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NEW QUESTION: 1

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: ([SHOW ANSWER](#))

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.

NEW QUESTION: 2

What is an incident?

- A. A possible future event that could cause harm
- B. A service interruption resolved by the use of self-help tools
- C. The planned removal of an item that might affect a service
- D. A result enabled by one or more outputs

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 3

Which practice ensures that service actions, that are a normal part of service delivery, are effectively handled?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 4

Which skill is required by the 'service level management' practice?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 5

What are the types of asset management?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 6

Identify the missing words in the following sentence:

A user is [?] that uses services.

- A. a team
- B. a supplier
- C. a role
- D. an organization

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 7

Why and how is a user MOST LIKELY to contact the service desk?

- A. To discuss the cause of an incident via a phone call
- B. To authorize an emergency change via live chat
- C. To report a problem using a mobile app
- D. To request access to a resource via a self-service portal

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 8

Which service value chain activity relates with buying new products?

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

Answer: ([SHOW ANSWER](#))

This activity focuses on acquiring or creating the products and services needed to deliver value to customers.

NEW QUESTION: 9

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. Organizations should use an additional model or method to link improvements to customer value
- C. The model is applicable to only certain parts of the service value system
- D. The flow of the model helps organizations to link improvements to its goals

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 10

Which practice conducts reviews to validate that services are covering the needs of the customer?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 11

Which is a use of the change schedule?

- A. Assigning resources to changes
- B. Automating the change process
- C. Deciding the approval authority for changes
- D. Creating change models

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 12

When considering the type of relationship required with other organizations involved in the design and delivery of services, which dimension of service management are you utilizing?

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

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

This dimension focuses on the relationships with external organizations that contribute to service delivery and design.

NEW QUESTION: 13

Which component is focused on the activities needed by an organization to help it co-create value?

- A. Continual improvement
- B. Guiding principles
- C. Service value chain
- D. Practices

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

NEW QUESTION: 14

Which describes outcomes?

- A. Tangible or intangible deliverables
- B. Results desired by a stakeholder
- C. Functionality offered by a product or service
- D. Configuration of an organization's resources

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

NEW QUESTION: 15

Which is an example of a service request?

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

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

NEW QUESTION: 16

Which statement about outcomes is CORRECT?

- A. Outcomes give service consumers assurance of products or services
- B. Outcomes rely on outputs to deliver results for a stakeholder
- C. Outcomes help a service consumer to assess the cost of a specific activity
- D. Outcomes use activities to produce tangible or intangible deliverables

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

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NEW QUESTION: 17

What is the customer of a service responsible for?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 18

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 19

Which is MOST LIKELY to be achieved by following a detailed procedure?

- A. Assessing a change
- B. Investigating a problem
- C. Managing a service request
- D. Resolving an incident

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 20

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: 21

What is the CORRECT order for the three phases of problem management?

- A. Problem control, error control, problem identification
- B. Problem identification, error control, problem control
- C. Problem identification, problem control, error control

D. Error control, problem control, problem identification

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 22

Which is the FIRST action when optimizing a service?

- A.** Assess the current state
- B.** Implement the improvements
- C.** Agree the future state
- D.** Understand the organizational context

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 23

Which TWO are inputs to the service value system?

- 1. Demand
 - 2. Products
 - 3. Value
 - 4. Opportunity
- A.** 2 and 3
 - B.** 1 and 2
 - C.** 1 and 4
 - D.** 3 and 4

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 24

What should be done to determine the appropriate metrics for measuring a new service?

- A.** Measuring the performance over the first six months, and basing a solution on the results
- B.** Asking customers open questions to establish their requirements
- C.** Asking customers to provide numerical targets that meet their needs
- D.** Using operational data to provide detailed service reports

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 25

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

- A.** A single SLA defines target service levels for multiple customers, so every customer sees reports about other customers' experiences
- B.** The metrics in an SLA are focused on internal measures, so that reports show everything is good, while the customer is not satisfied
- C.** SLA targets change very frequently, so that each report includes new measures and trends cannot be analyzed
- D.** Introducing SLAs for a service enables customers to see that the service provider is doing a really good job, so this improves satisfaction

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 26

What should be done for every problem?

