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NEW QUESTION: 1

Identify the missing words in the following sentence.

The management of information security incidents usually requires [?].

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 2

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

- A. To support the agreed service quality by effective handling of all agreed user-initiated service requests
- B. To capture demand for incident resolution and service requests
- C. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible
- D. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 3

Which statement about the service value chain is CORRECT?

- A. The service value chain uses value streams to describe a combination of consumers and providers
- B. Each value chain activity identifies a requirement for resources from an external supplier
- C. The service value chain converts value into demand
- D. Each value chain activity uses different combinations of practices to convert inputs into outputs

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 4

Which service management dimension is focused on activities and how these are coordinated?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 5

Which statement about the use of measurement in the 'start where you are' guiding principle is CORRECT?

- A. It should always be used instead of direct observation
- B. It should always be used to support direct observation
- C. Measured data is always more accurate than direct observation
- D. The act of measuring always positively impacts results

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 6

How should an organization prioritize incidents?

- A. Ask the user for their preferred resolution timeframe.
- B. Use an agreed classification which is based on the business impact of the incident.
- C. Assess the availability of the appropriate support team.
- D. Create an order of incidents based on the dates and times when they were logged.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 7

What are 'engage', 'plan' and 'improve' examples of?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 8

Which is a recommendation for applying the guiding principle 'keep it simple and practical'?

- A. Sometimes nothing from the current state can be re used
- B. Communicate in a way the audience can hear
- C. Fast does not mean incomplete
- D. If a practice is easier to follow it is more likely to be adopted

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 9

Which statement about the 'service request management' practice is CORRECT?

- A. A new workflow is created for each type of request
- B. Additional approval is sometimes needed for restoration of service
- C. Service requests are fulfilled using simple workflows
- D. Financial authorization is sometimes required for service requests

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 10

Which guiding principle focuses on reducing costs and human errors?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 11

Which value chain activity ensures that ongoing service activity meets user expectations?

- A. Plan
- B. Obtain/build
- C. Engage
- D. Deliver and support

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 12

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 13

Which statement about change management is CORRECT?

- A. It optimizes overall business risk
- B. It ensures that service requests follow the normal change management process

- C. It ensures that all changes are authorized by the change advisory board (CAB)
- D. It optimizes financial exposure

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 14

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

- A. They are initiated, approved, and managed to ensure that predictable responses are achieved
- B. They are established, reviewed, and reported to ensure that customers are happy with the service
- C. They are scheduled, assessed and authorized to reduce the risk of service failures
- D. They are agreed, documented, and communicated to help set user expectations

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

NEW QUESTION: 15

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

1. It is created from shared values based on how it carries out its work
2. It is determined by the type of technology used to support services
3. It should be based on the culture of prospective suppliers
4. It should be based on the objectives of the organization

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 16

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: ([SHOW ANSWER](#))

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NEW QUESTION: 17

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: (SHOW ANSWER)

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: 18

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

- A. Using bundled metrics to relate performance to outcomes
- B. Using an agreement between the service provider and service supplier
- C. Using individual metrics that relate to the service catalogue
- D. Using single-system-based metrics that relate to outputs

Answer: (SHOW ANSWER)

NEW QUESTION: 19

When should the effectiveness of a problem workaround be assessed?

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

Answer: (SHOW ANSWER)

NEW QUESTION: 20

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

- A. Automating service requests to the greatest degree possible

- B. Providing good-quality updates when expected
- C. Assessing and prioritizing improvement opportunities
- D. Performing service reviews with customers

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 21

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 22

Which describes a set of defined steps for implementing improvements?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 23

Identify the missing words in the following sentence.

When an organization has decided to improve a service, it should start by considering [?].

- A. revised processes
- B. additional measurements
- C. existing information
- D. new methods

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 24

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

- A. Measuring low-level operational activities
- B. Creating targets based on the percentage of uptime of a service
- C. Understanding the ongoing requirements of customers
- D. Using complex technical terminology in service level agreements (SLAs)

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

NEW QUESTION: 25

Which of the four dimensions include, the knowledge bases needed to deliver and manage services?

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

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

This includes the information and technology needed to deliver services (servers, storage, networks, databases, etc.) as well as the information and technology needed to manage those services (ITSM tools, knowledge bases, configuration information, etc.).

<https://www.sysaid.com/blog/entry/everything-you-officially-need-to-know-about-iti-4>

NEW QUESTION: 26

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 27

What do customer perceptions and business outcomes help to define?

- A. The total cost of a service
- B. Service metrics
- C. The value of a service
- D. Key performance indicators (KPIs)

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 28

What is the definition of warranty?

- A. A means of identifying events that could cause harm or loss
- B. A means of determining whether a service is fit for purpose
- C. A means of determining whether a service is fit for use
- D. A means of identifying a result for a stakeholder

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 29

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 re-prioritized as ideas are documented
- C. It should be used to capture user demand
- D. There should only be one for the whole organization

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 30

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

- A. The flow of the model helps organizations to link improvements to its goals
- B. Organizations should use an additional model or method to link improvements to customer value
- C. Organizations should work through the steps of the model in the sequence in which they are presented
- D. The model is applicable to only certain parts of the service value system

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

NEW QUESTION: 31

What should all 'continual improvement' decisions be based on?

- A. A recent maturity assessment
- B. Details of how services are measured
- C. An up-to-date balanced scorecard
- D. Accurate and carefully analysed data

Answer: ([SHOW ANSWER](#)**)**

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NEW QUESTION: 32

Which is a use of a change schedule?

