ITIL

Exam Questions ITIL-4-Foundation

ITIL 4 Foundation

NEW QUESTION 1
- (Exam Topic 4)
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 found in reports
D. Discarding existing processes before assessing their usefulness

Answer: D

Explanation:
Don't start from scratch and build something new without considering what you already have. It's almost always better to improve what you currently have than to throw it all away and start again, although you must also be able to recognise when a complete replacement is, in fact, needed.
Not only is this approach less wasteful than starting from scratch – because it preserves value that you already have – but it also helps you to keep your people on board. They're much more likely to support the changes you need if their previous contributions have been appropriately valued.
Don't rely on metrics and reports to tell you what the current situation is. When you carry out an assessment
you should observe what is happening for yourself, and just use the metrics to support your observations. https://www.sysaid.com/blog/itil/the-7-guiding-principles-of-itil-4-practical-advice-to-help-you-make-decisions

NEW QUESTION 2
- (Exam Topic 4)
Which term is used to describe removing something that could have an effect on a service?

A. A change
B. An incident
C. An IT asset
D. A problem

Answer: A

Explanation:
A change is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on services
https://www.bmc.com/blogs/itil-change-enablement/#:~:text=A%20change%20is%20defined%20as,or%20indir

NEW QUESTION 3
- (Exam Topic 4)
Which is the MOST LIKELY way of resolving major incidents?

A. Users establishing a resolution using serf-help
B. The service desk identifying the cause and a resolution
C. A temporary team working together to identity a resolution
D. A support team following detailed procedures for investigating the incident

Answer: C

Explanation:
The incident management practice aims to minimize the negative impact of incidents by restoring normal service operation as quickly as possible1. A major incident is an incident that has a significant impact or urgency for the business and requires a high level of coordination and resources to resolve2. The most likely way of resolving major incidents is by forming a temporary team working together to identify a resolution, such as a major incident team or a swarming team3. The other statements are not true because:

> Users establishing a resolution using self-help: Self-help is an option for users to resolve their own incidents with minimal or no assistance from the service provider, but it is not suitable for major incidents that require urgent and expert attention3.

> The service desk identifying the cause and a resolution: The service desk is responsible for logging, categorizing, prioritizing, and escalating incidents, but it may not have the skills or authority to identify the cause and a resolution for major incidents that involve multiple teams or suppliers3.

> A support team following detailed procedures for investigating the incident: A support team may follow detailed procedures for investigating the incident, but it may not be able to resolve major incidents that require cross-functional collaboration or escalation3. References: ITIL Foundation - ITIL 4 Edition, page 14; ITIL® 4 – A Pocket Guide, page 32; ITIL® 4 Practice Guide: Incident Management, page 8.

NEW QUESTION 4
- (Exam Topic 4)
Which of the four dimensions' focuses on roles responsibilities and systems of authority?

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

Answer: A

Explanation:
Organizations and people is one of the four dimensions of service management that influence the effectiveness and efficiency of service delivery1. This dimension focuses on the roles, responsibilities, and systems of authority that are needed to deliver and support services2. This dimension also covers the culture, skills, competencies, and collaboration of the people involved in service management3. References: ITIL Foundati - ITIL 4 Edition, page 8; ITIL® 4 – A Pocket Guide, page 19; ITIL® 4 Practice Guide: Organizational Chan Management, page 7.

NEW QUESTION 5
- (Exam Topic 4)
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

Answer: B

Explanation:
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 targets1. This practice conducts reviews to validate that services are covering the needs of the customer and to identify areas for improvement2. References: ITIL Foundation - ITIL 4 Edition, page 16; ITIL® 4 – A Poc Guide, page 37; ITIL® 4 Practice Guide: Service Level Management, page 7.

NEW QUESTION 6
- (Exam Topic 4)
Which is an input to the service value system?

A. The system of directing and controlling an organization
B. A model to help meet stakeholders expectations
C. Recommendations to help an organization in all aspects of its work
D. A need from consumers for new or changes services

Answer: D

Explanation:
A set of interconnected activities that an organization performs to deliver a valuable product or service to its
consumers and to facilitate value realization
https://www.bmc.com/blogs/itil-service-value-system/#:~:text=The%20key%20inputs%20to%20the,or%20othe

NEW QUESTION 7
- (Exam Topic 4)
Which value chain activity is concerned with the availability of service components?

A. Design and transition
B. Deliver and support
C. Plan
D. Obtain/build

Answer: D

Explanation:
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/#:~:text=The%20Obtain%2FBuild%20a

NEW QUESTION 8
- (Exam Topic 4)
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

Answer: C

Explanation:
Organizations maximize co-creation of value with their customers by facilitating the outcomes they want to achieve. The four dimensions of service management have shown that a holistic approach is the best way for an organization to:
> Achieve its goals in delivering quality and cost effective services
> Meet the needs of its customers
> Satisfy the requirements of its stakeholders https://www.bmc.com/blogs/itil-service-value-system/

NEW QUESTION 9
- (Exam Topic 4)
Which of the following statements about 'outcomes' is TRUE?

A. The delivery of products to a stakeholder is enabled by outcomes
B. The level of expenses regarding a technology for a service is defined by an outcome
C. An outcome depends on at least one output to deliver a result
D. Outcomes provide assurance to stakeholders regarding the performance of a service

Answer: C

Explanation:
An outcome is a result for a stakeholder enabled by one or more outputs1. Outputs are tangible or intangible deliverables of an activity1. For example, a service provider may produce a report (output) that helps a customer make a decision (outcome)2. References: ITIL Foundation - ITIL 4 Edition, page 3; ITIL® 4 – A Pocket Guide, page 13.

NEW QUESTION 10
- (Exam Topic 4)
When using the 'continual improvement model, which information should be produced by an organization to understand where the organization is now?

A. Business objectives
B. Improvement plans
C. Assessment results
D. Measureable Targets

Answer: C

Explanation:
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. The success of an improvement initiative depends on a clear and accurate understanding of the starting point and the required impact of the initiative.
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.
https://www.bmc.com/blogs/itil-continual-improvement/

NEW QUESTION 10
- (Exam Topic 4)
Which service value chain activity relates with buying new products?

A. Engage
B. Obtain/build
C. Plan
D. Improve

Answer: B

Explanation:
Obtain/build is one of the six activities of the service value chain, which is a set of interconnected activities that an organization performs to deliver a valuable product or service to its consumers and to facilitate value realization1. Obtain/build activity relates with buying new products, as well as designing, developing, and testing new or changed service components2. This activity ensures that service components are available when and where they are needed and meet agreed specifications3. References: ITIL Foundation - ITIL 4 Edition, page 10; ITIL® 4 – A Pocket Guide, page 21; ITIL® 4 Practice Guide: Service Value Chain, page 9.

NEW QUESTION 14
- (Exam Topic 4)
Which practice MOST requires staff who demonstrate skills such as empathy and emotional intelligence?

A. Service request management
B. Service desk
C. Problem management
D. Continual management

Answer: B

Explanation:
"Service desk
staff require training and competency across a number of broad technical and business areas. In
particular, they need to demonstrate excellent customer service skills such as empathy, incident analysis and prioritization, effective communication, and emotional intelligence.
https://www.servicedeskinstitute.com/the-case-for-itil4-foundation-service-desk-analyst-training/#:~:text=%E2%80%99

NEW QUESTION 16
- (Exam Topic 4)
Identify the missing word(s) in the following sentence.
The purpose of the problem management practice is to reduce me likelihood and impact of incidents by identifying actual and potential causes of incidents and managing [p] and known errors.

A. events
B. changes
C. configuration items
D. workarounds

Answer: D

Explanation:
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
errors1. Workarounds are temporary solutions that reduce or eliminate the impact of an incident or problem for which a full resolution is not yet available2. Known errors are problems that have a documented root cause and a workaround3. References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL® 4 – A Pocket Guide, pa

35; ITIL® 4 Practice Guide: Problem Management, page 7.

