

# ITIL-4-Foundation Dumps

## ITIL 4 Foundation

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**NEW QUESTION 1**

- (Exam Topic 1)

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

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

**Answer:** B

**NEW QUESTION 2**

- (Exam Topic 1)

When should a change request be submitted to resolve a problem?

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

**Answer:** D

**NEW QUESTION 3**

- (Exam Topic 1)

Which guiding principle recommends coordinating all dimensions of service management?

- A. Start where you are
- B. Think and work holistically
- C. Keep it simple and practical
- D. Progress iteratively with feedback

**Answer:** B

**NEW QUESTION 4**

- (Exam Topic 1)

Identify the missing word in the following sentence.

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of services, and the [?] that support them, is available when and where it is needed.

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

**Answer:** D

**NEW QUESTION 5**

- (Exam Topic 1)

Arrange the following steps of software lifecycle in correct order.

- \* 1. Retire
- \* 2. Test
- \* 3. Operate
- \* 4. Deploy
- \* 5. Ideation
- \* 6. Develop
- \* 7. Design

- A. Ideation, Design, Develop, Deploy, Test, Operate, Retire
- B. Retire, Test, Operate, Deploy, Ideation, Develop, Design
- C. None of the above
- D. Ideation, Test, Develop, Deploy, Design, Operate, Retire

**Answer:** A

**NEW QUESTION 6**

- (Exam Topic 1)

Identify the missing words in the following sentence.

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

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

**Answer:** C

**NEW QUESTION 7**

- (Exam Topic 1)

Which statement about outcomes is CORRECT?

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

**Answer:** A

**NEW QUESTION 8**

- (Exam Topic 1)

Which practice has a purpose that includes observing a service to report selected changes of state identified as events?

- A. Incident management
- B. Monitoring and event management
- C. Change control
- D. Information security management

**Answer:** D

**NEW QUESTION 9**

- (Exam Topic 1)

Which stakeholders co-create value in a service relationship?

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

**Answer:** C

**NEW QUESTION 10**

- (Exam Topic 1)

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

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

**Answer:** D

**NEW QUESTION 10**

- (Exam Topic 1)

Which is part of service provision?

- A. The management of resources configured to deliver the service
- B. The management of resources needed to consume the service
- C. The grouping of one or more services based on one or more products
- D. The joint activities performed to ensure continual value co-creation

**Answer:** A

**NEW QUESTION 14**

- (Exam Topic 1)

How should automation be implemented?

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

**Answer:** C

**NEW QUESTION 19**

- (Exam Topic 1)

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

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

**Answer:** C

**NEW QUESTION 24**

- (Exam Topic 1)

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

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

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

**Answer:** D

**NEW QUESTION 26**

- (Exam Topic 1)

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

**Answer:** B

**NEW QUESTION 27**

- (Exam Topic 1)

What are the ITIL guiding principles used for?

- A. To help an organization make good decisions
- B. To direct and control an organization
- C. To identify activities that an organization must perform in order to deliver a valuable service
- D. To ensure that an organization's performance continually meets stakeholders' expectations

**Answer:** A

**NEW QUESTION 28**

- (Exam Topic 1)

Which dimension includes activities and workflows?

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

**Answer:** A

**NEW QUESTION 29**

- (Exam Topic 1)

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

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

**Answer:** B

**NEW QUESTION 34**

- (Exam Topic 1)

When should a full risk assessment and authorization be carried out for a standard change?

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

**Answer:** B

**NEW QUESTION 35**

- (Exam Topic 1)

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

- A. Populating and maintaining the asset register
- B. Providing a clear path for users to report issues, queries, and requests

- C. Delivering tactical and operational engagement with customers
- D. Identifying and logging opportunities

**Answer:** D

**NEW QUESTION 36**

- (Exam Topic 1)

Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

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

**Answer:** C

**NEW QUESTION 37**

- (Exam Topic 1)

Which TWO statements about the 'service request management' practice are CORRECT?