- A. Providing information about deployed changes to help manage incidents and problems
- B. Speeding up the planning and authorization of emergency changes
- C. Tracking and managing improvement ideas from identification through to final action
- D. Providing a means of initiating and assessing normal changes

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 33

Which is one of the MAIN concerns of the 'design and transition' value chain activity?

- A. Understanding the organization's vision
- B. Understanding stakeholder needs
- C. Meeting stakeholder expectations

D. Ensuring service components are available

Answer: ([SHOW ANSWER](#))

The purpose of 'obtain/build' value chain activity is "to ensure that service components are available when and where they are needed, and meet agreed specifications." Service components for 'deliver and support' and service components for design and transition are key outputs of 'obtain/build' value chain activity.

NEW QUESTION: 34

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

- A. Incident management
- B. Problem management
- C. Service level management
- D. Service request management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 35

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 level management
- B. Continual improvement
- C. Service desk
- D. Monitoring and event management

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

NEW QUESTION: 36

Why should a service level manager carry out regular service reviews?

- A. To collect information about service consumer goals and objectives
- B. To ensure continual improvement of services, so that they meet the evolving needs of service consumers
- C. To ensure that agreements are written simply and are easy to understand
- D. To capture information about service issues and performance against agreed goals

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 37

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 (LEAVE A REPLY)

"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.servicedeskstitute.com/the-case-for-iti4-foundation-service-desk-analyst-training/#:~:text=%E2%80%9CService%20desk%20staff%20require%20training,effective%20communication%2C%20and%20emotional%20intelligence.>

NEW QUESTION: 38

Which practice is MOST LIKELY to make use of artificial intelligence, robotic process automation, and chatbots?

- A. Incident management
- B. Problem management
- C. Continual improvement
- D. Service desk

Answer: (SHOW ANSWER)

NEW QUESTION: 39

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

- A. Service request management
- B. Service level management
- C. Service configuration management
- D. Change enablement

Answer: (SHOW ANSWER)

NEW QUESTION: 40

What varies in size and complexity, and uses functions to achieve its objectives?

- A. A practice
- B. An organization
- C. An outcome
- D. A risk

Answer: (SHOW ANSWER)

NEW QUESTION: 41

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

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

Answer: (SHOW ANSWER)

NEW QUESTION: 42

When planning 'continual improvement', which approach for assessing the current state of a service is CORRECT?

- A. An organization should always develop competencies in methodologies and techniques that will meet their needs
- B. An organization should always use a single technique to ensure metrics are consistent
- C. An organization should always use a strength, weakness, opportunity and threat (SWOT) analysis
- D. An organization should always use an approach that combines Lean, Agile and DevOps methodologies

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 43

Which dimension is MOST concerned with skills, competencies, roles and responsibilities?

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

Answer: ([SHOW ANSWER](#))

Value streams and processes focus mainly on those areas which ensure integration and coordination of various actions and parts which contribute towards better value creation for the organization. This dimension is more concerned about the way the organization has organized the activities or processes and how it enables and ensures the value creation across all stakeholders.

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

NEW QUESTION: 44

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 45

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: ([SHOW ANSWER](#))

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: 46

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: ([SHOW ANSWER](#))

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

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NEW QUESTION: 47

What is the MOST important reason for prioritizing incidents?

- A. To ensure that user expectations are realistic
- B. To help information-sharing and learning
- C. To provide links to related changes and known errors
- D. To ensure that incidents with highest impact are resolved first

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

NEW QUESTION: 48

Which process is used to compare the value that new services offer with the value of the services they have replaced?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 49

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

- A. Outcome
- B. Utility
- C. Cost
- D. Asset

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 50

Which ITIL practice has the purpose to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels?

- A. Change enablement
- B. Relationship management
- C. Supplier management
- D. Service desk

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

NEW QUESTION: 51

Which practice has a purpose that includes responding to conditions that could lead to potential faults or incidents?

- A. Incident management
- B. Change enablement
- C. Service request management
- D. Monitoring and event management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 52

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

- A. Information security management
- B. Continual improvement
- C. Monitoring and event management
- D. Service level management

Answer: ([SHOW ANSWER](#))

To protect the information needed by the organization to conduct its business. This includes understanding and managing risks to the confidentiality, integrity, and availability of information, as well as other aspects of information security such as authentication and non-repudiation.

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

NEW QUESTION: 53

Which practice makes use of methods from Lean, Agile and DevOps?

- A. Problem management
- B. Incident management
- C. Continual improvement
- D. Service desk

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 54

Which statement about value creating activities is CORRECT?

- A. Each value stream should be designed with a specific combination of service value chain activities
- B. Organizations should ensure that each value stream is applicable to many scenarios
- C. A value stream is an operating model for creating value through products and services
- D. Service value chain activities have pre-determined dependencies on ITIL practices

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 55

Which practice's purpose includes creating closer more collaborative relationships?

- A. Supplier management
- B. Release management
- C. Information security management
- D. Service configuration management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 56

What is an event?

- A. Cause of one or more incidents
- B. The addition, modification, or removal of anything that could have a direct or indirect effect on services
- C. An unplanned interruption to a service or reduction in the quality of a service
- D. Any change of state that has significance for the management of a service or other configuration item

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 57

Which of the following is included in the purpose of the 'continual improvement' practice?