NEW QUESTION 17
- (Exam Topic 4)
Which is an activity in the 'Problem control' phase of problem management?

A. Re-assessing a known error to manage the ongoing impact.
B. Reviewing incident records to identity trends
C. Implementing a technical fix to resolve an issue
D. Documenting the steps in workaround

Answer: D

Explanation:
Problem Control. Problem control activities include problem analysis and documenting workarounds and known errors.
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.
https://www.bmc.com/blogs/itil-problem-management/#:~:text=2.,probability%20and%20impact%20to%20serv

NEW QUESTION 22
- (Exam Topic 4)
Which of the four dimensions contributes MOST to defining activities needed to deliver services?

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

Answer: A

Explanation:
Value Streams & Processes
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. What matters in service management is that an organization establishes an operating model that that effectively organizes the key activities needed to manage products and services.
Value streams
A value stream is defined as a series of steps an organization undertakes to create and deliver products and services to consumers.
Structuring the organization's service and product portfolios around value streams allows it to have a clear picture of what it delivers and how, and to make continual improvements to its services. By mapping its value streams, an organization can identify what is critical, what introduces waste and what can be improved upon.
Processes
A process is defined as a set of interrelated or interacting activities that transform inputs into outputs. Processes define the sequence of actions and their dependencies, as well as describe what is done to
accomplish an objective. Processes are underpinned by policies and can be broken down further through procedures which outline what is done, when, and by whom.
https://www.bmc.com/blogs/itil-four-dimensions-service-management/

NEW QUESTION 24
- (Exam Topic 4)
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

Answer: A

Explanation:
IT asset is any financially valuable component that can contribute to the delivery of an IT product or service. The scope of IT asset management typically includes all software, hardware, networking, cloud services, and client devices
https://wiki.process-symphony.com.au/framework/lifecycle/process/it-asset-management-itil-4/#:~:text=IT%20a

NEW QUESTION 26
- (Exam Topic 4)
What is the customer of a service responsible for?

A. Authorizing the budget for the service
B. Provisioning the service
C. Defining the requirements for the service
D. Using the service

Answer: C

Explanation:
Customer: A person who defines the requirements for a service and takes responsibility for the outcomes of service consumption;
https://www.bmc.com/blogs/itil-key-concepts-service-management/

NEW QUESTION 30
- (Exam Topic 4)
What should remain constant within an organization, even when the organization's objectives change?

A. Outputs
B. Guiding principles
C. Service offerings
D. Outcomes

Answer: B

Explanation:
https://www.bmc.com/blogs/itil-guiding-principles/

NEW QUESTION 34
- (Exam Topic 4)
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

Answer: A

Explanation:
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. The success of an improvement initiative depends on a clear and accurate understanding of the starting point and the required impact of the initiative.
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.
https://www.bmc.com/blogs/itil-continual-improvement/

NEW QUESTION 37
- (Exam Topic 4)
Which statement about the purpose or 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

Answer: C

Explanation:
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 events1. This practice helps to identify and prioritize any issues or opportunities for improvement in the delivery or support of services2. The other statements describe the purposes of different practices: incident management (A), service request management (B), and change enablement (D)3. References: ITIL Foundation - ITIL 4 Edition, page 14; IT 4 – A Pocket Guide, page 31; ITIL® 4 Practice Guide: Monitoring and Event Management, page 7.

NEW QUESTION 39
- (Exam Topic 4)
Which is a key requirement for 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, 'rom one year to the next to enable uunsisleni service
D. They should avoid ambiguous targets such as those relating to user experience

Answer: A

Explanation:
An SLA is defined as a documented agreement between a service provider and a customer that identifies both services required and the expected level of service. SLAs are used to measure the performance of services from the customer's point of view, and it is important that they are agreed in the wider business context. Some of the key requirements for successful SLAs include:

⟫ They must be related to a defined 'service' in the service catalogue. Individual metrics without a specified service context are unhelpful.

⟫ 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.

⟫ They should reflect an 'agreement': an engagement and discussion between the service provider and the service consumer. It is important to involve all stakeholders, including partners, sponsors, users, and customers.

⟫ They must be simply written and easy to understand and use for all parties. https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20(SL

NEW QUESTION 41
- (Exam Topic 4)
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

Answer: D

Explanation:
A service request is defined as 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.
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. Service request management is dependent upon well-designed processes and procedures, which are operationalized through tracking and automation tools to maximize the efficiency of the practice. To be handled optimally, service request management should follow these guidelines:
- Service requests and their fulfilment should be standardized and automated to the greatest degree possible.
- Policies should define which service requests will be fulfilled with limited or even no additional approvals so that fulfilment can be streamlined.
- The expectations of users regarding fulfilment times and costs should be clearly set, based on what the organization can realistically deliver.
- Opportunities for improvement should be identified and implemented to produce faster fulfilment times and take advantage of automation.
https://www.bmc.com/blogs/itil-service-request-management/

NEW QUESTION 42
- (Exam Topic 4)
What is used as a tool to help define and measure performance?

A. A continual improvement register
B. An incident record
C. A change schedule
D. A service level agreement

Answer: C

NEW QUESTION 46
- (Exam Topic 4)
What 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. Tracking and managing improvement ideas from identification through to final action
D. Providing a way to initiate normal changes

Answer: B

Explanation:
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
https://www.bmc.com/blogs/itil-change-enablement/#:~:text=The%20change%20schedule%20is%20used,probl

NEW QUESTION 49
- (Exam Topic 4)
Identify the missing work in the following sentence.
An organization which is undertaking an improvement initiative should [?] the existing methods and services when building for the future.

A. Consider
B. Discard
C. Re-use
D. Improve

Answer: A

NEW QUESTION 52
- (Exam Topic 4)
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

Answer: A

Explanation:
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.
https://www.bmc.com/blogs/itil-key-concepts-service-management/

NEW QUESTION 55
- (Exam Topic 4)
Identity 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. relationships
D. services

Answer: D

Explanation:
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.
https://wiki.process-symphony.com.au/framework/lifecycle/process/service-configuration-management-itil-4/

NEW QUESTION 59
- (Exam Topic 4)
Which of the following is a necessity to a successful service level agreement (SLAs)?

A. The language and terms used in the SLA should be commonly understood by all parties
B. Base the SLA on system-based metrics that are useful to the service provider
C. In order to promote consistent service, they should be be carried forward, unchanged, from one year to the next
D. Vague targets, such as those related to user experience should be avoided

Answer: A

Explanation:
A service level agreement (SLA) is a documented agreement between a service provider and a customer that identifies both services required and the expected level of service1. A necessity to a successful SLA is that the language and terms used in the SLA should be commonly understood by all parties, to avoid ambiguity, confusion, and disputes2. The other statements are not true because:

> Base the SLA on system-based metrics that are useful to the service provider: The SLA should be based on customer-based metrics that are meaningful to the customer and reflect the value of the service2.

> In order to promote consistent service, they should be carried forward, unchanged, from one year to the next: The SLA should be reviewed and updated regularly to reflect changing business needs, customer expectations, and service performance2.

> Vague targets, such as those related to user experience should be avoided: The SLA should include both quantitative and qualitative targets, such as those related to user experience, satisfaction, and perception, as well as availability, reliability, and security2. References: ITIL Foundation - ITIL 4 Edition, page 16; ITIL® 4 – A Pocket Guide, page 37; ITIL® 4 Practice Guide: Service Level Management, page 8.

NEW QUESTION 61
- (Exam Topic 4)
What is defined as "the role that uses services?

A. Service consumer
B. Customer
C. User
D. Sponsor

Answer: C

Explanation:
User: A person who uses services; e.g. the company employees. https://www.bmc.com/blogs/itil-key-concepts-service-management/

NEW QUESTION 66
- (Exam Topic 4)
What is the MOST LIKELY reason mat incident management would need a temporary team to work together?