- A. It should be prioritized based on its potential impact and probability
- B. It should have a workaround to reduce the impact
- C. It should be resolved so that it can be closed
- D. It should be diagnosed to identify possible solutions

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 27

Which helps to streamline the fulfilment of service requests?

- A. Creating new workflows for every service request
- B. Understanding which service requests can be accomplished with limited approvals
- C. Eliminating service requests which have complex workflows
- D. Separating requests relating to service failures from the degradation of services

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 28

Which is a purpose of release management?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 29

What is MOST LIKELY to be handled as a service request?

- A. Managing an interruption to a service
- B. Providing a virtual server for a development team
- C. The implementation of a workaround
- D. An emergency change to apply a security patch

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 30

Which is the MOST important stakeholder group that a service provider needs to collaborate with?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 31

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 ensure continual improvement of services, so that they meet the evolving needs of service consumers
- C. To collect information about service consumer goals and objectives
- D. To capture information about service issues and performance against agreed goals

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

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NEW QUESTION: 32

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

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

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

NEW QUESTION: 33

Identify the missing word(s) in the following sentence.

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

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

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

The cause of one or more incidents. It represents a deeper issue that needs to be identified and resolved to prevent future incidents. For example, the root cause of a system outage might be a software bug or a hardware failure.

NEW QUESTION: 34

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 35

What should remain constant within an organization, even when the organizations objectives change?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 36

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

- A. Deployment management
- B. Service configuration management
- C. Change enablement
- D. IT asset management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 37

Which ITIL concept helps an organization to make good decisions?

- A. Four dimensions of service management
- B. Guiding principles
- C. Practices
- D. Service value chain

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 38

How can service consumers contribute to risk mitigation?

- A. By being fully aware of their own requirements for the service
- B. By ensuring that the service provider has configured correctly its resources
- C. Through the provision of services according to predefined needs
- D. By controlling the specific level of risk on the service provider's behalf

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 39

Which helps to manage an incident when it is unclear which support team should be working on the incident?

- A. Disaster recovery plans
- B. Self-help
- C. Target resolution times
- D. Swarming

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 40

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. The service provider gains a better understanding of the customer experience
- C. The complexities of the service provider's IT systems are identified
- D. Bottlenecks in the service provider's workflow are identified

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 41

Which statement about service offerings is CORRECT?

- A. Service offerings include the transfer of goods from the consumer to the provider
- B. The same product can be used as a basis for more than one service offering
- C. Each service should be described to consumers as a single service offering
- D. Service offerings describe service actions performed by users

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 42

Identify the missing word in the following sentence:

Sponsor is the role that authorizes budget for service [?].

- A. value
- B. management
- C. consumption
- D. provision

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

NEW QUESTION: 43

Which dimension considers data security and privacy?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 44

How should a process design allow for exceptional situations?

- A. Create rules to handle exceptions generally
- B. Create an additional process for each exception
- C. Remove the option for process exceptions
- D. Include all exception steps in the main process

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 45

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 46

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

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

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 47

Which will help solve incidents more quickly?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 48

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 49

What is the MAIN benefit of 'problem management'?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 50

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

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

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

NEW QUESTION: 51

Which facilitates outcomes that customers want to achieve?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 52

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

- A. Service components
- B. Service level agreements
- C. Service offerings
- D. Service requests

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 53

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 services, service desk monitors achieved service quality
- C. Incident management resolves complex issues, service desk resolves simpler issues
- D. Incident management resolves issues, service desk investigates the underlying causes of issues

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 54

What is typically needed to assign complex incidents to support groups?

- A. A self-help tool
- B. The incident priority
- C. A change schedule
- D. The incident category

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 55

What is CORRECT about service request management?

- A. A new procedure is required for each new service request
- B. Compliments can be handled as service requests
- C. Service requests can be used to restore service
- D. Complex service request procedures should be avoided

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 56

What is the MOST LIKELY reason that incident management would need a temporary team to work together?

- A. So users can resolve their own incidents with self-help
- B. To escalate an incident to a supplier or partner
- C. To resolve a complex or major incident

D. So customers and users are provided with timely updates

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

NEW QUESTION: 57

Which statement about a service value stream is CORRECT?