- A. The restoration of normal service operation as quickly as possible
- B. The establishment of links between the organization and its stakeholders at strategic and tactical levels
- C. The alignment of the organization's practices and services with changing business needs
- D. The reduction of the likelihood and impact of incidents

Answer: (SHOW ANSWER)

Continual improvement encompasses all elements of the ITIL SVS. It involves aligning an organization's practices and services with changing business needs, through the ongoing assessment and improvement of each element involved in the management of products and services. Continual improvement applies to the SVS in its entirety, as well as to all of the organization's products, services, service components, and relationships, and is the responsibility of every individual involved in service management.

<https://www.bmc.com/blogs/itil-continual-improvement/>

NEW QUESTION: 58

Which two are considered part of the 'organizations and people' dimension of service management?

- 1. Systems of authority
- 2. Culture
- 3. Relationships between organizations
- 4. Workflows

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

Answer: (SHOW ANSWER)

NEW QUESTION: 59

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

Answer: (SHOW ANSWER)

NEW QUESTION: 60

Which will help solve incidents more quickly?

- A. Escalating all incidents to support teams
- B. Detailed procedural steps for incident investigation
- C. Target resolution times
- D. Collaboration between teams

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 61

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

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

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 62

A major incident has been closed, but there is a risk that it might happen again. How should this be logged and managed?

- A. As a problem
- B. As a change request
- C. As a service request
- D. As an event

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 63

Which practice updates information relating to symptoms and business impact?

- A. Change control
- B. Incident management
- C. Service level management
- D. Service request management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 64

What must always be done before an activity is automated?

- A. Ensure the solution removes the need for human intervention
- B. Check that suitable new technology has been purchased
- C. Check that the activity has already been optimized
- D. Ensure that DevOps has been successfully implemented

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 65

Which practice requires focus and effort to engage and listen to the requirements, issues, concerns and daily needs of customers?

- A. Service desk
- B. Supplier Management
- C. Service request management
- D. Service level management

Answer: ([SHOW ANSWER](#))

In order to be aligned to customer outcomes and expectations, SLM requires focus and effort to engage and listen to the requirements, issues, concerns, and daily needs of customers:

* Engagement is needed to understand and confirm the actual ongoing needs and requirements of customers, not simply what is interpreted by the service provider or has been agreed several years before. ITIL4 refers to value as being co-created, since it needs the input and validation of customers.

* Listening is important as a relationship-building and trust-building activity, to show customers that they are valued and understood. This helps to move the provider away from always being in 'solution mode' and to build new, more constructive partnerships. Each customer is unique, and the service provider must not have a one-size-fits-all approach.

The activities of engaging and listening provide a great opportunity to build improved relationships and to focus on what really needs to be delivered. They also give service delivery staff an experience-based understanding of the day-to-day work that is done with their technology, enabling them to deliver a more business-focused service. When the customer is engaged and listened to, they feel valued and their perception of the service and service management activities improves.

<https://www.bmc.com/blogs/itil-service-level-management/>

NEW QUESTION: 66

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: ([SHOW ANSWER](#))

NEW QUESTION: 67

Which step of the 'continual improvement model' defines measurable targets?

- A. how we get there?
- B. Where are we now?
- C. What is the vision?
- D. Where do we want to be?

Answer: ([SHOW ANSWER](#))

This is one of the most important questions for continual improvement. This question helps to define measurable targets for the IT service provider that will help to reach the vision of the company in the long- term. At this stage, we look at the identified key performance indicators from the previous step and determine what values we want to target for each of these indicators. This decision must be made with the business's vision in mind, but also with a sense of what is practically possible.

<https://blog.masterofproject.com/continual-improvement-model/>

NEW QUESTION: 68

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

- A. To align the organization's practices and services with changing business needs
- B. To establish and nurture the links between the organization and its stakeholders
- C. To set clear business-based targets for service performance
- D. To support the agreed quality of a service handling all agreed, userinitiated service requests

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 69

Identify the missing word in the following sentence.

A known error is a problem that has been [?] and has not been resolved.

- A. closed
- B. analysed
- C. escalated
- D. logged

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 70

Which practice provides visibility of the organization's services by capturing and reporting on service performance?

- A. Service configuration management
- B. Service request management
- C. Service level management
- D. Service desk

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 71

What is the definition of "service management"?

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

Answer: (SHOW ANSWER)

Service management is a set of specialized organizational capabilities for enabling value for customers in the form of services. These capabilities include tangible things like capital, people, and equipment, and can also include intangible things like knowledge, management and skills. These capabilities can also include intangible things, like knowledge, management, and skills.

<https://www.bmc.com/blogs/itil-key-concepts-service-management/#:~:text=Service%20management%20is%20a%20set,like%20knowledge%2C%20management%20and%20skills.>

NEW QUESTION: 72

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: (SHOW ANSWER)

The key inputs to the SVS are opportunity and demand. The output of the SVS is value delivered by products and services. Opportunity refers to options or possibilities to add value for stakeholders or otherwise improve the organization

<https://www.bmc.com/blogs/itil-service-value-system/#:~:text=The%20key%20inputs%20to%20the,or%20otherwise%20improve%20the%20organization.>

NEW QUESTION: 73

What does 'change enablement' PRIMARILY focus on?

- A. Changes to products and services
- B. Changes to service levels
- C. Changes to organizational structure
- D. Changes to skills and competencies

Answer: (SHOW ANSWER)

NEW QUESTION: 74

Which statement about known errors and problems is CORRECT?

- A. Known errors cause vulnerabilities, problems cause incidents
- B. A known error is the cause of one or more problems
- C. Known errors are managed by technical staff, problems are managed by service management staff
- D. Known error is the status assigned to a problem after it has been analysed

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 75

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

- A. Prioritizing and creating business cases for improvement initiatives.
- B. handing compliments and complaints from user to identify improvements.
- C. Improving relationships with and between stakeholders.
- D. Identifying the cause unplanned interruptions to service.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 76

Which statement about outcome is CORRECT?

