected Answer: D

15.2.15.1 "Service level management requires focus and effort to engage and listen to the requirements, issues, concerns, and daily needs of customers:"

upvoted 4 times

Manix 9 months, 3 weeks ago

Selected Answer: B

Key are "daily needs". 5.2.14: SD provide clear path for users to report issues, queries and requests...

upvoted 2 times

Pcghosh 10 months ago

Selected Answer: D

Refer 5.2.15.1 Axelos book page 153

upvoted 3 times

Question #293

Topic 1

What is the cause, or potential cause, of one or more incidents?

A. A problem

B. A known error

C. An event

D. A change

Correct Answer: *A*

Question #294 *Topic 1*

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

A. Obtain/build

B. Design and transition

C. Deliver and support

D. Plan

Correct Answer: *A*

gpfs 8 months, 3 weeks ago

Selected Answer: A

Answer is A
4.5.5
Obtaint/build key message
The purpose of the obtain/build value chain activity is to ensure that service components are available when and where they are needed, and meet agreed specifications.

upvoted 2 times

Question #295 *Topic 1*

Which is the FIRST action when optimizing a service?

A. Assess the current state

B. Understand the organizational context

C. Agree the future state

D. Implement the improvements

Correct Answer: *B*

wkadada 7 months, 4 weeks ago

B should be:
Understand and accept optimalization context

upvoted 1 times

gpfs 8 months, 3 weeks ago

Selected Answer: B

Answer is B
4.3.7.1
... the path to optimization follows these high-level
steps:
- Understand and agree the context in which the proposed optimization exists
- Assess the current state of the proposed optimization
- Agree what the future state and priorities of the organization should be, focusing on simplification and value
- Ensure the optimization has the appropriate level of stakeholder engagement and commitment
- Execute the improvements in an iterative way
- Continually monitor the impact of optimization

upvoted 1 times

Yamin777 9 months ago

Why not A?

upvoted 1 times

user9031 9 months ago

I think option A is step 2 of the process.

upvoted 2 times

Question #296 *Topic 1*

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

A. Service request management

B. Change enablement

C. Incident management

D. Service level management

Correct Answer: *B*

concepcionz Highly Voted 5 months, 1 week ago

Selected Answer: D

According to ITIL, change enablement is the modification of the company's IT infrastructure that can lead to a direct or indirect effect on its operations without increasing the associated risk. The modification can be an addition, subtraction, or a switch in the strategy to improve the results.

Service Level Management defines, agrees, and monitors service levels with customers and provides a framework for measuring and reporting on service performance. Service-level management examples include defining services and expected delivery times, monitoring service promises and measuring customer satisfaction.

Service level management is responsible for ensuring that the level of service delivered by the supplier meets the organization's needs and requirements as set out in the contract. When a supplier modifies their contract, this can have an impact on the service levels that they are able to deliver, and it is therefore important for the service level management practice to assess the potential risks to the services and take appropriate action.

upvoted 10 times

gpfs Highly Voted 8 months, 3 weeks ago

Selected Answer: B

Answer is B
5.2.4
Key message
The purpose of the change enablement practice is to maximize the number of successful service and product changes by ensuring that risks have been properly assessed, authorizing changes to proceed, and managing the change schedule.

upvoted 8 times

SamAhamed Most Recent 6 days, 10 hours ago

Selected Answer: D

When a supplier modifies their contract, it can impact the services being provided to the organization, so service level management would be involved in assessing the risk to services and working with the supplier to mitigate any negative impacts.

upvoted 1 times

Norfana_ina 1 week, 1 day ago

What is the correct answer? Admin should update if the answer was D, so confusing

upvoted 2 times

AiMoMo 2 weeks ago

D is correct

upvoted 1 times

Melvintina594 2 weeks, 6 days ago

Selected Answer: C

5.2.5 pg 165 Incident management mayrequire frequent interaction with these suppliers, and routine management of this aspect of supplier contracts is often part of the incident management practice.

upvoted 1 times

coolassbreese 1 month, 1 week ago

Selected Answer: D

D should be correct as it relates to contracts

upvoted 1 times

Traktark 3 months, 3 weeks ago

Selected Answer: D

The correct answer is D. Service level management. Service level management is responsible for managing and maintaining the quality of services provided to customers, including managing relationships with suppliers and ensuring that service levels are met. When a supplier modifies their contract, it can impact the services being provided to the organization, so service level management would be involved in assessing the risk to services and working with the supplier to mitigate any negative impacts. Service request management deals with

handling customer requests for services, while change enablement is responsible for managing changes to services and ensuring that they are implemented smoothly. Incident management deals with resolving incidents and restoring services as quickly as possible.

upvoted 1 times

Soshiraz 3 months, 4 weeks ago

Selected Answer: D

On ne crée pas un changement pour la modification d un contrat d un fournisseur

upvoted 1 times

kevinivek 4 months ago

Selected Answer: D

Service contract definitly refer to Service Level Management(SLM).

Service-level management examples include defining services and expected delivery times, monitoring service promises and measuring customer satisfaction (SLA).

SLA management is the ongoing process of ensuring that all provided services and processes, including the underlying contracts, follow the contract's agreed-upon service level targets.

upvoted 1 times

Darkren4eveR 5 months, 2 weeks ago

should be D, key word is contract

upvoted 5 times

Question #297

Topic 1

Which is a financially valuable component that can contribute to the delivery of a service?