A. To escalate an incident to a supplier or partner
B. So users can resolve their own incidents with self-help
C. To resolve a complex or major incident
D. So customers and users are provided with timely updates

Answer: C

Explanation:
The incident management practice aims to minimize the negative impact of incidents by restoring normal service operation as quickly as possible1. A complex or major incident is an incident that has a significant impact or urgency for the business and requires a high level of coordination and resources to resolve2. This may require a temporary team to work together, such as a major incident team or a swarming
team3. References: ITIL Foundation - ITIL 4 Edition, page 14; ITIL® 4 – A Pocket Guide, page 32; ITIL Practice Guide: Incident Management, page 8.

NEW QUESTION 67
- (Exam Topic 3)
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

Answer: D

NEW QUESTION 68
- (Exam Topic 3)
Identify the missing word in the following sentences.
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

Answer: C

NEW QUESTION 69
- (Exam Topic 3)
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

Answer: B

NEW QUESTION 73
- (Exam Topic 3)
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.

Answer: A

NEW QUESTION 78
- (Exam Topic 3)
In which case would a problem be logged?

A. When the cause is identified but not resolved
B. After analysis of error information from a supplier
C. When a user reports an unplanned service interruption
D. Alter a workaround is identified and documented

Answer: A

NEW QUESTION 80
- (Exam Topic 3)
Which practices is MOST associate with the use of empathy to understand users?

A. Service desk
B. Continual improvement
C. Service level management
D. Change enablement

Answer: A

NEW QUESTION 81
- (Exam Topic 3)
Which skill is required by the 'service level management' practice?

A. Supplier management
B. Technical expertise
C. Event monitoring
D. Problem management

Answer: A

NEW QUESTION 83
- (Exam Topic 3)
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

Answer: D

Explanation:
"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."
https://www.symphonysummit.com/products/defining-industry-terms-itsm-itil-itil4/#:~:text=Improve%20%E2%80%94

NEW QUESTION 86
- (Exam Topic 3)
Which Practice includes management of workarounds and known errors?

A. Monitoring and event management
B. Service configuration management
C. Problem management
D. Incident management

Answer: C

Explanation:
What is problem management?
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.
Problems are related to incidents, but it is important to differentiate them in the way they are managed:

⟩ 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 therefore 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.

NEW QUESTION 87
- (Exam Topic 3)
Which facilitates outcomes that customers want to achieve?

A. Service
B. Warranty
C. Organization
D. IT asset

Answer: A

NEW QUESTION 89
- (Exam Topic 3)
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.

Answer: D

Explanation:
Reference: https://www.bmc.com/blogs/itil-incident-management/

NEW QUESTION 93
- (Exam Topic 3)
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

Answer: C

NEW QUESTION 96
- (Exam Topic 3)

How can a service consumer contnbute to the reduction of nsk?

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 then own requirements for the service
D. By managing the detailed level of risk on behalf of the service provider

Answer: C

NEW QUESTION 98
- (Exam Topic 3)
Which practice handles all pre-defined user-initiated service actions?

A. Deployment management
B. Incident management
C. Service level management
D. Service request management

Answer: D

NEW QUESTION 99
- (Exam Topic 3)
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

Answer: C

Explanation:
Reference: https://www.bmc.com/blogs/itil-management-practices/

NEW QUESTION 103
- (Exam Topic 3)
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

Answer: C

NEW QUESTION 108
- (Exam Topic 3)
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

Answer: D

NEW QUESTION 110
- (Exam Topic 3)
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.

Answer: D

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

NEW QUESTION 111
- (Exam Topic 3)
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

Answer: D

NEW QUESTION 116
- (Exam Topic 3)
Which statement about output 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 describes how the service performs.

Answer: C

NEW QUESTION 120
- (Exam Topic 3)
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

Answer: C

NEW QUESTION 124
- (Exam Topic 3)
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

Answer: B

Explanation:
Reference: https://www.sysaid.com/blog/entry/itil-4-practices-whats-new-and-changed

NEW QUESTION 129
- (Exam Topic 3)
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

Answer: A

Explanation:
Reference: https://www.bmc.com/blogs/itil-change-enablement/

NEW QUESTION 134
- (Exam Topic 3)
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

Answer: C

NEW QUESTION 135
- (Exam Topic 3)
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

Answer: D

NEW QUESTION 139
- (Exam Topic 3)
Which practice requires skills and competencies related to business analysis, supplier management and relationship management?

A. Monitoring and event management
B. Incident management
C. Service level management
D. IT asset management

Answer: C

Explanation:
Reference: https://advisera.com/20000academy/blog/2019/06/17/sfia-and-itil-a-winning-combination-for-it- businesses/

NEW QUESTION 144
- (Exam Topic 3)
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 changes
D. A way to manage the people aspects of change

Answer: B

NEW QUESTION 149
- (Exam Topic 3)
Which practice has a purpose that deludes 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

Answer: D

NEW QUESTION 154
- (Exam Topic 3)
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

Answer: B

Explanation:
Reference: https://www.bmc.com/blogs/itil-key-concepts-service-management/

NEW QUESTION 158
- (Exam Topic 3)
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 property assessed
C. Record and report selected changes of state
D. Plan and manage the full lifecycle of all IT assets

Answer: B

NEW QUESTION 162
- (Exam Topic 3)
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

Answer: A

NEW QUESTION 165
- (Exam Topic 3)
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. formal 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. formal changes are typically implemented as service requests and authorized by the service desk

Answer: B

NEW QUESTION 170
- (Exam Topic 3)
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.

Answer: C

Explanation:
Reference: https://www.sysaid.com/blog/entry/the-7-guiding-principles-of-itil-4-practical-advice-to-help-you- make-decisions

NEW QUESTION 172
- (Exam Topic 3)
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

Answer: A

NEW QUESTION 175
- (Exam Topic 3)
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 gives service consumers assurance of products or services
D. Outcomes help a service consumers to assess the cost of a specific activity

Answer: A

NEW QUESTION 178
- (Exam Topic 3)
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 are learning
D. To provide links to related changes and known errors

Answer: B

NEW QUESTION 182
- (Exam Topic 3)
What term is used to describe the functionality of a service?

A. Output
B. Outcome
C. Utility
D. Warranty

Answer: C

Explanation:
Utility is defined as "the functionality offered by a product or service to meet a particular need"2. Utility can be summarized as "what the service does" and can be used to determine whether a service is able to meet its intended outcomes1.

NEW QUESTION 186
- (Exam Topic 3)
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

Answer: B

NEW QUESTION 191
- (Exam Topic 3)
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

Answer: C

NEW QUESTION 196
- (Exam Topic 3)
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 meet customer expectations

Answer: B

NEW QUESTION 201
- (Exam Topic 3)
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

Answer: D

NEW QUESTION 204
- (Exam Topic 3)
Which of the following is included in the purpose of the 'continual improvement' printer?

A. The restoration of normal service operation as quickly as possible
B. The establishment of lnks 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

Answer: C

NEW QUESTION 206
- (Exam Topic 3)
Which statement about outcome 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

Answer: A

NEW QUESTION 209
- (Exam Topic 3)
Which is NOT a component of the service value system?

A. The service value chain
B. Opportunity and demand
C. Continual improvement
D. Governance

Answer:

B

NEW QUESTION 210
- (Exam Topic 3)
Which principle concentrates on service consumers?

A. Start where you are
B. Optimize and automate
C. Keep it simple
D. Focus on value

Answer: D

NEW QUESTION 215
- (Exam Topic 3)
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

Answer: B

NEW QUESTION 220
- (Exam Topic 3)
Which is an example are 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

Answer: D

NEW QUESTION 225
- (Exam Topic 3)
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

Answer: C

NEW QUESTION 227
- (Exam Topic 3)
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 centralised location

Answer: A

NEW QUESTION 231
- (Exam Topic 3)
What is a configuration item?

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

Answer: B

Explanation:
Reference: https://www.bmc.com/blogs/itil-key-terms/

NEW QUESTION 233
- (Exam Topic 3)
What aspect of 'service level management' asks service consumers what their work involves and how technology helps them?