- A. Outcomes use activities to produce tangible or intangible deliverables
- B. Outcomes rely on outputs to deliver results for a stakeholder
- 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: ([SHOW ANSWER](#))

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NEW QUESTION: 77

Which describes a standard change?

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

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

NEW QUESTION: 78

Which TWO of the following statements are MOST associated with the optimize and automate' guiding principle?

1. It is important to assess which method of communication is appropriate 'or each type of stakeholder.
2. Complex systems should be designed with an understanding of how the components' parts are related.
3. Organizations should consider whether technology could improve the efficiency o' manual processes.
- 4 It is important to understand the organization's objectives when assessing the impact of potential improvements.

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

Answer: (SHOW ANSWER)

You need to use all of your resources as effectively and efficiently as you can. This means that you should automate wherever you can, and use people only for tasks that can't be automated. It also means that you need to think carefully about what you can automate and about the circumstances where only a person will do; and about simplifying those processes you do decide to automate to eliminate wasteful or inefficient steps.

You should always optimize the work BEFORE you automate it, as automating something that is inefficient or ineffective may just result in you doing the wrong thing faster!

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

NEW QUESTION: 79

Identify the missing words in the following sentence.

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

- A. a formal process
- B. detailed procedures
- C. a value chain activity
- D. a dedicated team

Answer: (SHOW ANSWER)

NEW QUESTION: 80

Identify the missing word in the following sentence.

A customer define is the [?] for a service and takes responsibility for the outcomes of service consumption.

- A. Suppliers

- B. products
- C. Requirements
- D. Resources

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 81

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

- A. The low of the model helps organizations to link improvements to its goals
- B. Organizations should work through the steps of the model in the sequence in which they are presented
- C. Organizations should use an additional model or method to link improvements to customer value
- D. The model is applicable to only certain parts of the service value system

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 82

Which guiding principle recommends consideration of the four dimensions in order to make something as effective and as useful as it needs to be?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 83

How should automation be implemented?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 84

What is the definition of a known error?

- A. An unplanned interruption to a service, or reduction in the quality of a service
- B. Any change of state that has significance for the management of a service or other configuration item (CI)
- C. A cause, or potential cause, of one or more incidents
- D. A problem that has been analyzed and has not been resolved

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 85

What is a problem that has been analysed but has not been resolved?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 86

Which ITIL concept describes governance?

- A. The four dimensions of service management
- B. The service value system
- C. The seven guiding principles
- D. The service value chain

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

NEW QUESTION: 87

Which phase of problem management includes the regular re-assessment of the effectiveness of workarounds?

- A. Problem identification
- B. Problem control
- C. Error control
- D. Problem analysis

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

Error control also regularly re-assesses the status of known errors that have not been resolved, taking account of the overall impact on customers and/or service availability, and the cost of permanent resolutions, and effectiveness of workarounds

<https://www.bmc.com/blogs/itil-problem-management/#:~:text=Error%20control%20also%20regularly%20re,resolutions%2C%20and%20effectiveness%20of%20workarounds.>

NEW QUESTION: 88

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

- A. Relationship management
- B. Change control
- C. Release management
- D. Monitoring and event management

Answer: ([SHOW ANSWER](#))

Reference: <https://www.symphonysummit.com/products/what-is-it-service-management-itsm/>

NEW QUESTION: 89

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 90

Which practice has a purpose that includes the management of financially valuable components that can contribute to the delivery of an IT service?

- A. IT asset management
- B. Deployment management
- C. Continual management
- D. Monitoring and event management

Answer: ([SHOW ANSWER](#))

An asset is defined as anything that is useful or valuable within a product or service. This value is generally determined financially: how much an asset costs versus how much it saves.

<https://www.bmc.com/blogs/it-asset-management/>

NEW QUESTION: 91

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: ([SHOW ANSWER](#))

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/>

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NEW QUESTION: 92

When should a workaround be created?

- A. As soon as possible, once the incident is logged
- B. After the resolution of a problem
- C. When a problem cannot be resolved quickly
- D. When a potential permanent solution has been identified

Answer: ([SHOW ANSWER](#))

Reference: <https://www.globalknowledge.com/us-en/resources/resource-library/articles/incidents-and-problems-workarounds/>

NEW QUESTION: 93

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

- A. Incidents
- B. Events
- C. Requests
- D. Problems

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 94

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

- A. Ensure that all supplier problem management activities result in improvements
- B. Ensure suppliers include details of their approach to service improvement in contracts
- C. Require evidence that the supplier uses agile development methods
- D. Require evidence that the supplier implements all improvements using project management practices

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 95

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

- A. Keep it simple and practical
- B. Focus on value
- C. Start where you are
- D. Collaborate and promote visibility

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 96

Which is one of the five aspects of service design?

- A. Management policy for business case creation

- B. Corporate governance and policy
- C. Management information systems and tools
- D. Risk analysis and management approach

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 97

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. Focus on value
- D. Start where you are

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 98

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

- A. The information created, managed and used in the course of service provision and consumption
- B. The required skills and competencies of teams and individual members of the organization
- C. The activities, workflows, controls and procedures needed to achieve the agreed objectives
- D. The level of integration and formality involved in the relationships between organizations

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 99

Which is an example of a service request?