A. Sponsor

B. Configuration item

C. IT asset

D. Service offering

Correct Answer: *C*

Question #298

Topic 1

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

A. A change

B. An incident

C. A problem

D. An IT asset

Correct Answer: *A*

Swastik348 Highly Voted 9 months, 2 weeks ago

Effect on a service not effort.

upvoted 5 times

MartijnRM Most Recent 11 months, 2 weeks ago

A. true

upvoted 1 times

Question #299 *Topic 1*

Which TWO BEST describe the guiding principles?

1. Short-term
2. Standards
3. Recommendations
4. Long-term

A. 1 and 4

B. 2 and 3

C. 3 and 4

D. 1 and 2

Correct Answer: *B*

Manix Highly Voted 9 months, 3 weeks ago

Selected Answer: C

4.3 key message: Guiding principle is recommendation... and enduring.

upvoted 10 times

Traktark Highly Voted 6 months, 1 week ago

Selected Answer: C

The TWO BEST descriptions of the guiding principles are:

Long-term: Guiding principles are intended to provide long-term direction and focus for organizations, rather than short-term solutions.

Recommendations: Guiding principles are meant to be followed as recommendations for best practice, rather than strict standards that must be adhered to. They provide organizations with a flexible framework for service management and allow for adaptation and customization based on the unique needs and circumstances of the organization.

upvoted 5 times

coolassbreese Most Recent 1 month, 1 week ago

Selected Answer: C

D. Guiding principles are not a standard

upvoted 2 times

concepcionz 5 months, 1 week ago

Selected Answer: C

Guiding principles are not standards, and organizations have the flexibility to adapt and customize them according to their specific needs.

upvoted 2 times

SentaSama 10 months ago

Selected Answer: C

Long term and Recommendations. https://www.bmc.com/blogs/itil-guiding-principles/

upvoted 3 times

IHateTestsSoMuch 10 months, 2 weeks ago

Selected Answer: C

Its C, these are long term.

upvoted 3 times

Jucifer 10 months, 3 weeks ago

Selected Answer: C

long term and recommendation

upvoted 3 times

Question #300 *Topic 1*

Which BEST describes the focus of the 'think and work holistically' principle?

A. Breaking down large initiatives into smaller pieces of work

B. Integrating an organization's activities to deliver value

C. Eliminating unnecessary steps to deliver valuable outcomes

D. Considering the existing organizational assets before building something new

Correct Answer: *B*

ikothari 2 weeks, 1 day ago

Selected Answer: B

Taking a holistic approach to service management includes establishing an understanding of how all the parts of an organization work together in an integrated way.

upvoted 1 times

concepcionz 5 months, 1 week ago

Selected Answer: B

'Think and work holistically' emphasizes the importance of considering the organization as a whole, rather than just focusing on individual components or processes. This principle encourages organizations to take a holistic approach to service management and to integrate their activities to deliver value to their customers and stakeholders.

upvoted 2 times

HABAN 10 months, 4 weeks ago

Selected Answer: B

this the answer correct

upvoted 2 times

Question #301 *Topic 1*

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

A. Defining customer experience and user experience

B. Understanding what is valuable to the service consumer

C. Ensuring value is co-created by improvement initiatives

D. Identifying the service consumer who will receive value

Correct Answer: *B*

tbgalasto 1 week, 3 days ago
"The first step in focusing on value is knowing who is being served. In each situation the service provider must, therefore, determine who the service consumer is". Ref 4.3.1.1
upvoted 1 times

coolassbreese 1 month, 1 week ago
Please change answer to D
upvoted 1 times

Boxbot 4 months, 3 weeks ago
Selected Answer: D
4.3.1.1 Who is the service consumer?
When focusing on value, the first step is to know who is being served. In each situation the service provider must, therefore, determine who the service consumer is and who the key stakeholders are (for example, customers, users, or sponsors; see section 2.2 for more details). In doing this, the service provider should consider who will receive value from what is being delivered or improved.
upvoted 2 times

Soshiraz 4 months, 3 weeks ago
Selected Answer: B
Je suis a l aise avec B aussi.
upvoted 1 times

Soshiraz 5 months, 1 week ago
Selected Answer: B
Repo se b
upvoted 1 times

antcruz 5 months, 2 weeks ago
D is the right question. Answer must be updated: When focusing on value, the first step is to know who is being served. In each situation the service provider must, therefore, determine who the service consumer
is and who the key stakeholders are (for example, customers, users, or sponsors;
see section 2.2 for more details). In doing this, the service provider should consider
who will receive value from what is being delivered or improved.
upvoted 3 times

Geaa 6 months, 1 week ago
Selected Answer: D
First- Know who the customer and key stakeholders being served
Second- Understand what constitutes value from the consumer perspective
Finally- Understand the customers experience
upvoted 4 times

slobocon81 6 months, 3 weeks ago
Selected Answer: D
from 4.3.1.1 "When focusing on value, the first step is to know who is being served."
upvoted 1 times

wkadada 7 months, 4 weeks ago
D - that's in official axelos training book
upvoted 1 times

TaniaA 8 months, 2 weeks ago
Selected Answer: B
Now I understood the question... It is not related to the 'Focus on Value' guiding principle, but it just considers "Value" - as the perceived benefits, usefulness, and importance of something. Therefore when focusing on 'Value' we consider what is valuable for the service consumer. B is correct.

upvoted 1 times

TaniaA 8 months, 2 weeks ago

Selected Answer: B

When focusing on value we concider what is valuable for the service consumer.
Therfore D does not make sense.
The question is what we should consider when focusing on value, we consider what the customer
Everything we do should be mapped to value. Important is the experience of the customer or user. B is correct

upvoted 1 times

bengy78 9 months, 2 weeks ago

Selected Answer: D

When focusing on value, the first step is to know who is being served.