A. Customer engagement
B. Operational metrics
C. Business metrics
D. Customer feedback

Answer: A

NEW QUESTION 238
- (Exam Topic 3)
What is a problem that has been analysed but has not been resolved?

A. Workaround
B. Incident
C. Known error
D. Event

Answer: C

NEW QUESTION 243
- (Exam Topic 3)
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

Answer: A

NEW QUESTION 245
- (Exam Topic 3)
Which practice recommends that organizations develop competencies »n 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

Answer: B

NEW QUESTION 250
- (Exam Topic 3)
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

Answer: D

NEW QUESTION 252
- (Exam Topic 3)
What role would be MOST suitable for someone with tots of experience working in IT and business roles? They also have 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

Answer: A

NEW QUESTION 253
- (Exam Topic 3)
What type of change is MOST likely to be managed as a service request?

A. A standard change
B. A normal change
C. An emergency change
D. An organizational change

Answer: B

NEW QUESTION 254
- (Exam Topic 3)
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

Answer: B

NEW QUESTION 257
- (Exam Topic 3)
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

Answer: C

NEW QUESTION 258
- (Exam Topic 3)
Which guiding principle considers how the steps of a process can be performed as efficiently as possible?

A. Start where you are
B. Focus on value
C. Think and work holistically
D. Optimize and automate

Answer: D

Explanation:
Reference: https://www.sysaid.com/blog/entry/the-7-guiding-principles-of-itil-4-practical-advice-to-help-you- make-decisions

NEW QUESTION 259
- (Exam Topic 3)
Which dimension of service management considers the workflows and controls needed to deliver services?

A. Organization and people
B. Information and technology
C. Partners and suppliers
D. Value streams and processes

Answer: D

Explanation:
Reference: https://www.knowledgehut.com/tutorials/itil4-tutorial/itil-four-dimensions-it-service-management

NEW QUESTION 262
- (Exam Topic 3)
A service offering may include, access to resources, and service actions, which is an example of a service action?

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

Answer: D

NEW QUESTION 266
- (Exam Topic 3)
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

Answer: A

NEW QUESTION 271
- (Exam Topic 3)
Which dimension is MOST concerned with skills, competencies, roles and responsibilities?

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

Answer: D

Explanation:
Value streams and processes focus mainly on those areas which ensure integration and coordination of various actions and parts which contribute towards better value creation for the organization. This dimension is more concerned about the way the organization has organized the activities or processes and how it enables and ensures the value creation across all stakeholders.
https://www.knowledgehut.com/tutorials/itil4-tutorial/itil-four-dimensions-it-service-management

NEW QUESTION 272
- (Exam Topic 3)
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

Answer: A

NEW QUESTION 273
- (Exam Topic 3)
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

Answer: A

NEW QUESTION 275
- (Exam Topic 3)
Which practice has a purpose that includes managing risks to confidentiality, integrity and availability?

A. Information security management
B. Change enablement
C. Problem management
D. Service configuration management

Answer: A

NEW QUESTION 278
- (Exam Topic 3)
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

Answer: D

NEW QUESTION 280
- (Exam Topic 3)
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

Answer: B

Explanation:
Reference: https://www.atlassian.com/itsm/service-request-management

NEW QUESTION 285
- (Exam Topic 3)
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

Answer: A

NEW QUESTION 290
- (Exam Topic 3)
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 and2
B. 2 and 3
C. 3 and 4
D. 1 and 4

Answer: A

NEW QUESTION 292
- (Exam Topic 3)
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

Answer: A

NEW QUESTION 294
- (Exam Topic 3)
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

Answer: C

NEW QUESTION 299
- (Exam Topic 3)
Which of the following is the MOST important 'or effective incident management?

A. Collaboration tools and techniques
B. Balanced scorecard review
C. Automated pipelines
D. A variety of access channels

Answer: A

NEW QUESTION 300
- (Exam Topic 3)
What is the purpose of the 'deployment management' practice?

A. To protect the information needed by the organization to conduct its business
B. To make new and changed services and features available for use
C. To move new or changed components to live environments
D. To plan and manage the full lifecycle of all IT assets.

Answer: C

NEW QUESTION 301
- (Exam Topic 2)
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

Answer: B

NEW QUESTION 302
- (Exam Topic 2)
Which term describes the functionality offered by a service?

A. cost
B. Utility
C. Warranty
D. Risk

Answer: B

NEW QUESTION 305
- (Exam Topic 3)
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

Answer: C

NEW QUESTION 308
- (Exam Topic 3)
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

Answer: B

NEW QUESTION 313
- (Exam Topic 2)
What is a change schedule PRIMARILY used for?

A. To help plan, authorize and schedule emergency changes
B. To publish a list of service requests that users can select
C. To ensure that a single change authority reviews every change
D. To help plan changes, assist in communication and avoid conflicts

Answer: D

NEW QUESTION 318
- (Exam Topic 2)
Which process is used to compare the value that new services offer with the value of the services they have replaced?

A. Availability management
B. Capacity management
C. Service portfolio management
D. Service catalogue management

Answer: C

NEW QUESTION 322
- (Exam Topic 2)
What should be done first when applying the 'focus on value' guiding principle?

A. Identify all suppliers and partners involved in the service
B. Determine the cost of providing the service
C. Identify the outcomes that the service facilitates
D. Determine who the service consumer is in each situation

Answer: D

NEW QUESTION 326
- (Exam Topic 2)
How does categorization of incidents assist the 'incident management' practice?

A. It determines the priority assigned to the incident
B. It determines how the service provider is perceived
C. It helps direct the incident to the correct support area
D. It ensures that incidents are resolved in timescales agreed with the customer

Answer: C

NEW QUESTION 331
- (Exam Topic 2)
What includes governance as a component?

A. Practices
B. The service value chain
C. The service value system
D. The guiding principles

Answer: C

NEW QUESTION 333
- (Exam Topic 2)
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

Answer: C

NEW QUESTION 335
- (Exam Topic 2)
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

Answer: B

NEW QUESTION 340
- (Exam Topic 2)
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

Answer: D

NEW QUESTION 344
- (Exam Topic 2)
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

Answer: B

NEW QUESTION 345
- (Exam Topic 2)
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

Answer: D

NEW QUESTION 349
- (Exam Topic 2)
What MAIN factors are considered to assess the priority of an incident?

A. The urgency and impact
B. The impact and complexity
C. The cost and urgency
D. The complexity and cost

Answer:

A

NEW QUESTION 350
- (Exam Topic 2)
What is defined as a change of state that has significate for the management of an IT service?

A. Event
B. Incident
C. Problem
D. Known error

Answer: A

NEW QUESTION 353
- (Exam Topic 2)
Identify the missing word in the following sentence.
The purpose of the 'information security management' practice is to [?] the organization's information.

A. protect
B. store
C. audit
D. provide

Answer: A

NEW QUESTION 357
- (Exam Topic 2)
Which statement about change management is CORRECT?

A. It optimizes overall business risk
B. It optimizes financial exposure
C. It ensures that all changes are authorized by the change advisory board (CAB)
D. It ensures that service requests follow the normal change management process

Answer: C

NEW QUESTION 359
- (Exam Topic 2)
What is the reason for using a balanced bundle of service metrics?

A. It reduces the number of metrics that need to be collected
B. It reports each service element separately
C. It provides an outcome-based view of services
D. It facilitates the automatic collection of metrics

Answer: C

NEW QUESTION 363
- (Exam Topic 2)
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

Answer: C

NEW QUESTION 366
- (Exam Topic 2)
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

Answer: D

Explanation:
Reference: https://www.bmc.com/blogs/itil-service-request-management/

NEW QUESTION 369
- (Exam Topic 2)
Which practice provides support for managing feedback, compliments and complaints from users?

A. Change control
B. Service request management
C. Problem management
D. Incident management

Answer: B

NEW QUESTION 372
- (Exam Topic 2)
Who is responsible for defining metrics for change management?