- A. A request for normal operation to be restored
- B. A request to implement a security patch
- C. A request for access to a file
- D. A request to investigate the cause of an incident

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

<https://www.bmc.com/blogs/itil-service-request-management/>

NEW QUESTION: 100

What is the CORRECT definition of service management?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 101

Which practice facilitates operational communication between the service provider organization and users in the service consumer organization?

- A. Relationship management
- B. Service level management
- C. Service desk
- D. Monitoring and event management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 102

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

- A. Service desk
- B. Problem management
- C. Deployment management
- D. Service configuration management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 103

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

- A. It should be based on the service provider's view of the service
- B. It should be written in legal language
- C. It should relate to simple operational metrics
- D. It should be simply written and easy to understand

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 104

What is a change schedule used for?

- A. To help plan emergency changes
- B. To help authorize standard changes
- C. To help manage normal changes
- D. To help assign a change authority

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 105

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

- A. Resolution of incidents in a time that meet customer expectations
- B. Prioritization of problems based on the risk that they pose
- C. Authorization of changes to resolve the cause of problems.
- D. Restoration of normal service operation as quickly as possible

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 106

Which guiding principle leads to a faster response to customer needs by timeboxing activities and learning from the outputs of previous activities?

- A. Optimize and automate
- B. Collaborate and promote visibility
- C. Progress iteratively with feedback
- D. Focus on value

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 107

Identify the Missing word(s) in the following sentence

A(n) [?] cause, or potential cause, of one or more incidents?

- A. Change
- B. Event
- C. Known error
- D. Problem

Answer: ([SHOW ANSWER](#))

ITIL® defines a problem as a cause, or potential cause, of one or more incidents. A known error is a problem that has been analyzed but not resolved.

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

NEW QUESTION: 108

Which statement about metrics is CORRECT?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 109

What is required by all service desk staff?

- A. Root cause analysis skills
- B. Excellent technical knowledge
- C. Demonstration of emotional intelligence
- D. Knowledge of telephony technology

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 110

Which guiding principle emphasizes the need to understand the flow of work in progress, identify bottlenecks, and uncover waste?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 111

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: ([SHOW ANSWER](#))

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%](https://www.bmc.com/blogs/itil-key-concepts-service-management/#:~:text=Sponsor%3A%20A%20person%20who%20authorizes,%3B%20e.g.%2C%20the%20Finance%20Manager.)

[20who%20authorizes,%3B%20e.g.%2C%20the%20Finance%20Manager.](https://www.bmc.com/blogs/itil-key-concepts-service-management/#:~:text=Sponsor%3A%20A%20person%20who%20authorizes,%3B%20e.g.%2C%20the%20Finance%20Manager.)

NEW QUESTION: 112

Which dimension considers how knowledge assets should be protected?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 113

Which is an example of a service request?

- A. A request for access to a file
- B. A request to implement a security patch

- C. A request for normal operation to be restored
- D. A request to investigate the cause of an incident

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 114

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: ([SHOW ANSWER](#))

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

NEW QUESTION: 115

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

- A. Problem management
- B. Change enablement
- C. Service desk
- D. Service level management

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

NEW QUESTION: 116

Which is considered by the 'partners and suppliers' dimension?

- A. Working with an integrator to manage relationships
- B. Using artificial intelligence
- C. Defining controls and procedures
- D. Using formal roles and responsibilities

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 117

What is the purpose of the 'monitoring and event management' practice?

- A. To manage workarounds and known errors
- B. To restore normal service operation as quickly as possible
- C. To systematically observe services and service components
- D. To capture demand for incident resolution and service requests

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 118

Which will NOT be handled as a service request?

- A. The degradation of a service
- B. The provision of a laptop
- C. The replacement of a toner cartridge
- D. A complaint about a support team

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 119

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: ([SHOW ANSWER](#))

NEW QUESTION: 120

Which guiding principle discourages 'silo activity'?

- A. Keep it simple and practical
- B. Collaborate and promote visibility
- C. Start where you are
- D. Focus on value

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

NEW QUESTION: 121

Which is a purpose of the 'engage' value chain activity?

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

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 122

Which statement about the 'four Ps' of service design is CORRECT?

- A. Processes refers to skill and training
- B. Partners refers to suppliers and vendors
- C. People refers to technology and tools
- D. Products refers to producers and metrics

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 123

What is the purpose of service level management?

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

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

NEW QUESTION: 124

Which function is responsible for the management of a data centre?

- A. Technical management
- B. Service desk
- C. Application management
- D. Facilities management

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 125

What should be done first when applying the 'focus on value' guiding principle?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 126

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

- A. Ensuring that service components are available when needed
- B. Ensuring that stakeholder needs are understood by the organization
- C. Ensuring that services are operated to meet agreed specifications
- D. Ensuring that stakeholder expectations for quality are met

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 127

Which step of the continual improvement model includes baseline assessments?

- A. What is the vision?
- B. Did we get there?
- C. Where do we want to be?
- D. Where are we now?

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 128

Identify the missing word in the following sentence.

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

- A. configuration item
- B. change
- C. risk
- D. problem

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 129

Which TWO of the following are considerations of change enablement?

1. Managing the people aspects of change
2. Ensuring that organizational transformations are successful
3. Maximizing the number of successful service changes
4. Ensuring that changes are properly assessed

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 130

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 ([LEAVE A REPLY](#))

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: 131

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: ([SHOW ANSWER](#))

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NEW QUESTION: 132

Which dimension of service management includes consideration of the type of relationship required with other organizations involved in the design and delivery of services?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 133

Which statement about value streams is CORRECT?