- A. It integrates practices for a specific scenario
- B. It is used to provide governance
- C. It is a value chain activity
- D. It uses prescriptive inputs and outputs

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 58

What is included in the purpose of the 'continual improvement' practice?

- A. Ensuring that delivery of services is properly assessed, monitored, and improved against targets
- B. Identifying and continually improving relationships with and between stakeholders
- C. Creating collaborative relationships with key suppliers to realize new value
- D. Aligning the organization's practices and services with changing business needs

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 59

Which statement about costs is CORRECT?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 60

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 61

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

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

D. Design and transition

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 62

What is the value of a service?

- A. The amount of money that is created or saved for the service consumers by using the service
- B. A result for a stakeholder enabled by the outputs of the service
- C. A tangible or intangible deliverable of the service
- D. The benefits, usefulness, or importance of the service, as perceived by the stakeholders

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 63

Which activity contributes to the 'where are we now?' step of the 'continual improvement' model?

- A. Defining the improvement plan
- B. Performing baseline assessments
- C. Understanding the business mission
- D. Executing improvement actions

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 64

Which is NOT a component of the service value system?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 65

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

- A. Information and technology
- B. Organizations and people

- C. Partners and suppliers
- D. Value streams and processes

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 66

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

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 67

Which competencies are required by the 'service level management' practice?

- A. Business analysis and commercial management
- B. Incident analysis and prioritization
- C. Balanced scorecard reviews and maturity assessment
- D. Problem investigation and resolution

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 68

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 69

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

- A. To make new and changed services and features available for use
- B. To protect the information needed by the organization to conduct its business

- C. To plan and manage the full lifecycle of all IT assets
- D. To move new or changed components to live environments

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 70

Which is a way of applying the guiding principle 'focus on value'?

- A. Recognizing the complexity of systems
- B. Understanding how service consumers use services
- C. Comprehending the whole, but doing something
- D. Doing fewer things, but doing them better

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 71

Which statement about emergency changes is CORRECT?

- A. Emergency changes are not usually recorded in the change schedule
- B. Authorization of emergency changes may be deferred until after implementation
- C. It is necessary to complete all documentation before an emergency change is implemented
- D. Emergency changes are low risk and well understood

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 72

Which is CORRECT about change authorization?

- A. A change authority is assigned each time a standard change is requested
- B. The change authority will ensure changes are authorized after they are deployed
- C. Assignment of the change authority is based on the change type and model
- D. Emergency changes are authorized by the technician making the change

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 73

Which practice needs people who understand complex systems and have creative and analytical skills?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 74

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

- A. Supplier management

- B. Deployment management
- C. Release management
- D. Change enablement

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 75

Which statement about value creating activities is CORRECT?

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

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

NEW QUESTION: 76

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

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

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 77

Which is a financially valuable component that can contribute to the delivery of a service?

- A. IT asset
- B. Sponsor
- C. Service offering
- D. Configuration item

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 78

What must always be done before an activity is automated?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 79

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 80

Which of the following ensures that a service provider and a service consumer continually co- create value?

- A. Service level management
- B. Service offerings
- C. Service relationship management
- D. Service consumption

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 81

Which MOST helps an organization adapt ITIL concepts so that they apply to the organization's specific circumstances?

- A. Continual improvement
- B. Guiding principles
- C. Service value chain
- D. Practices

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 82

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

- A. Training should be provided to those involved in continual improvement
- B. A single continual improvement register should be maintained by senior management
- C. It is the role of senior management to authorize improvement initiatives
- D. Continual improvement participation should be limited to a small dedicated team

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 83

Which statement about a 'continual improvement register (CIR)' is TRUE?

- A. Used to select the right method, model or technique for identifying improvements
- B. Used to help plan changes, assist in communication, avoid conflicts, and assign resources
- C. Used to provide a formal description of one or more services, designed to address the needs of a target consumer group
- D. Used to track and manage improvement ideas from identification through to final action

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

NEW QUESTION: 84

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

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

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

NEW QUESTION: 85

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

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

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

NEW QUESTION: 86

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

- A. Availability
- B. Outcome
- C. Utility
- D. Warranty

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

NEW QUESTION: 87

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

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

D. Supplier management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 88

Which value chain activity is concerned with the availability of service components?