upvoted 2 times

Manix 9 months, 3 weeks ago

Selected Answer: D

4.3.1.1 Who is service consumer
4.2.1.2 The consumer's perspective on value

upvoted 2 times

IHateTestsSoMuch 10 months, 2 weeks ago

Selected Answer: D

D. Nothing else can be done FIRST until you ID who first.

upvoted 3 times

cstan79 10 months, 2 weeks ago

It's D... just confirmed in the study guide.

upvoted 1 times

Pcghosh 10 months, 3 weeks ago

Selected Answer: D

When focusing on value, the first step is to know who is being served. (Section 4.3.1.1 Axelos book)

upvoted 1 times

Zwennie 11 months, 2 weeks ago

Selected Answer: D

ref: https://www.bmc.com/blogs/itil-guiding-principles/#:~:text=Everything%20the%20organization%20does%20should,and%20key%20stakeholders%20being%20served.

When focusing on value, the first step is to know who are the customers and key stakeholders being served

upvoted 2 times

Question #302 *Topic 1*

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. Discard

B. Improve

C. Consider

D. Re-use

Correct Answer: *B*

IHateTestsSoMuch Highly Voted 10 months, 2 weeks ago

Selected Answer: C

C. Consider what you have first and don't discard everything. This is in the ITIL handbook.

upvoted 10 times

MarysSon Most Recent 1 week, 5 days ago

Selected Answer: C

The correct answer is C based on the guiding principle, "Start where you are". Consider using what's on hand before buying or building any new components.
The editors really should correct this one.

upvoted 1 times

Boxbot 4 months, 3 weeks ago

Selected Answer: C

4.3.2 Start where you are:
In the process of eliminating old, unsuccessful methods or services and creating something better, there can be great temptation to remove what has been done in the past and build something completely new. This is rarely necessary, or a wise decision. This approach can be extremely wasteful, not only in terms of time, but also in terms of the loss of existing services, processes, people, and tools that could have significant value in the improvement effort. Do not start over without first considering what is already available to be leveraged.

upvoted 2 times

firestormCH 5 months ago

C direct from the book

upvoted 1 times

Darkren4eveR 5 months, 2 weeks ago

C is correct

upvoted 1 times

Traktark 6 months, 1 week ago

Selected Answer: C

GPT says C

upvoted 2 times

maxmorphy 6 months, 4 weeks ago

Consider

upvoted 1 times

MentalG 10 months, 3 weeks ago

Selected Answer: C

C is correct

upvoted 2 times

MardsPabalan 10 months, 4 weeks ago

Selected Answer: C

C is correct

upvoted 1 times

shadsong 11 months ago

Selected Answer: D

c should be the answer

upvoted 1 times

Sutokuto 11 months, 2 weeks ago

Selected Answer: C

C is correct

upvoted 1 times

Maleck 11 months, 2 weeks ago

C should be the answer.

upvoted 1 times

Question #303

Topic 1

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

A. Incident management resolves issues, service desk investigates the underlying causes of issues

B. Incident management restores service operation, service desk provides communication with users

C. Incident management manages interruptions to services, service desk monitors achieved service quality

D. Incident management resolves complex issues, service desk resolves simpler issues

Correct Answer: *B*

Boxbot 4 months, 3 weeks ago

Selected Answer: B

5.2.5 Incident management
The purpose of the incident management practice is to minimize the negative impact of incidents by restoring normal service operation as quickly as possible.

upvoted 1 times

Question #304

Topic 1

Which step of the 'continual management model' defines measurable targets?

A. Where do we want to be?

B. What is the vision?

C. How do we get there?

D. Where are we now?

Correct Answer: *A*

Darsenator 6 months, 2 weeks ago

Definitely -A-
Where do we want to be?
https://www.bmc.com/blogs/itil-continual-improvement/

upvoted 1 times

maxmorphy 6 months, 4 weeks ago

Selected Answer: A

A. Where do we want to be?

upvoted 1 times

SentaSama 9 months ago

Selected Answer: A

4.6.1.3 Step 3: Where do we want to be?

Improvement opportunities can be identified and prioritized based on the gap analysis, and improvement objectives can be set, along with critical success factors (CSFs) and key performance indicators (KPIs).

upvoted 2 times

TalentMaster 11 months ago

Continual management model?? Improvement I think

upvoted 3 times

Question #305

Topic 1

What is included in the purpose of the 'release management' practice?

A. Authorizing changes to proceed

B. Making new features available for use

C. Moving new software to live environments

D. Ensuring information about services is available

Correct Answer: *B*

gpfs 8 months, 3 weeks ago

Selected Answer: B

5.2.9
Key message
The purpose of the release management practice is to make new and changed services and features available for use.

upvoted 2 times

Nebraska 9 months ago

Correct answer is B

upvoted 2 times

Question #306 *Topic 1*

Why should a service level agreement include bundles of metrics?

A. To reduce the number of metrics that need to be measured and reported

B. To help focus on business outcomes, rather than operational results

C. To ensure that the service levels have been agreed with customers

D. To ensure that all services are included in the service reports

Correct Answer: *B*

randy227 4 months, 4 weeks ago

Selected Answer: B

5.2.15.1 - 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.

upvoted 2 times

Question #307 *Topic 1*

Which of the four dimensions contributes MOST to defining activities needed to deliver services?