- A. Each value stream must include suppliers or partners
- B. Each value stream must include all six value chain activities
- C. Each value stream must include all 34 ITIL practices
- D. Each value stream must be designed for a specific scenario

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 134

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

- A. Populating and maintaining the asset register
- B. Identifying and logging opportunities
- C. Delivering tactical and operational engagement with customers
- D. Providing a clear path for users to report issues, queries, and requests

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 135

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: ([SHOW ANSWER](#))

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

NEW QUESTION: 136

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

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

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 137

Which practice has a purpose that includes helping the organization to maximize value, control costs and manage risks?

- A. Relationship management
- B. IT asset management
- C. Service desk
- D. Release management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 138

Which costs are included in the value proposition of a service?

- A. Money that the service consumer no longer needs to spend because they are using the service
- B. Tangible or intangible results for the service consumer because they are using the service
- C. The benefits, usefulness, and importance of the service that are perceived by the service consumer
- D. Additional expense that the service consumer has because they are using the service

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 139

What is the difference between the 'incident management' and 'service desk' practices?

- A. Incident management restores service operation, service desk provides communication with users
- B. incident management manages interruptions to service desk monitors achieved service quality
- C. incident management resolves issues, service desk investigates the underlying causes of issues
- D. incident management resolves complex issues, service desk resolve simpler issues.

Answer: ([SHOW ANSWER](#))

A help desk is considered to be focused on break-fix (what ITIL calls incident management), whereas a service desk is there to assist with not only break-fix but also with service requests (requests for new services) and requests for information (such as "how do I do X?").

[https://www.atlassian.com/itsm/service-request-management/help-desk-vs-service-desk-vs-itsm#:~:text=A%](https://www.atlassian.com/itsm/service-request-management/help-desk-vs-service-desk-vs-itsm#:~:text=A%20help%20desk%20is%20considered,%20do%20X%3F%E2%80%9D)

[20help%20desk%20is%20considered,%20do%20X%3F%E2%80%9D\).](https://www.atlassian.com/itsm/service-request-management/help-desk-vs-service-desk-vs-itsm#:~:text=A%20help%20desk%20is%20considered,%20do%20X%3F%E2%80%9D)

NEW QUESTION: 140

Which describes a 'change authority'?

- A. A person who approves a change
- B. A tool used to help changes
- C. A model used to determine who will assess a change
- D. A way to manage the people aspects of change

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 141

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: ([SHOW ANSWER](#))

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%](https://wiki.process-symphony.com.au/framework/lifecycle/process/it-asset-management-itil-4/#:~:text=IT%20asset%20is%20any%20financially,cloud%20services%2C%20and%20client%20devices.)

[20asset%20is%20any%20financially,cloud%20services%2C%20and%20client%20devices.](https://wiki.process-symphony.com.au/framework/lifecycle/process/it-asset-management-itil-4/#:~:text=IT%20asset%20is%20any%20financially,cloud%20services%2C%20and%20client%20devices.)

NEW QUESTION: 142

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 143

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. Service level management
- B. Service request management
- C. Change enablement
- D. Incident management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 144

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

- A. Change control
- B. Service level management
- C. Service request management
- D. Problem management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 145

What happens if a workaround becomes the permanent way of dealing with a problem that cannot be resolved cost-effectively?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 146

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: ([SHOW ANSWER](#))

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: 147

Which is the FIRST thing to consider when focusing on value?

- A. Identifying the service customer who will receive value
- B. Defining customer experience and user experience
- C. Understanding what is valuable to the service consumer
- D. Ensuring value is co-created by improvement initiatives.

Answer: ([SHOW ANSWER](#))

When focusing on value, the first step is to know who are the customers and key stakeholders being served.

Next, it is important to have an understanding of what constitutes value from the consumer's perspective.

<https://www.bmc.com/blogs/itil-guiding-principles/#:~:text=When%20focusing%20on%20value%20the,value%20from%20the%20consumer's%20perspective.>

NEW QUESTION: 148

Which of the following is an example of workaround?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 149

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

- A. There should be a separate change authority for standard changes which includes senior managers who understand the risks involved
- 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. Standard changes are those that need to be scheduled, assessed and authorized following a standard process

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 150

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

- A. Relationship management
- B. Change enablement
- C. Supplier management
- D. Service desk

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

Reference: <https://www.knowledgehut.com/tutorials/itil4-tutorial/itil-management-practices-processes>

NEW QUESTION: 151

How is a continual improvement register used?

- A. To record requests for provision of a resource or service
- B. To provide a structured approach to implementing improvements

- C. To organize past, present, and future improvement ideas
- D. To authorize changes to implement improvement initiatives

Answer: B (LEAVE A REPLY)

The ITIL continual improvement model, which provides organizations with a structured approach to implementing improvements

<https://www.bmc.com/blogs/itil-continual-improvement/>

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NEW QUESTION: 152

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

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

Answer: (SHOW ANSWER)

NEW QUESTION: 153

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

- A. Optimize and automate
- B. Collaborate and promote visibility
- C. Keep it simple and practical
- D. Think and work holistically

Answer: (SHOW ANSWER)

NEW QUESTION: 154

Identify the missing word in the following sentence.

A service is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific [?] and risks.

- A. warranty
- B. costs
- C. information

D. utility

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 155

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: ([SHOW ANSWER](#))

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

NEW QUESTION: 156

Identify the missing word in the following sentence.

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

- A. elements
- B. assets
- C. services
- D. values

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 157

Which practice has a purpose to support the quality of the service by handling all agreed user initiated service requests?