A. Deliver and support

B. Plan

C. Obtain/build

D. Design and transition

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 89

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

A. Service level management

B. Service request management

C. Service desk

D. Service configuration management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 90

Which practice uses pre-defined, standardized procedures to enable fulfilment times to be clearly communicated?

A. Problem management

B. Service level management

C. Service request management

D. Incident management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 91

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

A. Perform baseline assessments

B. Execute improvement actions

C. Evaluate measurements and metrics

D. Define measurable targets

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 92

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

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

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

NEW QUESTION: 93

Which will NOT be handled as a service request?

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

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

NEW QUESTION: 94

Which is the BEST type of resource for investigating complex incidents?

- A. Detailed work instructions
- B. Knowledgeable support staff
- C. Disaster recovery plans
- D. Self-help systems

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

NEW QUESTION: 95

Which statement about standard changes is CORRECT?

- A. A full assessment should be completed each time the change is implemented
- B. The appropriate change authority should be assigned to each type of change
- C. The change does not require additional authorization
- D. The change can be implemented with less testing if necessary

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

NEW QUESTION: 96

How does the 'incident management' practice set user expectations?

- A. By agreeing, and communicating target resolution times
- B. By using collaboration tools to communicate effectively
- C. By automated matching of incidents to known errors
- D. By assigning resources to ensure that all incidents are resolved as quickly as possible

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 97

What are guiding principles?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 98

How should a process design allow for exceptional situations?

- A. Create an additional process for each exception
- B. Remove the option for process exceptions
- C. Include all exception steps in the main process
- D. Create rules to handle exceptions generally

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 99

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

- A. Setting clear business-based targets so that the delivery of a service can be properly assessed
- B. Creating collaborative relationships with key suppliers to uncover and realize new value
- C. Handling all pre-defined, user-initiated service requests in an effective and user-friendly manner
- D. Identifying, analyzing, monitoring, and the continual improvement of relationships with stakeholders

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

NEW QUESTION: 100

Which statement about the automation of service requests is CORRECT?

- A. Service requests and their fulfilment should be automated as much as possible
- B. Service requests and their fulfilment should be carried out by service desk staff without automation
- C. Service requests that cannot be automated should be handled as incidents
- D. Service requests that cannot be automated should be handled as problems

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 101

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 102

Why should a service level agreement include bundles of metrics?

- A. To reduce the number of metrics that need to be measured and reported
- B. To ensure that the service levels have been agreed with customers
- C. To help focus on business outcomes, rather than operational results
- D. To ensure that all services are included in the service reports

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 103

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

- A. A service request
- B. A change
- C. An event
- D. A problem

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

NEW QUESTION: 104

Identify the missing word(s) in the following sentence.

When an organization is assessing its current state, it should use [?] to obtain accurate measurements.

- A. Assumptions
- B. Source data
- C. Reports
- D. Risk management techniques

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 105

Which statement about managing incidents is CORRECT?

- A. Low impact incidents should be resolved efficiently so the resource required is reduced
- 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, making logging unnecessary
- D. Incidents with the lowest impact should be resolved first

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 106

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

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

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 107

What is the definition of a known error?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 108

What is recommended by the guiding principle 'progress iteratively with feedback'?

- A. An improvement initiative that is broken into a number of manageable sections
- B. An assessment of how all the parts of an organization will affect an improvement initiative
- C. The identification of all interested parts at the start of an improvement initiative
- D. A current state assessment that is carried out at the start of an improvement initiative

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 109

Which statement about outputs is CORRECT?

- A. They contribute to the achievement of outcomes
- B. They consist of several outcomes
- C. They capture customer demand for services
- D. They describe how the service performs

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 110

Which practice balances management of risk with maximizing throughput?