A. Partners and suppliers

B. Organizations and people

C. Value streams and processes

D. Information and technology

Correct Answer: *C*

SimonChiu 9 months, 4 weeks ago

Selected Answer: C

I will go for C. The key words of this question is "defining activities", not "delivery services".

upvoted 3 times

Panda_man 3 months, 3 weeks ago

activities needed to deliver services

upvoted 1 times

gpfs 8 months, 3 weeks ago

3.4 from Axelos
The fourth dimension of service management is value streams and processes. Like the other dimensions, this dimension is applicable to both the SVS in general, and to specific products and services. In both contexts it defines the activities, workflows, controls, and procedures needed to achieve agreed objectives.

upvoted 3 times

OURAOURA 10 months, 2 weeks ago

D is the correct answer
Information and technology helps with delivering services

upvoted 2 times

Question #308 *Topic 1*

Which practice balances management of risk with maximizing throughput?

A. Problem management

B. Incident management

C. Continual improvement

D. Change enablement

Correct Answer: *D*

RickyQ 7 months, 1 week ago

Selected Answer: D

The purpose of the change enablement practice is to maximize the number of successful IT changes by ensuring that risks have been properly assessed, authorizing changes to proceed, and managing the change schedule.

upvoted 2 times

Question #309 *Topic 1*

Which is recommended as part of the 'progress iteratively with feedback' guiding principle?

A. Analyze the whole situation in detail before taking any action

B. Reduce the number of steps that produce tangible results

C. Prohibit changes to plans after they have been finalized

D. Organize work into small manageable units

Correct Answer: *D*

RickyQ 7 months, 1 week ago

Selected Answer: D

By organizing work into smaller, manageable sections that can be executed and completed in a timely manner, it is easier to maintain a sharper focus on each effort. Seeking and using feedback before, throughout, and after each iteration will ensure that actions are focused and appropriate, even in changing circumstances.

upvoted 1 times

Question #310 *Topic 1*

What is included in the purpose of the 'continual improvement' practice?

A. Creating collaborative relationships with key suppliers to realize new value

B. Aligning the organization's practices and services with changing business needs

C. Identifying and continually improving relationships with and between stakeholders

D. Ensuring that delivery of services is properly assessed, monitored, and improved against targets

Correct Answer: *B*

Zwennie 11 months, 2 weeks ago

Selected Answer: B

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 products, services, and practices, or any element involved in the management of products and services."

upvoted 4 times

Question #311 *Topic 1*

How does the 'incident management' practice set user expectations?

A. By using collaboration tools to communicate effectively

B. By agreeing, and communicating target resolution times

C. By assigning resources to ensure that all incidents are resolved as quickly as possible

D. By automated matching of incidents to known errors

Correct Answer: *B*

coolassbreese 1 month, 1 week ago

Selected Answer: C

I think this should be C

upvoted 1 times

Panda_man 3 months, 3 weeks ago

Selected Answer: B

C answer you do already once you have incident created.
B answer is something that is set already in advance - so once incident there user has already expectations set

upvoted 1 times

MarcusWG86 4 months ago

C
5.2.5 Incident management
The purpose of the incident management practice is to minimize the negative impact of incidents by restoring normal service operation as quickly as possible.

upvoted 1 times

Geaa 6 months, 1 week ago

Selected Answer: B

Apart from logging the incident and making sure it is resolved in a time that meets the customer and user expectation, we still have to set that expectation which is communicating and documenting a target resolution time that should be agreed upon. This is done in advance, so "B" is the right answer

upvoted 1 times

itilhead 8 months ago

Selected Answer: B

https://www.bmc.com/blogs/itil-incident-management/#:~:text=Each%20incident%20should%20be%20logged,realistic%20when%20an%20incident%20occurs.
Each incident should be logged and managed to ensure that it is resolved in a time that meets the expectations of the customer and user. Target resolution times should be agreed, documented, and communicated in advance to ensure that expectations are realistic when an incident occurs.

upvoted 1 times

gpfs 8 months, 3 weeks ago

Selected Answer: B

B is correct
5.2.5 Incident management
Every incident should be logged and managed to ensure that it is resolved in a time that meets the expectations of the customer and user. Target resolution times are agreed, documented, and communicated to ensure that expectations are realistic. Incidents are prioritized based on an agreed classification to ensure that incidents with the highest business impact are resolved first.

upvoted 3 times

_Juliemol13 9 months ago

Each incident should be logged and managed to ensure that it is resolved in a time that meets the expectations of the customer and user. Target resolution times should be agreed, documented, and communicated in advance to ensure that expectations are realistic when an incident occurs

upvoted 1 times

JSN7117 9 months, 3 weeks ago

Shouldn't it be C ???

upvoted 1 times

valipuiu 10 months ago

Selected Answer: C

C in my opinion; A is SLM

upvoted 4 times

SonnyBlackCCN 10 months, 1 week ago

Is B really correct? In my opinion it should be C.

upvoted 3 times

Question #312 *Topic 1*

What is a user?

A. The role that defines the requirements for a service

B. The role that directs and controls an organization

C. The role that uses services

D. The role that authorizes budget for service consumption

Correct Answer: *C*

Question #313 *Topic 1*

How do 'continual improvement registers' help to create value?

A. By making improvements visible

B. By monitoring achievement against service level targets

C. By assigning change authorities for change requests

D. By documenting all improvement ideas in a single place

Correct Answer: *A*

Alandeta Highly Voted 11 months, 2 weeks ago

The use of CIRs provides additional value because they help to make things visible.

upvoted 9 times

Geaa Most Recent 6 months, 1 week ago

Selected Answer: A

CIR help make things visible

upvoted 1 times

Question #314 *Topic 1*

Which statement about the inputs and outputs of the value chain activities is CORRECT?