- \* 1. Service requests are part of normal service delivery
- \* 2. Complaints can be handled as service requests
- \* 3. Service requests result from a failure in service
- \* 4. Normal changes should be handled as service requests

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

**Answer:** D

**NEW QUESTION 42**

- (Exam Topic 1)

What type of change is MOST likely to be managed by the 'service request management' practice?

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

**Answer:** D

**NEW QUESTION 44**

- (Exam Topic 1)

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

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

**Answer:** C

**NEW QUESTION 46**

- (Exam Topic 1)

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

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

**Answer:** B

**NEW QUESTION 47**

- (Exam Topic 1)

Which of the following is an example of incident?

- A. A backup server is being rebooted while services are running on the primary server
- B. An application is not available during the business hours
- C. A user has requested access to a shared repository
- D. A user wants to reset the password of a server

**Answer:** B

**NEW QUESTION 50**

- (Exam Topic 1)

How should an organization adopt continual improvement methods?

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

**Answer:** B

#### **NEW QUESTION 55**

- (Exam Topic 2)

What is the reason for using a balanced bundle of service metrics?

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

**Answer:** C

#### **NEW QUESTION 57**

- (Exam Topic 2)

What type of change is pre-authorized, low risk, relatively common, and follows a procedure or work instruction?

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

**Answer:** A

#### **NEW QUESTION 62**

- (Exam Topic 2)

Why should service desk staff detect recurring issues?

- A. To help identify problems
- B. To escalate incidents to the correct support team
- C. To ensure effective handling of service requests
- D. To engage the correct change authority

**Answer:** A

#### **NEW QUESTION 65**

- (Exam Topic 2)

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

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

**Answer:** B

#### **NEW QUESTION 70**

- (Exam Topic 2)

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

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

**Answer:** A

#### **NEW QUESTION 71**

- (Exam Topic 2)

Which value chain activity ensures the availability of service components?

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

**Answer:** D

**NEW QUESTION 76**

- (Exam Topic 2)

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

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

**Answer: C**

**NEW QUESTION 77**

- (Exam Topic 2)

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

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

**Answer: B**

**NEW QUESTION 79**

- (Exam Topic 2)

What is required by all service desk staff?

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

**Answer: C**

**NEW QUESTION 81**

- (Exam Topic 2)

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. A cause or potential cause of one or more incidents
- D. An unplanned reduction in the quality of a service

**Answer: C**

**NEW QUESTION 86**

- (Exam Topic 2)

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

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

**Answer: A**

**NEW QUESTION 89**

- (Exam Topic 2)

Which term is used to describe the prediction and control of income and expenditure within an organization?

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

**Answer: C**

**NEW QUESTION 91**

- (Exam Topic 2)

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

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

**Answer: C**



**NEW QUESTION 95**

- (Exam Topic 2)

What is an incident?

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

**Answer:** D

**NEW QUESTION 98**

- (Exam Topic 2)

An SLA is a service level agreement.

Which describes the 'watermelon SLA' effect?

- A. A single SLA defines target service levels for multiple customer, 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 customer to see that the service provider is doing a really good job, so this improves satisfaction.

**Answer:** B

**Explanation:**

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

**NEW QUESTION 100**

- (Exam Topic 2)

Which statement BEST describes the value of service strategy to the business?

- A. It allows higher volumes of successful change
- B. It reduces unplanned costs through optimized handling of service outages
- C. It reduces the duration and frequency of service outages
- D. It enables the service provider to understand what levels of service will make their customers successful

**Answer:** D

**NEW QUESTION 105**

- (Exam Topic 2)

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

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

**Answer:** D

**NEW QUESTION 110**

- (Exam Topic 2)

Which role approves the cost of services?