A. The change management process owner
B. The change advisory board (CAB)
C. The service owner
D. The continual service improvement manager

Answer: A

NEW QUESTION 377
- (Exam Topic 2)
Which dimension includes the knowledge needed for the management of services?

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

Answer: A

NEW QUESTION 378
- (Exam Topic 2)
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

Answer: A

NEW QUESTION 379
- (Exam Topic 2)
Which practice ensures that accurate and reliable information is available about configuration items and the relationships between them?

A. Service configuration management
B. Service desk
C. IT asset management
D. Monitoring and event management

Answer: A

NEW QUESTION 381
- (Exam Topic 2)
Which statement about metrics is CORRECT?

A. Process metrics can be used to measure end-to-end service performance
B. Technology metrics can be used to measure component performance and availability
C. Process metrics can be used to measure the utilization of a supplier's network
D. Technology metrics can be used to determine the overall health of a process

Answer: B

NEW QUESTION 384
- (Exam Topic 2)
What is the CORRECT definition of service management?

A. A set of specialized assets for transitioning services into the live operational environment
B. A set of specialized organizational capabilities for delivering value to customers in the form of services
C. The capability of supplier to deliver services to providers in exchange for money
D. The capability of service providers to minimize their costs without reducing the value of the services

Answer: B

NEW QUESTION 388
- (Exam Topic 2)
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

Answer: D

NEW QUESTION 392
- (Exam Topic 2)
Which processes are responsible for the regular review of underpinning contracts?

A. Supplier management and service level management
B. Supplier management and change management
C. Availability management and service level management
D. Supplier management and availability management

Answer: A

NEW QUESTION 396
- (Exam Topic 2)
Which is an example of a business related measurement?

A. The number of passengers checked in
B. The average time to response to change requests
C. The average resolution time for incidents
D. The number of problems resolved

Answer: A

NEW QUESTION 397
- (Exam Topic 2)
Which guiding principle emphasizes the need to understand the flow of work in progress, identify bottlenecks, and uncover waste?

A. Focus on value
B. Collaborate and promote visibility
C. Think and work holistically
D. Keep it simple and practical

Answer: B

NEW QUESTION 400
- (Exam Topic 2)
What is a definition of a service improvement plan (SIP)?

A. A formal plan to implement improvements to a customer's business processes
B. An input from availability management to service level management, detailing the service design plan
C. A formal plan to implement improvements to a service or process
D. An input from financial management for IT services to service level management, detailing the budget plan

Answer: C

Explanation:
D18912E1457D5D1DDCBD40AB3BF70D5D

NEW QUESTION 405
- (Exam Topic 2)
Which term is used to describe the prediction and control of income and expenditure within an organization?

A. Charging
B. Governance
C. Budgeting
D. Accounting

Answer: C

NEW QUESTION 410
- (Exam Topic 2)
Which practice is the responsibility of everyone in the organization?

A. Change control
B. Problem management

C. Service level management
D. Continual improvement

Answer: D

NEW QUESTION 411
- (Exam Topic 2)
What is the purpose of service level management?

A. To obtain/build activity that ensures the service components are available when and where they are needed and meet agreed specifications.
B. To ensure that all current and planned IT services are delivered to agreed achievable targets.
C. To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels.
D. To track and manage improvement ideas from identification to final action, organizations use a database or structured document called a continual improvement register (CIR).

Answer: B

NEW QUESTION 414
- (Exam Topic 2)
Which statement about the 'change enablement' practice is CORRECT?

A. Standard changes are those that need to be scheduled, assessed and authorized following a standard process
B. Normal changes are triggered by the creation of a change request which can be created manually or automated
C. Assessment and authorization of normal changes should be expedited to ensure they can be implemented quickly
D. There should be a separate change authority for standard changes which includes senior managers who understand the risks involved

Answer: B

NEW QUESTION 416
- (Exam Topic 2)
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

Answer: C

NEW QUESTION 420
- (Exam Topic 2)
What is a change schedule 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

Answer: D

NEW QUESTION 423
- (Exam Topic 2)
Which guiding principle recommends assessing the current state and deciding what can be reused?

A. Focus on value
B. Start where you are
C. Collaborate and promote visibility
D. Progress iteratively with feedback

Answer: B

NEW QUESTION 425
- (Exam Topic 2)
Which value chain activity communicates the current status of all four dimensions of service management?

A. Improve
B. Engage
C. Obtain/build
D. Plan

Answer: D

NEW QUESTION 426
- (Exam Topic 2)
Which statement about the 'service desk1 practice is CORRECT?

A. It provides a link with stakeholders at strategic and tactical levels
B. It carries out change assessment and authorization
C. It investigates the cause of incidents
D. It needs a practical understanding of the business processes

Answer: D

NEW QUESTION 430
- (Exam Topic 2)
What type of change is pre-authorized, low risk, relatively common, and follows a procedure or work instruction?

A. A standard change
B. An emergency change
C. An internal change
D. A normal change

Answer: A

NEW QUESTION 434
- (Exam Topic 2)
Which role approves the cost of services?

A. User
B. Change authority
C. Sponsor
D. Customer

Answer: C

NEW QUESTION 437
- (Exam Topic 2)
Which does the ITIL service value system discourage?

A. Coordinated authorities and responsibilities
B. Organizational silos
C. Interfaces among practices
D. Organizational agility

Answer: B

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

NEW QUESTION 438
- (Exam Topic 2)
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 fulfillment should be automated as much as possible
C. Service requests that cannot be automated should be handled as problems
D. Service requests and their fulfillment should be carried out by service desk staff without automation

Answer: B

NEW QUESTION 441
- (Exam Topic 2)
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, fulfill
D. Acknowledge, classify, own

Answer: C

NEW QUESTION 442
- (Exam Topic 2)
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

Answer: C

NEW QUESTION 445
- (Exam Topic 2)
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 enablement
C. Relationship management
D. Service desk

Answer: C

NEW QUESTION 448
- (Exam Topic 2)
Which guiding principle describes the importance of doing something, instead of spending a long time analysing different options?

A. Optimize and automate
B. Start where you are
C. Focus on value
D. Progress iteratively with feedback

Answer: D

NEW QUESTION 449
- (Exam Topic 2)
Which directly assists with the diagnosis and resolution of simple incidents?

A. Scripts for collecting user information
B. Use of shift working patterns
C. Fulfillment of service requests
D. Creation of a temporary team

Answer: A

NEW QUESTION 450
- (Exam Topic 2)
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

Answer: C

NEW QUESTION 454
- (Exam Topic 2)
Which term relates to service levels aligned with the needs of service consumers?

A. Service management
B. Warranty
C. Cost
D. Utility

Answer: B

NEW QUESTION 459
- (Exam Topic 2)
Which of the following should IT service continuity strategy be based on?
* 1. Design of the service metrics
* 2. Business continuity strategy
* 3. Business impact analysis (BIA)
* 4. Risk assessment

A. 1, 2 and 4 only
B. 1, 2 and 3 only
C. 2, 3 and 4 only
D. 1, 3 and 4 only

Answer: C

NEW QUESTION 464
- (Exam Topic 2)
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

Answer: C

NEW QUESTION 466
- (Exam Topic 2)
Service transition contains detailed descriptions of which processes?

A. Change management, service asset and configuration management, release and deployment management
B. Change management, capacity management, event management, service request management
C. Service level management, service portfolio management, service asset and configuration management
D. Service asset and configuration management, release and deployment management, request fulfillment

Answer: A

NEW QUESTION 470
- (Exam Topic 2)
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

Answer: C

NEW QUESTION 474
- (Exam Topic 2)
Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

A. Categorization
B. Detection
C. Prioritization
D. Escalation

Answer: A

Explanation:
D18912E1457D5D1DDCBD40AB3BF70D5D

NEW QUESTION 478
- (Exam Topic 2)
Which of the following is an example of workaround?