A. Each value chain activity receives inputs and provides outputs

B. The organization's governance will determine the inputs and outputs of each value chain activity

C. Some value chain activities only have inputs, whereas others only have outputs

D. Inputs and outputs are fixed for each value chain activity

Correct Answer: *A*

Question #315 *Topic 1*

What is the value of a service?

A. A tangible or intangible deliverable of the service

B. The amount of money that is created or saved for the service consumers by using the service

C. The benefits, usefulness, or importance of the service, as perceived by the stakeholders

D. A result for a stakeholder enabled by the outputs of the service

Correct Answer: *C*

Darsenator 6 months, 2 weeks ago

C
Keyword = Perceived
C. The benefits, usefulness, or importance of the service, as PERCEIVED by the stakeholders
upvoted 1 times

Question #316 *Topic 1*

Which is the MOST LIKELY way of resolving major incidents?

A. A support team following detailed procedures for investigating the incident

B. Users establishing a resolution using self-help

C. A temporary team working together to identify a resolution

D. The service desk identifying the cause and a resolution

Correct Answer: *C*

Panda_man 3 months, 3 weeks ago

Selected Answer: C
The most complex incidents, and all major incidents, often require a temporary team to work together to identify the resolution. This team may include representatives of many stakeholders, including the service provider, suppliers, users, etc
upvoted 1 times

gpfs 8 months, 3 weeks ago

Selected Answer: C
Axelos 5.2.5
The most complex incidents, and all major incidents, often require a temporary team to work together to identify the resolution.
upvoted 2 times

Joshuauu 8 months, 3 weeks ago

I think this would be A
upvoted 1 times

Question #317

Topic 1

What is the CORRECT order for the three phases of problem management?

A. Problem control, error control, problem identification

B. Problem identification, problem control, error control

C. Error control, problem control, problem identification

D. Problem identification, error control, problem control

Correct Answer: *B*

Darsenator Highly Voted 6 months, 2 weeks ago

Selected Answer: B

I use the acronym PPE to recall the correct order.
Although PPE = Personal Protective Equipment (in context of Safety) I applied it for this instance (hope this helps)

Problem identification
Problem control
Error control

upvoted 11 times

Nebraska Most Recent 9 months ago

B is correct

upvoted 1 times

Question #318

Topic 1

What is included in the purpose of the 'IT asset management' practice?

A. Supporting decision-making about purchase, re-use, retirement, and disposal of assets

B. Providing information on how assets are configured and the relationships between them

C. Making new and changed assets available for use

D. Moving assets to live or other environments for testing or staging

Correct Answer: *A*

Tlab97271 1 month, 1 week ago

A. Supporting decision-making about purchase, re-use, retirement, and disposal of assets

upvoted 1 times

Question #319 *Topic 1*

Which component is focused on the activities needed by an organization to help it co-create value?

A. Guiding principles

B. Service value chain

C. Continual improvement

D. Practices

Correct Answer: *B*

randy227 4 months, 3 weeks ago

Selected Answer: B

4.1 Service value chain - A set of interconnected activities that an organization performs to deliver value

upvoted 1 times

Darsenator 6 months, 2 weeks ago

B. Service value chain
https://www.bmc.com/blogs/itil-service-value-chain/
Keyword = Activities

upvoted 4 times

Question #320 *Topic 1*

Why and how is a user MOST LIKELY to contact the service desk?

A. To discuss the cause of an incident via a phone call

B. To report a problem using a mobile app

C. To request access to a resource via a self-service portal

D. To authorize an emergency change via live chat

Correct Answer: *C*

Ro96 Highly Voted 8 months, 3 weeks ago

Selected Answer: B

Users directly communicate to service desk if they encounter a problem. Asking for a service (access to file) is done through service request.

upvoted 6 times

birupolos Most Recent 2 weeks, 2 days ago

Selected Answer: C

consider it's service, dan by portal.

upvoted 1 times

Melvintina594 3 weeks, 2 days ago

Selected Answer: C

problem: A cause, or potential cause, of one or more incidents. Users do not report problems to the service desk, they report incidents or requests so the answer is C.

upvoted 1 times

Panda_man 3 months, 3 weeks ago

Selected Answer: B

Requesting access for something is done over Service request therefore this will exclude C and left B as correct

upvoted 1 times

MD22 3 months, 3 weeks ago

Selected Answer: C

It is C:
You do not report a problem, just incidents and service requests. A problem is the root cause of an incident.
You contact the service desk to request access to a ressource e.g. to solve an incident or an service request.

upvoted 2 times

DieDieMustPass 4 months ago

Selected Answer: B

The key point here is what most likely to cause you to contact the service desk? You contact service desk because you encountered a problem/issue that you cannot resolve.

The method you use is secondary.