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

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

NEW QUESTION: 158

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: ([SHOW ANSWER](#))

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-iti-4-service-value-chain/#:~:text=The%20Obtain%2FBuild%](https://www.beyond20.com/blog/what-is-the-iti-4-service-value-chain/#:~:text=The%20Obtain%2FBuild%20activity%20is,they%20meet%20the%20agreed%20specifications.)

[20activity%20is,they%20meet%20the%20agreed%20specifications.](https://www.beyond20.com/blog/what-is-the-iti-4-service-value-chain/#:~:text=The%20Obtain%2FBuild%20activity%20is,they%20meet%20the%20agreed%20specifications.)

NEW QUESTION: 159

Which statement about change authorization is CORRECT?

- A. A change authority should be assigned to each type of change and change model
- B. Standard changes are high risk and should be authorized by the highest level of change authority
- C. Centralizing change authorization to a single person is the most effective means of authorization
- D. The authorization of normal changes should be expedited to ensure they can be implemented quickly

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 160

What is used as a tool to help define and measure performance?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 161

Which is a purpose of the 'relationship management' practice?

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

Answer: ([SHOW ANSWER](#))

Reference: [https://wiki.process-symphony.com.au/framework/lifecycle/process/relationship-management-iti-](https://wiki.process-symphony.com.au/framework/lifecycle/process/relationship-management-iti-4/)

[4/](https://wiki.process-symphony.com.au/framework/lifecycle/process/relationship-management-iti-4/)

NEW QUESTION: 162

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

- A. Obtain/build
- B. Plan

C. Engage

D. Improve

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 163

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

A. Governance

B. Service value chain

C. Guiding principles

D. Practices

Answer: ([SHOW ANSWER](#))

Reference: <https://www.thinkhdi.com/library/supportworld/2019/evolution-itiil-new-operating-model-itiil-4.aspx>

aspx

NEW QUESTION: 164

Which practice has a purpose that includes managing authentication and non-repudiation?

A. Information security management

B. IT Asset Management

C. Change enablement

D. Service Configuration management

Answer: ([SHOW ANSWER](#))

Nonrepudiation provides an assurance that the sender of data is provided with proof of delivery and the recipient is provided with proof of the sender's identity, so neither can later deny having processed the data.

Further, this concept can apply to any activity, not just the sending and receiving of data; in a more general sense, it is a mechanism to prove that an activity was performed and by whom.

Nonrepudiation is typically comprised of authentication, auditing/logging, and cryptography services.

<https://www.sciencedirect.com/topics/computer-science/nonrepudiation>

NEW QUESTION: 165

Which statement about outcomes is CORRECT?

A. Outcomes rely on outputs to deliver results for a stakeholder.

B. Outcomes gives service consumers assurance of products or services

C. Outcomes help a service consumers to assess the cost of a specific activity

D. Outcomes use activities to produce tangible or intangible deliverables.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 166

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

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

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

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NEW QUESTION: 167

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 168

What type of change is often used for resolving incidents or implementing security patches?

- A. Standard change
- B. Normal change
- C. Emergency change
- D. Change model

Answer: ([SHOW ANSWER](#))

* A change that must be implemented as soon as possible without strictly following the standard process e.g. to resolve an incident or implement a security patch.

* The process for assessment and authorization is expedited to ensure quick implementation, so scheduling and documentation is not a priority.

* The change authority may be separate from what is standard or normal practice, typically smaller in number but with greater capacity to expedite approval.

<https://www.bmc.com/blogs/itil-change-enablement/>

NEW QUESTION: 169

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: ([SHOW ANSWER](#))

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

NEW QUESTION: 170

How do all value chain activities transform inputs to outputs?

- A. By using a combination of practices
- B. By using a single functional team
- C. By determining service demand
- D. By implementing process automation

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 171

What is a problem?

- A. An addition or modification that could have an effect on services
- B. Any change of state that has significance for the management of a configuration item
- C. An unplanned reduction in the quality of a service
- D. A cause or potential cause of one or more incidents

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 172

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 173

Which practice coordinates the classification, ownership and communication of service requests and incidents?

- A. Service desk
- B. Supplier management
- C. Relationship management

D. Problem management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 174

Which statement about outcomes is CORRECT?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 175

What role would be MOST suitable for someone with lots 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 desk agent
- B. Problem analyst
- C. Change authority
- D. Service level manager

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 176

Which principle concentrates on service consumers?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 177

Which statement about change authorities is CORRECT?

- A. Change authorities are only required for authorizing normal changes
- B. Change authorities are assigned for each type of change and change model
- C. Change authorities are assigned when each change is deployed
- D. Change authorities are only required for authorizing emergency changes

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 178

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 179

What is the MAIN benefit of 'problem management'?

- A. Restoring normal service as quickly as possible
- B. Managing workarounds and known errors
- C. Reducing the number and impact of incidents
- D. Maximizing the number of successful changes

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 180

Which is described by the 'organizations and people' dimension of service management?

- A. Communication and collaboration
- B. Workflows and controls
- C. Inputs and outputs
- D. Contracts and agreement

Answer: ([SHOW ANSWER](#))

The organizations and people dimension sets out the people aspects of service management to be considered when designing, operating and changing service offerings. People include employees, managers, executives, customers, supplier employees, or anybody else who is involved in the creation or consumption of services.

<https://assyst.ifs.com/blog/what-are-the-four-dimensions-of-iti-4>

NEW QUESTION: 181

What impact does automation have on a service desk?