A. A defective network switch is replaced with a new one
B. An email server is restored after an incident is reported
C. Server memory is increased when the server is unresponsive
D. A server is restarted to resolve an incident

Answer: D

NEW QUESTION 483
- (Exam Topic 2)
Which is the correct combination of items that makes up an IT service?

A. Customers, providers and documents
B. Information technology, people and processes
C. Information technology, networks and people
D. People, processes and customers

Answer: B

NEW QUESTION 487
- (Exam Topic 2)
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

Answer: D

NEW QUESTION 492
- (Exam Topic 2)
What is the effect of increased automation on the 'service desk1 practice?

A. Increased ability to focus on fixing technology instead of supporting people
B. Greater ability to focus on customer experience when personal contact is needed
C. Elimination of the need to escalate incidents to support teams
D. Decrease in self-service incident logging and resolution

Answer: B

NEW QUESTION 497
- (Exam Topic 2)
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

Answer: C

NEW QUESTION 499
- (Exam Topic 2)
What happens if a workaround becomes the permanent way of dealing with a problem that cannot be resolved cost-effectively?

A. The problem record is deleted
B. The problem remains in the known error status
C. A change request is submitted to change control
D. Problem management restores the service as soon as possible

Answer: B

NEW QUESTION 503
- (Exam Topic 2)
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

Answer: C

NEW QUESTION 505
- (Exam Topic 2)
What is the primary focus of business capacity management?

A. Management, control and prediction of the performance, utilization and capacity of individual elements ofIT technology
B. Review of all capacity supplier agreements and underpinning contracts with supplier management
C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
D. Future business requirements for IT services are quantified, designed, planned and implemented in atimely fashion

Answer: D

NEW QUESTION 506
- (Exam Topic 2)
Which joint activity performed by a service provider and service consumer ensures continual value co-creation?

A. Service offering
B. Service provision
C. Service relationship management
D. Service consumption

Answer: C

NEW QUESTION 510
- (Exam Topic 2)
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

Answer: B

Explanation:
Reference: https://www.bmc.com/blogs/itil-key-concepts-service-management/

NEW QUESTION 511
- (Exam Topic 2)
Which dimension of service management considers governance, management, and communication?

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

Answer: A

NEW QUESTION 515
- (Exam Topic 2)
Which service catalogue view is considered beneficial when constructing the relationship between services, SLAs, OLAs, and other underpinning agreements?

A. Service-based SLA view
B. Wholesale customer view
C. Retail customer view
D. Supporting services view

Answer: D

NEW QUESTION 518
- (Exam Topic 2)
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

Answer: A

NEW QUESTION 520
- (Exam Topic 2)
Which process works with incident management to ensure that security breaches are detected and logged?

A. Change management
B. Service level management
C. Access management
D. Continual service improvement

Answer: C

NEW QUESTION 525
- (Exam Topic 1)
Which dimension considers how knowledge assets should be protected?

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

Answer: C

NEW QUESTION 526
- (Exam Topic 1)
When should a change request be submitted to resolve a problem?

A. As soon as a solution for the problem has been identified
B. As soon as a workaround for the problem has been identified
C. As soon as the analysis of the frequency and impact of incidents justifies the change
D. As soon as the analysis of cost, risks and benefits justifies the change

Answer: D

NEW QUESTION 528
- (Exam Topic 1)
Which of the following can be used to access service desks?

A. Phone calls
B. All of the above

C. Text and social media messaging
D. Email

Answer: B

NEW QUESTION 529
- (Exam Topic 1)
Which describes a standard change?

A. A high-risk change that needs very thorough assessment
B. A change that is typically implemented as a service request
C. A change that must be implemented as soon as possible
D. A change that needs to be scheduled, assessed and authorized following a defined process

Answer: B

NEW QUESTION 531
- (Exam Topic 1)
What should be used to set user expectations for request fulfilment times?

A. The consumer demand for the service
B. The time that the customer indicates for service delivery
C. The service levels of the supplier
D. The time needed to realistically deliver the service

Answer: D

NEW QUESTION 535
- (Exam Topic 1)
Which practice identifies metrics that reflect a customer experience of a service?

A. Continual improvement
B. Service level management
C. Service desk
D. Problem management

Answer: B

NEW QUESTION 537
- (Exam Topic 1)
What are 'engage', 'plan' and 'improve' examples of?

A. Service value chain activities
B. Service level management
C. Service value chain inputs
D. Change control

Answer: A

NEW QUESTION 542
- (Exam Topic 1)
Which statement about outcomes is CORRECT?

A. An outcome can be enabled by more than one output
B. Outcomes are how the service performs
C. An output can be enabled by one or more outcomes
D. An outcome is a tangible or intangible activity

Answer: A

NEW QUESTION 547
- (Exam Topic 1)
Which guiding principle recommends using the minimum number of steps necessary to achieve an objective?

A. Progress iteratively with feedback
B. Think and work holistically
C. Keep it simple and practical
D. Focus on value

Answer: C

NEW QUESTION 548
- (Exam Topic 1)
Identify the missing words in the following sentence.
The management of information security incidents usually requires [?].

A. Immediate escalation
B. Specialist teams
C. A separate process
D. Third party support

Answer: C

NEW QUESTION 551
- (Exam Topic 1)
Which is a purpose of the 'engage' value chain activity?

A. Meeting expectations for quality, costs and time-to-market
B. Ensuring the continual improvement of services
C. Ensuring that the organization's vision is understood
D. Providing transparency and good relationships

Answer: D

NEW QUESTION 553
- (Exam Topic 1)
Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

A. Progress iteratively with feedback
B. Keep is simple and practical
C. Start where you are
D. Focus on value

Answer: C

NEW QUESTION 554
- (Exam Topic 1)
What is the purpose of the 'deployment management' practice?

A. To ensure services achieve agreed and expected performance
B. To make new or changed services available for use
C. To move new or changed components to live environments
D. To set clear business-based targets for service performance

Answer: C

NEW QUESTION 559
- (Exam 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 services, and the [?] that support them, is available when and where it is needed.

A. suppliers
B. assets
C. customers
D. CIs

Answer: D

NEW QUESTION 562
- (Exam Topic 1)
Which describes normal changes?

A. Changes that need to be scheduled and assessed following a process
B. Changes that are low-risk and pre-authorized
C. Changes that are typically initiated as service requests
D. Changes that must be implemented as soon as possible

Answer: A

NEW QUESTION 565
- (Exam Topic 1)
What are the types of asset management?

A. IT asset management and software asset management
B. Operational and technical management
C. IT asset management and technical management
D. Operational management and IT asset management

Answer: A

NEW QUESTION 566

- (Exam Topic 1)
What are the three phases of 'problem management'?

A. Problem identification, problem control, error control
B. Problem analysis, error identification, incident resolution
C. Problem logging, problem classification, problem resolution
D. Incident management, problem management, change control

Answer: A

NEW QUESTION 567
- (Exam Topic 1)
Which practice uses techniques such as SWOT analysis, balanced scorecard reviews, and maturity assessments?

A. Incident management
B. Continual improvement
C. Service request management
D. Problem management

Answer: B

NEW QUESTION 568
- (Exam Topic 1)
What is an IT asset?

A. The removal of anything that could have a direct or indirect effect on services
B. Any component that needs to be managed in order to deliver a service
C. A request from a user that initiates a service action
D. Any financially valuable component that can contribute to delivery of an IT product or service

Answer: D

NEW QUESTION 573
- (Exam Topic 1)
Which guiding principle recommends standardizing and streamlining manual tasks?

A. Optimize and automate
B. Collaborate and promote visibility
C. Focus on value
D. Think and work holistically

Answer: A

NEW QUESTION 574
- (Exam Topic 1)
Which statement about costs is CORRECT?