B is the correct answer.

upvoted 1 times

creativesurge 4 months, 1 week ago

Selected Answer: C

Automation is increasing and that is the trend service desk is likely to follow

upvoted 1 times

ExamKiller020 4 months, 2 weeks ago

Selected Answer: C

It has to be C. Who uses a mobile app to report problems? Even if they have a mobile app you use that to report a incident not a problem.

upvoted 1 times

randy227 4 months, 3 weeks ago

Selected Answer: C

A is incorrect because the cause of an incident = problem and the service desk doesn't typically handle problems. B is incorrect because they use the word problem, not incident and the service desk typically doesn't handle a problem. D is incorrect because the service desk doesn't handle emergency changes.

upvoted 2 times

Panda_man 3 months, 3 weeks ago

not bad explanation but i think that in this case reporting problem does not refer uniquely to a problem but problems like issues they have - if you don't have access to something (which is done over service request) that is problem and can prevent you from doing your work properly. Further more reporting interruption of service is also problem (even tho in this terminology we'd say incident)

upvoted 1 times

Melvintina594 2 weeks, 6 days ago

I disagree, they could have used a word like issue but they specifically chose problem as in the cause of one or more incidents. Therefore it has to be c.

upvoted 1 times

firestormCH 5 months ago

Selected Answer: B

Clearly defined purpose based on the book

upvoted 1 times

Bluesand4 8 months ago

I say it is A

upvoted 1 times

aquarianbuddy 8 months, 2 weeks ago

Question - If it's Self-Service, then how 'Service Desk' is involved? The question mentions about ''Contact to Service Desk'. The 'Why' generally is to report problem and 'How' conventionally is through 'Phone Call'. Where does 'A' stand?

upvoted 1 times

TaniaA 8 months, 2 weeks ago

Selected Answer: C

I would go with C, because the questions highlights MOST LIKELY.. I got every month about 3500 of these requests through the self service portal.. how many people report a problem through a mobile app? Most likely it will be a self service portal..
However page 151 says, so theoretically B and C are correct in my opinion.
Service desks provide a variety of channels for access. These include:

•phone calls, which can include specialized technology, such as interactive voice response (IVR), conference calls, voice recognition, and others

•service portals and mobile applications, supported by service and request catalogues, and knowledge bases

•chat, through live chat and chatbots

upvoted 2 times

Ro96 8 months, 3 weeks ago

Users directly communicate to service desk if they encounter a problem. Asking for a service (access to file) is done through service request.

upvoted 2 times

Question #321 *Topic 1*

What is used as a tool to help define and measure performance?

A. A change schedule

B. An incident record

C. A continual improvement register

D. A service level agreement

Correct Answer: *D*

Question #322 *Topic 1*

Which of the four dimensions contributes is concerned with service integration and management?

A. Partners and suppliers

B. Organizations and people

C. Value streams and processes

D. Information and technology

Correct Answer: *D*

MardsPabalan Highly Voted 11 months ago

Selected Answer: A

One of the ways organizations are managing their interactions with partners and suppliers is through a framework called SIAM (Service Integration and Management), which involves using an integrator to enact and manage common, coordinated processes across multiple partners and suppliers.

upvoted 8 times

MarysSon Most Recent 1 week, 5 days ago

Selected Answer: A

IAW Axelos 3.3, "Service integration and management may be kept within the organization, but also be delegated to a trusted partner". That is the connection to partners and suppliers. It's A.

upvoted 1 times

antcruz 5 months, 2 weeks ago

A is the answer. Hello Team, the answer should be updated, the axelos book states : One method an organization may use to address the partners and suppliers
dimension is service integration and management.

upvoted 2 times

maxmorphy 6 months, 3 weeks ago

Selected Answer: A

A is correct

upvoted 1 times

Bluesand4 8 months ago

Selected Answer: D

Service integration is a software

upvoted 1 times

_Juliemol13 9 months ago

Selected Answer: A

Service Integration and management is one of the methods the organizations can use to address the partners and supplier dimension, which involves the establishment of an integrator who would establish the service relationships for effective communication and collaboration.

upvoted 4 times

MentalG 10 months, 3 weeks ago

Selected Answer: A

Correct answer: A

upvoted 3 times

Alandeta 11 months, 2 weeks ago

Selected Answer: A

3.3

One method an organization may use to address the partners and suppliers dimension is service integration and management. This involves the use of a specially established integrator to ensure that service relationships are properly coordinated. Service integration and management may be kept within the organization, but can also be delegated to a trusted partner.

upvoted 4 times

Question #323

Topic 1

What may form part of a service request procedure?

A. The timescale for restoration of service

B. The method of diagnosing the cause

C. Authorization in accordance with a security policy

D. Escalation to the appropriate change authority

Correct Answer: *C*

creativesurge 4 months, 1 week ago

Selected Answer: C

Some service requests require authorization according to financial, information security, or other policies, while others may not need any. To be handled successfully,

upvoted 1 times

nsjean11203 4 months, 2 weeks ago

Answer is C
5.2.16 "Some service requests require authorization according to financial, information security, or other policies, while others may not need any."

upvoted 3 times

Darkren4eveR 5 months, 3 weeks ago

A is Correct

upvoted 2 times

Question #324

Topic 1

When applying the 'collaborate and promote visibility' principle to an organization's initiative, which is NOT a necessary action?

A. Basing decisions about the initiative on visible data

B. Communicating information about the initiative to other parts of the organization

C. Ensuring everyone involved in the initiative is in agreement about it before starting

D. Considering different methods of communication for the different audiences

Correct Answer: *C*

anram 1 month ago

Selected Answer: C

4.3.4.4
Collaboration does not mean consensus: It is not necessary, or even always
wise, to get consensus from everyone involved in an initiative before
proceeding. Some organizations are so concerned with getting consensus that they try to make everyone happy and end up either doing nothing or
producing something that does not properly suit anyone's needs.

upvoted 2 times

Question #325 *Topic 1*

Which practice identifies changes of state related to infrastructure, services, and business processes?