- A. Problem management
- B. Change enablement
- C. Incident management
- D. Continual improvement

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 111

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

- A. Understand how each element contributes to value creation
- B. Start with a complex solution, then simplify
- C. Ignore the conflicting objectives of different stakeholders
- D. Try to create a solution for every exception

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 112

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

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

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

NEW QUESTION: 113

Which practice identifies metrics that reflect a customer experience of a service?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 114

What is a user?

- A. The role that defines the requirements for a service

- B. The role that uses services
- C. The role that directs and controls an organization
- D. The role that authorizes budget for service consumption

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 115

Which is part of the 'focus on value' guiding principle?

- A. Understanding what services help the service consumer
- B. Reducing the number of steps in the customer experience
- C. Identifying activities that can be achieved in smaller iterations
- D. Assessing services to identify parts that can be reused

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 116

Which TWO BEST describe the guiding principles?

- 1. Short-term
 - 2. Standards
 - 3. Recommendations
 - 4. Long-term
- A. 1 and 2
 - B. 1 and 4
 - C. 3 and 4
 - D. 2 and 3

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 117

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

- A. Plan
- B. Deliver and support
- C. Design and transition
- D. Improve

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 118

Which practice makes new services available for use?

- A. Release management
- B. IT asset management
- C. Deployment management
- D. Change enablement

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 119

Which practice provides a single point of contact for users?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 120

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

- A. Identifying the cause of incidents and recommending related improvements
- B. Authorizing changes to implement improvements
- C. Making business cases for improvement action
- D. Logging and managing incidents that result in improvement opportunities

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 121

Which can act as an operating model for an organization?

- A. Continual improvement
- B. The service value chain
- C. The ITIL guiding principles
- D. The four dimensions of service management

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 122

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 123

Which of the following is the MOST important for effective incident management?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 124

Which guiding principle considers which parts of an existing process should be kept by identifying how they contribute to value creation?

- A. Keep it simple and practical
- B. Think and work holistically
- C. Progress iteratively with feedback
- D. Collaborate and promote visibility

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 125

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

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

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

NEW QUESTION: 126

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

- A. To streamline the fulfilment workflow
- B. To ensure that spending is properly accounted for
- C. To set user expectations for fulfilment times
- D. To ensure that information security requirements are met

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 127

Which is an example of a business related measurement?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 128

Which guiding principle recommends using ideas from ITIL, Lean, DevOps, Kanban, and other sources to help drive improvements?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 129

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 130

When should a workaround be created?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 131

What describes the steps needed to create and deliver a specific service to a consumer?

- A. Practices
- B. Service level management
- C. A value stream
- D. Service management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 132

Which two practices use workarounds?

- A. Change enablement and problem management
- B. Change enablement and continual improvement
- C. Incident management and continual improvement
- D. Problem management and incident management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 133

A good way to apply the ITIL guiding principle 'focus on value' is to:

- A. Do less tasks but in a better way with higher quality
- B. Be aware of system complexity
- C. Understand the whole, but do something
- D. Understand why services are used by service consumers

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 134

Which is recommended as part of the 'progress iteratively with feedback' guiding principle?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 135

What is a change schedule PRIMARILY used for?

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

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

NEW QUESTION: 136

Which practice is MOST associated with the use of empathy to understand users?

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

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 137

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 138

What includes governance as a component?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 139

Which practice identifies changes of state related to infrastructure, services, and business processes?

- A. Change enablement
- B. Service configuration management
- C. Monitoring and event management
- D. Information security management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 140

When working on an improvement iteration, which concept helps to ensure that the iteration activities remain appropriate in changing circumstances?

- A. Minimum viable product
- B. Analysis paralysis
- C. Feedback loop
- D. Direct observation

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 141

What ensures that a service provider and a service consumer continually co-create value?

- A. Service offerings
- B. Service consumption

- C. Service level management
- D. Service relationship management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 142

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: ([SHOW ANSWER](#))

NEW QUESTION: 143

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

- A. A change model
- B. A normal change
- C. A standard change
- D. An emergency change

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 144

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 145

Which of the four dimensions contributes MOST to defining activities needed to deliver services?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 146

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 147

Which is the BEST example of a standard change?