A. Costs removed from the consumer are part of service consumption
B. Costs imposed on the consumer are costs of service utility
C. Costs removed from the consumer are part of the value proposition
D. Costs imposed on the consumer are costs of service warranty

Answer: C

NEW QUESTION 578
- (Exam Topic 1)
Which is the CORRECT approach for managing a large improvement initiative as smaller iterations?

A. Each iteration should be designed before starting the initiative and implemented without feedback
B. Feedback should only be taken into account when one iteration fails to meet its objective
C. Feedback should be reduced for large improvements as it is unlikely that circumstances will change
D. Each iteration should be continually re-evaluated based on feedback

Answer: D

NEW QUESTION 579
- (Exam Topic 1)
Which describes a set of defined steps for implementing improvements?

A. The 'improve' value chain activity
B. The 'continual improvement register'
C. The 'continual improvement model'
D. The 'engage' value chain activity

Answer: C

NEW QUESTION 582
- (Exam Topic 1)
How should an organization adopt continual improvement methods?

A. Use a new method for each improvement the organization handles
B. Select a few key methods for the types of improvement that the organization handles
C. Build the capability to use as many improvement methods as possible
D. Select a single method for all improvements that the organization handles

Answer: B

NEW QUESTION 585
- (Exam Topic 1)
When should the effectiveness of a problem workaround be assessed?

A. Whenever the workaround is used
B. Whenever the problem is resolved
C. Whenever the workaround becomes a known error
D. Whenever the problem is prioritized

Answer: A

NEW QUESTION 589
- (Exam Topic 1)
What is described by the service value system?

A. How to apply the systems approach of the guiding principle think and work holistically
B. Services based on one or more products, designed to address needs of a target consumer group
C. How all the components and activities of the organization work together as a system to enable value creation
D. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation

Answer: C

NEW QUESTION 594
- (Exam Topic 1)
Which dimension includes activities and workflows?

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

Answer: A

NEW QUESTION 598
- (Exam Topic 1)
Which stakeholders co-create value in a service relationship?

A. Investor and consumer
B. Investor and supplier
C. Consumer and provider
D. Provider and supplier

Answer: C

NEW QUESTION 601
- (Exam Topic 1)
How should automation be implemented?

A. By initially concentrating on the most complex tasks
B. By optimizing as much as possible first
C. By replacing human intervention wherever possible
D. By replacing the existing tools first

Answer: C

NEW QUESTION 603
- (Exam Topic 1)
What is warranty?

A. Assurance that a product or service will meet agreed requirements
B. The amount of money spent on a specific activity or resource
C. The functionality offered by a product or service to meet a particular need
D. The perceived benefits, usefulness and importance of something

Answer: A

NEW QUESTION 604
- (Exam Topic 1)
Which practice has a purpose to support the quality of the service by handling all agreed user initiated service requests?

A. Change control
B. IT asset management
C. Service desk
D. Service request management

Answer: D

NEW QUESTION 605
- (Exam Topic 1)
What is the purpose of the 'information security management1 practice?

A. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed
B. To observe services and service components
C. To protect the information needed by the organization to conduct its business
D. To plan and manage the full lifecycle of all IT assets

Answer: C

NEW QUESTION 609
- (Exam Topic 1)
What is an output?

A. A possible event that could cause harm or loss
B. Something created by carrying out an activity
C. A result for a stakeholder
D. A change of state that has significance for the management of a configuration item

Answer: B

NEW QUESTION 611
- (Exam Topic 1)
Which TWO statements about an organization's culture are CORRECT? (Choose two.)
* 1. It is created from shared values based on how it carries out its work
* 2. It is determined by the type of technology used to support services
* 3. It should be based on the culture of prospective suppliers
* 4. It should be based on the objectives of the organization

A. 1 and 2
B. 2 and 3
C. 3 and 4
D. 1 and 4

Answer: D

NEW QUESTION 614
- (Exam Topic 1)
Which of these should be logged and managed as a problem?

A. Trend analysis shows a large number of similar incidents
B. A user requests delivery of a laptop
C. A monitoring tool detects a change of state for a service
D. 'Continual improvement' needs to prioritize an improvement opportunity

Answer: A

NEW QUESTION 617
- (Exam Topic 1)
Which practices are typically involved in the implementation of a problem resolution?
* 1. Continual improvement
* 2. Service request management
* 3. Service level management
* 4. Change control

A. 1 and 2
B. 1 and 4
C. 3 and 4
D. 2 and 3

Answer: B

NEW QUESTION 619
- (Exam Topic 1)

Which statement about emergency changes is CORRECT?

A. The testing of emergency can be eliminated in order to implement the change quickly
B. The assessment and authorization of emergency changes is expedited to ensure they can be implemented quickly
C. Emergency changes should be authorized and implemented as service requests
D. Emergency changes must be fully documented before authorization and implementation

Answer: B

NEW QUESTION 622
- (Exam Topic 1)
Which statement about a 'continual improvement register' is CORRECT?

A. It should be managed at the senior level of the organization
B. It should be used to capture user demand
C. There should only be one for the whole organization
D. It should be re-prioritized as ideas are documented

Answer: D

NEW QUESTION 626
- (Exam Topic 1)
Which guiding principle recommends eliminating activities that do not contribute to the creation of value?

A. Start where you are
B. Collaborate and promote visibility
C. Keep it simple and practical
D. Optimize and automate

Answer: C

NEW QUESTION 630
- (Exam Topic 1)
Which statement about service desks is CORRECT?

A. The service desk should work in close collaboration with support and development teams
B. The service desk should rely on self-service portals instead of escalation to support teams
C. The service desk should remain isolated from technical support teams
D. The service desk should escalate all technical issues to support and development teams

Answer: A

NEW QUESTION 631
- (Exam Topic 1)
Which is a service request?

A. Requesting a workaround for an issue
B. Requesting information about how to create a document
C. Requesting an enhancement to an application
D. Requesting investigation of a degraded service

Answer: B

NEW QUESTION 635
- (Exam Topic 1)
Which ITIL practice has a purpose that includes reducing the likelihood of incidents?

A. Change control
B. Continual improvement
C. Problem management
D. Service desk

Answer: C

NEW QUESTION 639
- (Exam Topic 1)
Which statement about outcomes is CORRECT?

A. Outcomes help service consumers achieve outputs
B. Outcomes are one or more services that fulfil the needs of a service consumer
C. Service providers help service consumers achieve outcomes
D. Helping service consumers achieve outcomes reduces service provider costs

Answer: C

NEW QUESTION 644

- (Exam Topic 1)
Which is included in the purpose of the 'design and transition' value chain activity?

A. Ensuring that service components are available when needed
B. Providing transparency and good stakeholder relationships
C. Supporting services according to specifications
D. Continually meeting stakeholder expectations for costs

Answer: D

NEW QUESTION 648
- (Exam Topic 1)
How does information about problems and known errors contribute to 'incident management'?

A. It enables the reassessment of known erros
B. It enables quick and efficient diagnosis of incidents
C. It removes the need for collaboration during incident resolution
D. It removes the need for regular customer updates

Answer: B

NEW QUESTION 652
- (Exam Topic 1)
When should a full risk assessment and authorization be carried out for a standard change?

A. Each time the standard change is implemented
B. When the procedure for the standard change is created
C. At least once a year
D. When an emergency change is requested

Answer: B

NEW QUESTION 655
- (Exam Topic 1)
How does a service consumer contribute to the reduction of disk?

A. By paying for the service
B. By managing server hardware
C. By communicating constraints
D. By managing staff availability

Answer: C

NEW QUESTION 656
- (Exam Topic 1)
Which practice owns and manages issues, queries and requests from users?

A. Service desk
B. Problem management
C. Incident management
D. Change control

Answer: A

NEW QUESTION 659
- (Exam Topic 1)
Which TWO statements about the 'service request management' practice are CORRECT?
* 1. Service requests are part of normal service delivery
* 2. Complaints can be handled as service requests
* 3. Service requests result from a failure in service
* 4. Normal changes should be handled as service requests

A. 3 and 4
B. 2 and 3
C. 1 and 4
D. 1 and 2

Answer: D

NEW QUESTION 663
- (Exam Topic 4)
Identify the missing word in the following sentence.
The purpose of the service configuration management practice to to ensure mat accurate and reliable information about the configuration of [?], and the is that support mem, is available when and where it to needed.