A. Monitoring and event management

B. Service configuration management

C. Change enablement

D. Information security management

Correct Answer: *A*

anram 1 month ago

Selected Answer: A

5.2.7
The purpose of the monitoring and event management practice is to systematically observe services and service components, and record and report selected changes of state identified as events. This practice identifies and prioritizes infrastructure, services, business processes, and information security events, and establishes the appropriate response to those events, including responding to conditions that could lead to potential faults or incidents.

upvoted 2 times

Question #326 *Topic 1*

Identity the missing word(s) in the following sentence.
When an organization is assessing its current state, it should use [?] to obtain accurate measurements.

A. Reports

B. Assumptions

C. Source data

D. Risk management techniques

Correct Answer: *C*

shadsong 11 months ago

Selected Answer: C

Answer is C

upvoted 1 times

Alandeta 11 months, 2 weeks ago

4.3.2.1

Within organizations there is frequently a discrepancy between reports and reality. This is due to the difficulty of accurately measuring certain data, or the unintentional bias or distortion of data that is produced through reports. Getting data from the source helps to avoid assumptions which, if proven to be unfounded, can be disastrous to timelines, budgets, and the quality of results.

upvoted 3 times

Question #327 *Topic 1*

How should a process design allow for exceptional situations?

A. Create rules to handle exceptions generally

B. Remove the option for process exceptions

C. Create an additional process for each exception

D. Include all exception steps in the main process

Correct Answer: *A*

Alandeta Highly Voted 11 months, 2 weeks ago

4.3.6

Trying to provide a solution for every exception will often lead to over-complication. When creating a process or a service, designers need to think about exceptions, but they cannot cover them all. Instead, rules should be designed that can be used to handle exceptions generally.

upvoted 9 times

HackPack Most Recent 1 month, 2 weeks ago

ITIL 3?

upvoted 1 times

Question #328 *Topic 1*

Which practice needs the right culture to be embedded across the entire organization?

A. Service request management

B. Service level management

C. Change enablement

D. Continual improvement

Correct Answer: *D*

randy227 4 months, 2 weeks ago

Selected Answer: D

5.1.2 The commitment to and practice of continual improvement must be embedded into every fibre of the organization.

upvoted 1 times

Question #329 *Topic 1*

Which term could be used to refer to a single person who has independently subscribed to a service?

A. Supplier

B. Service desk

C. Service provider

D. Organization

Correct Answer: *D*

DandyAndy 5 months ago

Selected Answer: D

You can have an organization of 1.
2.2
Definition: Organization
A person or a group of people that has its own functions with responsibilities, authorities, and relationships to achieve its objectives.

upvoted 1 times

DandyAndy 5 months ago

Selected Answer: D

You can have an organization of 1.

upvoted 1 times

maxmorphy 6 months, 4 weeks ago

Selected Answer: A

Supplier is correct answer

upvoted 2 times

GIOVANNI79 6 months ago

perchè scusa?

upvoted 2 times

concepcionz 5 months, 1 week ago

Supplier typically refers to an external organization or entity that provides goods or services to another organization.

Option B, "service desk," typically refers to the point of contact between users and the service provider's support team.

Option D, "organization," refers to a group of people who work together towards a common goal.

Service provider could have many customers, so it is not specific to a single person who has subscribed to a service.

upvoted 1 times

Question #330 *Topic 1*

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 customers and users are provided with timely updates

C. To resolve a complex or major incident

D. So users can resolve their own incidents with self-help

Correct Answer: *C*

Boxbot 4 months, 3 weeks ago

5.2.5 Incident management
The most complex incidents, and all major incidents, often require a temporary team to work together to identify the resolution. This team may include representatives of many stakeholders, including the service provider, suppliers, users, etc.

upvoted 2 times

Hoegsgaard 6 months, 3 weeks ago

Selected Answer: C

The answer is C

upvoted 2 times

maxmorphy 6 months, 4 weeks ago

Selected Answer: C

C is correct

upvoted 2 times

Question #331 *Topic 1*

Which is MOST LIKELY to be achieved by following a detailed procedure?

A. Assessing a change

B. Resolving an incident

C. Managing a service request

D. Investigating a problem

Correct Answer: *C*

ookook 2 months, 3 weeks ago
I am not able access all the question as it shows error 404 page not found is it down
upvoted 1 times

ookook 2 months, 3 weeks ago
is ITIL is down
upvoted 1 times

Panda_man 3 months, 3 weeks ago
Selected Answer: C
Since service requests are pre-defined and pre-agreed as a normal part of service delivery, they can usually be formalized, with a clear, standard procedure for initiation, approval, fulfilment, and management.
upvoted 1 times

ExamKiller020 4 months, 2 weeks ago
Selected Answer: B
Should be B.
Resolving an incident is the most likely to be achieved by following a detailed procedure. Incident management typically involves following a predefined process or procedure to restore a service to normal operation as quickly as possible after an incident has occurred. Having a detailed procedure in place can help ensure that the incident is resolved efficiently and effectively.
upvoted 1 times

Soshiraz 4 months, 3 weeks ago
Selected Answer: C
Pour ma part b et c sont correct. Mais le mot cle est realiser. Donc on realise des demande de service
upvoted 1 times

randy227 4 months, 3 weeks ago
Selected Answer: C
5.2.5 There should be a formal process for logging and managing incidents. This process does not usually include detailed procedures for how to diagnose, investigate, and resolve incidents.
upvoted 3 times

concepcionz 5 months, 1 week ago
Selected Answer: B
I'll go with B

A detailed procedure provides step-by-step instructions for carrying out a task or process. It is typically used to ensure consistency and accuracy in the execution of tasks, and to minimize the risk of errors or omissions.
upvoted 3 times

xxxBadManxxx 5 months, 1 week ago
B is the correct ans
upvoted 3 times

vidr 5 months, 3 weeks ago
Isn't it A?