- A. Increased phone contact and a reduced ability to focus on user experience
- B. Ability to work from a single centralised location
- C. Ability to work from multiple locations, geographically dispersed
- D. Less low level work and a greater ability to focus on user experience

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 182

Which describes a CORRECT approach to change authorization?

- A. formal changes are typically implemented as service requests and authorized by the service desk
- B. Emergency changes should be authorized by as many people as possible to reduce risk
- C. formal changes should be assessed and authorized before they are deployed
- D. Changes included in the change schedule are pre-authorized and do not need additional authorization

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 183

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 184

Which guiding principle helps an organization to understand the impact of an altered element on other elements in a system?

- A. Start where you are
- B. Focus on value
- C. Keep it simple and practical
- D. Think and work holistically

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 185

Which is NOT a key focus of the 'information and technology' dimension?

- A. Workflow management and inventory systems
- B. Roles and responsibilities
- C. Security and compliance

D. Communication systems and knowledge bases

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 186

What is the primary focus of business capacity management?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 187

Which practice ensures that a variety of access channels are available for users to report issues?

- A. Service desk
- B. Service level management
- C. Incident management
- D. Change enablement

Answer: ([SHOW ANSWER](#))

Service desks provide a variety of channels for access including:

- * Phone calls, which can include specialized technology, such as interactive voice response (IVR), conference calls, voice recognition, and others.
- * Service portals and mobile applications, supported by service and request catalogues, and knowledge bases.
- * Chat, through live chat and chatbots.
- * Email for logging and updating, and for follow-up surveys and confirmations.
- * Walk-in service desk (which are becoming more prevalent in some sectors, such as higher education, where there are high peaks of activity that demand physical presence).
- * Text and social media messaging, which are useful for notifications in case of major incidents and for contacting specific stakeholder groups, but can also be used to allow users to request support.
- * Public and corporate social media and discussion forums for contacting the service provider and for peer-to-peer support.

<https://www.bmc.com/blogs/itil-service-desk/>

NEW QUESTION: 188

Who is responsible for defining metrics for change management?

- A. The change management process owner

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 189

Which statement about outcomes is CORRECT?

- A. Outcomes enable products to be delivered to a stakeholder
- B. An outcome defines the amount of money spent on technology for a service
- C. An outcome depends on at least one output to deliver a result
- D. Outcomes provide assurance to stakeholders on how a service performs

Answer: ([SHOW ANSWER](#))

It is important to understand the difference in these terms not just for clarity, but because outputs are much easier to measure than outcomes.

* Outputs are nearly always quantitative, with data available to show whether these have been delivered.

Outputs are easy to report on and to validate. There is no grey area.

* Outcomes are more challenging to verify because they are both qualitative and quantitative.

Whether your outcomes have been achieved will rely, to a great extent, on the perception of the people who receive the service. Perceptions are not easy to measure or report on, but it is essential you find a way to do so.

<https://www.bmc.com/blogs/outcomes-vs-outputs/>

NEW QUESTION: 190

Which statement about outcomes is CORRECT?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 191

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

- A. Change enablement
- B. Problem management
- C. Service request management
- D. Service level management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 192

Which is a purpose of the 'service desk' practice?

- A. To be the entry point and single point of contact for the service provider with all of its users
- B. To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels
- C. To support the agreed quality of a service by handling all pre-defined, user-initiated service requests
- D. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 193

Which stakeholders co-create value in a service relationship?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 194

Which statement about service relationship management is CORRECT?

- A. It focuses on the fulfilment of the agreed service actions
- B. It focuses on the service actions performed by users
- C. It requires co-operation of both the service provider and service consumer
- D. It requires the service consumer to create resources for the service provider

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 195

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 196

What is a change schedule PRIMARILY used for?

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

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 197

A flaw in an application could cause a service to fail IT staff are actively analysing the application to try and understand what is going on. What is the correct name for this type of flaw?

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

Answer: (SHOW ANSWER)

NEW QUESTION: 198

Which is the correct combination of items that makes up an IT service?

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

Answer: (SHOW ANSWER)

NEW QUESTION: 199

Which are the elements of process control?

- A. Work instructions, procedures and roles
- B. Process owner, policy and objectives
- C. Resources, capabilities and metrics
- D. Inputs, outputs and triggers

Answer: (SHOW ANSWER)

NEW QUESTION: 200

Which BEST describe the focus of the 'think and work holistically' principle?

- A. Considering the existing organizational assets before building something new
- B. Integrating an organization's activities to deliver value
- C. Eliminating unnecessary steps to deliver valuable outcomes
- D. Breaking down large initiative into smaller pieces of work

Answer: (SHOW ANSWER)

Think and work holistically

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.

<https://www.bmc.com/blogs/itil-guiding-principles/#:~:text=5.,rather%20than%20as%20separate%20parts.>

NEW QUESTION: 201

Which statement about the 'optimize and automate' guiding principle is CORRECT?

- A. Automation frees human resources for more complex activities
- B. Technology eliminates the need for human intervention
- C. Activities should be automated before they are optimized
- D. Automation is best applied to non-standard tasks

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 202

Which is the addition, modification or removal of anything that could have an effect on services?

- A. An incident
- B. A problem
- C. A change
- D. An event

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 203

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 ([LEAVE A REPLY](#))

NEW QUESTION: 204

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

- A. Understanding stakeholder needs
- B. Meeting stakeholder expectations for time to market
- C. Understanding the organization's service vision
- D. Providing services to agreed specifications

Answer: ([SHOW ANSWER](#))

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