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

**Answer:** C

**NEW QUESTION 112**

- (Exam Topic 2)

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

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

**Answer:** D

**Explanation:**

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**NEW QUESTION 116**

- (Exam Topic 2)



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

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

**Answer:** B

**Explanation:**

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

#### NEW QUESTION 118

- (Exam Topic 2)

Which statement about IT service management is CORRECT? D18912E1457D5D1DDCBD40AB3BF70D5D

- A. It is performed by customers using a mix of IT systems, services and processes
- B. It is performed by IT service providers using a mix of suppliers and their products
- C. It is performed by the service desk using a mix of people, process and technology
- D. It is performed by IT service providers using a mix of people, process and technology

**Answer:** D

#### NEW QUESTION 122

- (Exam Topic 2)

Which TWO are important aspects of the 'service request management' practice?

- \* 1. Standardization and automation
- \* 2. Providing a variety of channels for access
- \* 3. Establishing a shared view of targets
- \* 4. Policies for approvals

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

**Answer:** D

**Explanation:**

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

#### NEW QUESTION 123

- (Exam Topic 2)

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

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

**Answer:** C

#### NEW QUESTION 124

- (Exam Topic 2)

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:** D

**Explanation:**

Over time, the focus of service desks has broadened from simply logging and resolving technical issues, to providing more comprehensive support for people and the business. They are increasingly being used to get various matters arranged, explained, and coordinated. The service desk has a major influence on user experience and how the service provider is perceived by the users. By understanding and acting on the business context of transactional activity (i.e. logging tickets), the service desk is better placed to add value to the organization.

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

#### NEW QUESTION 129

- (Exam Topic 2)

What includes governance as a component?

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

**Answer:** C

**NEW QUESTION 131**

- (Exam Topic 2)

How does categorization of incidents assist the 'incident management' practice?

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

**Answer:** C

**NEW QUESTION 134**

- (Exam Topic 2)

What is the purpose of problem management?

- A. Reduces the likelihood and impact of incidents
- B. Ensures services are restored as soon as possible
- C. Helps direct the incident to the correct support area
- D. Determines how the service provider is perceived

**Answer:** A

**NEW QUESTION 136**

- (Exam Topic 2)

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

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

**Answer:** D

**NEW QUESTION 140**

- (Exam Topic 2)

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

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

**Answer:** B

**NEW QUESTION 141**

- (Exam Topic 2)

Which does the ITIL service value system discourage?

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

**Answer:** B

**Explanation:**

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

Reference: <https://www.bmc.com/blogs/itil-service-value-system/>

**NEW QUESTION 146**

- (Exam Topic 2)

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

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

**Answer:** C

**NEW QUESTION 148**

- (Exam Topic 2)

A customer is a person who defines the requirements for a service and takes responsibility for the [?] of service consumption.

- A. outputs
- B. outcomes
- C. costs
- D. risks

**Answer:** B

#### NEW QUESTION 153

- (Exam Topic 2)

What is the purpose of service level management?

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

**Answer:** B

#### NEW QUESTION 158

- (Exam Topic 2)

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

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

**Answer:** B

#### NEW QUESTION 162

- (Exam Topic 2)

Which statement about the automation of service requests is CORRECT?

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

**Answer:** B

#### NEW QUESTION 167

- (Exam Topic 3)

Which is a low risk change that has been pre-approved so that no additional authorization is needed?

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

**Answer:** A

#### NEW QUESTION 172

- (Exam Topic 3)

What is a definition of a problem?

- A. An unplanned interruption to a service, or reduction in the quality of a service
- B. A cause, or potential cause, of one or more incidents
- C. An incident for which a full resolution is not yet available
- D. Any change of state that has significance for the management of a configuration item (CI)

**Answer:** B

#### Explanation:

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

#### NEW QUESTION 174

- (Exam Topic 3)

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

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

**Answer:** C

**NEW QUESTION 177**

- (Exam Topic 3)

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

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

**Answer:** B

**Explanation:**

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

**NEW QUESTION 181**

- (Exam Topic 3)

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

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

**Answer:** B

**NEW QUESTION 185**

- (Exam Topic 3)

Which practice has a purpose that includes the handling of pre-defined, user-initiated demands for service?