Assessing the change
upvoted 1 times

vidr 5 months, 3 weeks ago
isnt it C?

Assessing the change

upvoted 1 times

Question #332

Topic 1

Which of the four dimensions focuses on roles, responsibilities, and systems of authority?

A. Value streams and processes

B. Partners and suppliers

C. Organizations and people

D. Information and technology

Correct Answer: *C*

ikothari 2 weeks, 4 days ago

Selected Answer: C

3.1 Organizations and people - The complexity of organizations is growing, and it is important to ensure that the way an organization is structured and managed, as well as its roles, responsibilities, and systems of authority and communication, is well defined and supports its overall strategy and operating model

upvoted 1 times

PHD_CHENG 11 months, 2 weeks ago

Selected Answer: C

C is correct

upvoted 2 times

Question #333 *Topic 1*

What is CORRECT about service request management?

A. Service requests can be used to restore service

B. Complex service request procedures should be avoided

C. Compliments can be handled as service requests

D. A new procedure is required for each new service request

Correct Answer: *C*

gpfs Highly Voted 8 months, 3 weeks ago

Selected Answer: C

Axelos 5.2.16
Each service request may include one or more of the following:
- a request for a service delivery action
- a request for information
- a request for provision of a resource or service
- a request for access to a resource or service
- feedback, compliments, and complaints

upvoted 7 times

ikothari Most Recent 2 weeks, 4 days ago

Selected Answer: C

5.2.16
Each service request may include one or more of the following:
- a request for a service delivery action
- a request for information
- a request for provision of a resource or service
- a request for access to a resource or service
- feedback, compliments, and complaints

upvoted 1 times

JonSmith101 4 months ago

FYI, this is the last question in the database as of 04/15/2023.

upvoted 3 times

ExamKiller020 4 months, 2 weeks ago

When you came this far, good luck with the exam :)

upvoted 3 times

Hoegsgaard 6 months, 3 weeks ago

Selected Answer: C

The answer is C

upvoted 2 times

valipuiu 10 months ago

Selected Answer: B

B makes more sense for me.

upvoted 1 times

Question #334 *Topic 1*

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

Correct Answer: *D*

ikothari 2 weeks, 4 days ago

Selected Answer: D

2.4.1 Service relationship management - Joint activities performed by a service provider and a service consumer to ensure continual value co-creation based on agreed and available service offerings

upvoted 1 times

Question #335 *Topic 1*

What are the KEY stakeholder groups that service providers should cooperate with?

A. Suppliers

B. Customers

C. Relationship managers

D. Developers

Correct Answer: *B*

Therealjosh 3 weeks, 3 days ago

The most important stakeholder who is quite visible is the customer. The service provider has to ensure delivering outcomes that facilitate the customer to accomplish their goals. To achieve this, there has to be interaction & collaboration across stakeholder groups that include the team, partner & suppliers.

upvoted 2 times

Nyahyong 3 weeks, 3 days ago

Selected Answer: B

This same question is found in 223 and the answer there is (C) Relationship Managers. I think the right answer is B (Customers)

upvoted 2 times

Question #336

Topic 1

Which statement about the purpose of the Monitoring and event management practice is TRUE?

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

B. Support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner

C. Systematically observe services and service components, and record and report selected changes of state identified as events

D. Maximize the number of successful service and product changes by ensuring that risks have been properly assessed, authorized and managed within a schedule

Correct Answer: *C*

Question #337

Topic 1

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

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

A. events

B. changes

C. configuration items

D. workarounds

Correct Answer: *D*

acnaz 1 month, 3 weeks ago

Selected Answer: D

The ITIL 4 Practitioner: Problem Management practice module is for IT professionals who want to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents and manage workarounds and known errors.

upvoted 2 times

Question #338

Topic 1

Which describes an unresolved problem which has been already analysed?

A. A workaround

B. An incident

C. A known error

D. A risk

Correct Answer: *C*

Question #339

Topic 1

Which practice conducts reviews to validate that services are covering the needs of the customer?

A. Monitoring and event management

B. Service level management

C. Change enablement

D. Service desk

Correct Answer: *B*

Question #340

Topic 1

What is MOST LIKELY to be handled as a service request?

A. Managing an interruption to a service

B. An emergency change to apply a security patch

C. The implementation of a workaround

D. Providing a virtual server for a development team

Correct Answer: *D*

ikothari 2 weeks, 1 day ago

Selected Answer: D

a request for provision of a resource or service (for example, providing a phone or laptop to a user, or providing a virtual server for a development team)

upvoted 1 times

Question #341

Topic 1

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

Correct Answer: *A*

ikothari 2 weeks, 1 day ago

Selected Answer: A

Service desks provide a variety of channels for access.

upvoted 1 times

Question #342 *Topic 1*

A user wants to know how to create a report, so they come into contact with the service desk.
Which practice is MOST LIKELY to help with the solution of this issue?

A. Incident management

B. Service level management

C. Service request management

D. Change enablement

Correct Answer: *C*

ikothari 2 weeks, 1 day ago

Selected Answer: C

a request for information (for example, how to create a document or what the hours of the office are)

upvoted 1 times