A. organizations
B. outcomes

C. IT assets
D. services

Answer: C

Explanation:
The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of IT assets, and the relationships that support them, is available when and where it is needed1. IT assets are any financially valuable components that can contribute to the delivery of an IT product or service2. Configuration items are any component that needs to be managed in order to deliver an IT service3. References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL® 4 – A Pocket Guide, page 36; ITIL® 4 Practice Guide: Service Configuration Management, page 7.

NEW QUESTION 665
- (Exam Topic 4)
Which is the MOST important stakeholder group that a service provider needs to collaborate with?

A. Suppliers
B. Customers
C. Relationship managers
D. Developers

Answer: B

Explanation:
The first important step is identifying and managing all the stakeholder groups that an organization deals with. The first and most obvious stakeholder group is the customers, as in service management the organization's main goal is to facilitate customer outcomes. Other examples of stakeholder collaboration include:
- Developers working with other internal teams
- Suppliers collaborating with the organization
- Relationship managers collaborating with service consumers
- Customers collaborating with each other
- Internal and external suppliers collaborating with each other

The contribution to improvement of each stakeholder group at each level should be understood, as should the most effective methods to engage with them. Depending on the service and the relationship between the service provider and the service consumer, the expectations about the level and type of collaboration can vary significantly. It is important to involve stakeholders, and address their needs at all levels. Determining the type, method, and frequency of such messaging is one of the central activities related to communication.
https://www.bmc.com/blogs/itil-guiding-principles/

NEW QUESTION 668
- (Exam Topic 4)
Which is recommended as pan of the 'progress iteratively with feedback' guiding principle?

A. Prohibit changes to plans after they have been finalized
B. Analyse the whole situation in detail before taking any action
C. Reduce the number of steps that produce tangible results
D. Organize work into small manageable units

Answer: D

Explanation:
The 'progress iteratively with feedback' guiding principle encourages organizations to break down complex initiatives into smaller, simpler, and more manageable units of work1. This principle also recommends seeking and acting on feedback from stakeholders, avoiding big-bang approaches, and adapting plans based on new information2. However, this principle does not advise prohibiting changes to plans, analysing the whole situation in detail, or reducing the number of steps that produce tangible results, as these would be contrary to the iterative and adaptive nature of this principle3. References: ITIL Foundation - ITIL 4 Edition, page 7; ITIL® 4 – A Pocket Guide, page 27; ITIL® 4 Practice Guide: Progress Iteratively with Feedback, page 9.

NEW QUESTION 669
- (Exam Topic 4)
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

Answer: D

Explanation:
Service relationship management is the joint activities performed by a service provider and a service consumer to ensure continual value co-creation1. It involves establishing, maintaining, and optimizing the service relationship throughout the service lifecycle2. Service relationship management ensures that service providers and service consumers continue to create value together by aligning their objectives, expectations, and capabilities3. References: ITIL Foundation - ITIL 4 Edition, page 5; ITIL® 4 – A Pocket Guide, page 16; ITIL® 4 Practice Guide: Service Relationship Management, page 7.

NEW QUESTION 670
- (Exam Topic 4)
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

Answer: A

Explanation:
A SWOT (also known as SLOT) analysis is a powerful strategic planning tool used to evaluate the Strengths, Weaknesses/Limitations, Opportunities and Threats to a project or business
http://steppingstonesforbusiness.co.uk/wp-content/uploads/2012/07/FS116-SWOT-Analysis-for-Continuous-Im

NEW QUESTION 671
- (Exam Topic 4)
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

Answer: B

Explanation:
No service, practice, process, department, or supplier stands alone. The outputs that the organization delivers to itself, its customers, and other stakeholders will suffer unless it works in an integrated way to handle its activities as a whole, rather than as separate parts.
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.
To apply this principle successfully, consider this advice:

> Recognize the complexity of the systems

> Collaboration is key to thinking and working holistically

> Automation can facilitate working holistically
https://www.bmc.com/blogs/itil-guiding-principles/

NEW QUESTION 675
- (Exam Topic 4)
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

Answer: B

Explanation:
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.
https://www.bmc.com/blogs/itil-management-practices/

NEW QUESTION 677
- (Exam Topic 4)
What is the definition of service management?

A. A set of specialized organizational capabilities for enabling value for customers in the form of services
B. A result for a stakeholder enabled by one or more outputs
C. A formal description of one or more services designed to address the needs of a target consumer group
D. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation

Answer: A

Explanation:
Service management is the term used to describe how organizations manage their services to deliver value to their customers and other stakeholders. Service management requires a set of specialized organizational capabilities, such as processes, roles, tools, and competencies, that enable the effective and efficient delivery of services1. Service management is also a professional practice supported by an extensive body of knowledge, experience, and skills3. References: ITIL Foundation - ITIL 4 Edition, page 2; ITIL® 4 – A Pocket Guide, page 11.

NEW QUESTION 678
- (Exam Topic 4)
What is the CORRECT order for the three phases of problem management?

A. Problem control, error control problem identification
B. Error control, problem control, problem identification
C. Problem identification problem control error control
D. Problem identification error control problem control

Answer: C

Explanation:

The problem management practice follows a three-phase approach to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents and managing workarounds and known errors1. The three phases are:

≫ Problem identification: the process of finding problems that are the cause or potential cause of one or more incidents2.

≫ Problem control: the process of analysing the root cause and impact of a problem and developing a workaround or a permanent solution2.

≫ Error control: the process of managing known errors throughout their lifecycle, from recording to removal2. References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL® 4 – A Pocket Guide, page 35; ITIL® 4 Practice Guide: Problem Management, page 9.

NEW QUESTION 683
- (Exam Topic 4)
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

Answer: B

Explanation:
Sponsor: A person who authorizes budget for service consumption; e.g., the Finance Manager
https://www.bmc.com/blogs/itil-key-concepts-service-management/#:~:text=Sponsor%3A%20A%20person%20

NEW QUESTION 686
- (Exam Topic 4)
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

Answer: C

Explanation:
The service request management practice supports the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner1. A service request is a request from a user or a user's authorized representative that initiates a service action that has been agreed as a normal part of service delivery2. A user wanting to know how to create a report is an example of a service request that can be handled by the service request management practice3. The other statements are not true because:

≫ Incident management: The incident management practice restores normal service operation as quickly as possible after an interruption or reduction in quality of an IT service1. A user wanting to know how to create a report is not an incident, as it does not affect the availability or performance of a service2.

≫ Service level management: The service level management practice sets clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets1. This practice does not directly handle user requests, but it may define the service level agreements (SLAs) and service level objectives (SLOs) that apply to them2.

≫ Change enablement: The change enablement practice maximizes the number of successful service and product changes by ensuring that risks have been properly assessed, authorized, and managed within a schedule1. A change is the addition, modification, or removal of anything that could have a direct or indirect effect on IT services2. A user wanting to know how to create a report is not a change, as it does not alter the configuration or functionality of a service component2. References: ITIL Foundation - IT 4 Edition, page 16; ITIL® 4 – A Pocket Guide, page 37; ITIL® 4 Practice Guide: Service Request Management, page 7.

NEW QUESTION 687
- (Exam Topic 4)
What ensures that a service provider and a service consumer continually co-create value?

A. Service consumption
B. Service offerings
C. Change enablement
D. Service relationship management

Answer: D

Explanation:
A service relationship is defined as the cooperation between a service provider and service consumer. Service relationships are established between two or more organizations to co-create value. An organization can play the role of provider or consumer interchangeably, depending on the situation.
https://www.bmc.com/blogs/itil-key-concepts-service-management/#:~:text=and%20stakeholder%20manageme

NEW QUESTION 691
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