- A. The implementation of a critical software patch in response to a vendor security issue
- B. The installation of a software application in response to a service request
- C. The review and authorization of a change requested by a customer
- D. The replacement of a component in response to a major incident

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 148

A service will be unavailable for the next two hours for unplanned maintenance. Which practice is MOST LIKELY to be involved in managing this?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 149

Which practice performs reviews to ensure that services continue to meet the needs of the customers?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 150

Which practice provides users with a way to get various requests arranged, explained and coordinated?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 151

Which of the following can be used to access service desks?

- A. All of the above
- B. Text and social media messaging
- C. Email
- D. Phone calls

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 152

What impact does automation have on a service desk?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 153

Which describes an unresolved problem which has been already analysed?

- A. An incident
- B. A known error
- C. A workaround
- D. A risk

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 154

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: ([SHOW ANSWER](#))

NEW QUESTION: 155

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

- A. Service management
- B. Release management
- C. Relationship management
- D. Supplier management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 156

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 157

What should a release policy include?

- A. The roles and responsibilities for incident and problem resolution
- B. The naming convention and expected frequency of each type of release
- C. The naming convention for all configuration items (CI) recorded in the configuration management system (CMS)
- D. The process owner and process manager for each type of release

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 158

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

- A. Ensuring service components are available
- B. Understanding the organization's vision
- C. Meeting stakeholder expectations
- D. Understanding stakeholder needs

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 159

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 160

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. Service desk
- C. Change control
- D. Relationship management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 161

Which statement about value streams is CORRECT?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 162

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 163

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

- A. Scripts for collecting user information
- B. Creation of a temporary team
- C. Fulfilment of service requests

D. Use of shift working patterns

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 164

Which is included in the purpose of the 'change enablement' practice?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 165

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 166

What is included in the purpose of the 'IT asset management' practice?

- A. Making new and changed assets available for use
- B. Providing information on how assets are configured and the relationships between them
- C. Moving assets to live or other environments for testing or staging
- D. Supporting decision-making about purchase, re-use, retirement, and disposal of assets

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 167

Why and how is a user MOST LIKELY to contact the service desk?

- A. To request access to a resource via a self-service portal
- B. To authorize an emergency change via live chat

- C. To report a problem using a mobile app
- D. To discuss the cause of an incident via a phone call

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 168

Which term is used to describe removing something that could have an effect on a service?

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

Answer: ([SHOW ANSWER](#))

In IT service management, a change refers to any alteration to the IT environment that can affect services, including removing components that could lead to potential issues.

NEW QUESTION: 169

Which is the MOST LIKELY way of resolving major incidents?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 170

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 171

What can help to reduce resistance to a planned improvement when applying the guiding principle 'collaborate and promote visibility'?

- A. Engaging every stakeholder group in the same way, with the same communication
- B. Involving customers after all planning has been completed
- C. Increasing collaboration and visibility for the improvement
- D. Restricting information about the improvement to essential stakeholders only

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 172

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

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

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

NEW QUESTION: 173

Which is an activity in the 'problem control' phase of problem management?

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

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

NEW QUESTION: 174

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

- A. To capture demand for incident resolution and service requests
- B. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents
- C. To support the agreed service quality by effective handling of all agreed 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: 175

Which is handled as a service request?

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

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

NEW QUESTION: 176

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, from one year to the next to enable consistency of service

D. They should avoid ambiguous targets such as those relating to user experience

Answer: ([SHOW ANSWER](#))

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.

NEW QUESTION: 177

Identify the missing word in the following sentence.

An organization which is undertaking an improvement initiative should [?] the existing methods and services when building for the future.

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 178

Which of the following practices suggests that organizations should develop competencies in methodologies and techniques, like SWOT (strength, weakness, opportunity and threat) analysis and balanced scorecard review, in order to meet their needs?

- A.** Continual improvement
- B.** Service request management
- C.** Incident management
- D.** Change enablement

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 179

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

- A.** Service configuration management
- B.** Change enablement
- C.** Information security management

D. IT asset management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 180

Which should be handled by 'service request management'?

A. A request to provide a laptop

B. A request to implement a security patch

C. A request to resolve an error in a service

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

Answer: ([SHOW ANSWER](#))

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