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

**Answer:** A

**NEW QUESTION 187**

- (Exam Topic 3)

A service offering may include, access to resources, and service actions, which is an example of a service action?

- A. A mobile phone enables a user to work remotely
- B. A password allows a user connect to a Wifi network
- C. A license allows a user to install a software product
- D. A service desk agent provides support to user.

**Answer:** D

**NEW QUESTION 190**

- (Exam Topic 3)

Which statement about service requests is CORRECT?

- A. Complex service requests should be dealt with as normal changes
- B. Service requests that require simple workflows should be dealt with as incidents
- C. Service requests require workflows that should use manual procedures and avoid automation
- D. Service requests are usually formalized using standard procedures for initiation, approval and fulfilment

**Answer:** D

**NEW QUESTION 191**

- (Exam Topic 3)

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:** A

**NEW QUESTION 193**

- (Exam Topic 3)

Which step of the continual improvement model includes baseline assessments?

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

**Answer:** D

**NEW QUESTION 198**

- (Exam Topic 3)

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

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

**Answer:** D

**NEW QUESTION 200**

- (Exam Topic 3)

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

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

**Answer:** C

**NEW QUESTION 204**

- (Exam Topic 3)

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

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

**Answer:** B

**NEW QUESTION 206**

- (Exam Topic 3)

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

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

**Answer:** A

**NEW QUESTION 209**

- (Exam Topic 3)

What is the MOST important reason for prioritizing incidents?

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

**Answer:** B

**NEW QUESTION 212**

- (Exam Topic 3)

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

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

**Answer:** A

**NEW QUESTION 213**

- (Exam Topic 3)

Identify the missing words in the following sentence.

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

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

**Answer:** C

#### **NEW QUESTION 214**

- (Exam Topic 3)

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

- A. Outcomes
- B. Value
- C. Utility
- D. Warranty

**Answer:** D

#### **NEW QUESTION 217**

- (Exam Topic 3)

Which statement about value creating activities is CORRECT?

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

**Answer:** A

#### **NEW QUESTION 220**

- (Exam Topic 3)

Which is a recommendation of the guiding principle 'think and work holistically'?

- A. Conduct a review of existing service management practices and decide what to keep and what to discard
- B. Review how an improvement initiative can be organized into smaller, manageable sections that can be completed in a timely manner
- C. Review service management practices and remove any unnecessary complexity
- D. Use the four dimensions of service management to ensure coordination of all aspects of an improvement initiative

**Answer:** D

#### **NEW QUESTION 222**

- (Exam Topic 3)

Which statement about the service value chain is CORRECT?

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

**Answer:** B

#### **NEW QUESTION 224**

- (Exam Topic 3)

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

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

**Answer:** D

#### **NEW QUESTION 226**

- (Exam Topic 3)

Which describes the 'plan' value chain activity?

- A. It ensures a shared understanding of the current status and vision for all products and services across the organization
- B. It ensures that services are delivered and supported according to agreed specifications and stakeholders expectations
- C. It ensures that service components are available when and where they are needed, and meet agreed specifications
- D. It ensures continual improvement of products, services, and practices across all value chain activities

**Answer:** A



**NEW QUESTION 228**

- (Exam Topic 3)

Which is an activity of 'problem identification'?

- A. Analyzing information from software developers
- B. Establishing problem workarounds
- C. Analyzing the cause of problems
- D. Establishing potential permanent solutions

**Answer:** A

**NEW QUESTION 229**

- (Exam Topic 3)

Which dimension considers the application of artificial intelligence to service management?

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

**Answer:** B

**NEW QUESTION 233**

- (Exam Topic 3)

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

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

**Answer:** D

**NEW QUESTION 234**

- (Exam Topic 3)

Which statement about change authorities is CORRECT?

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

**Answer:** D

**NEW QUESTION 239**

- (Exam Topic 3)

What impact does automation have on a service desk?

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

**Answer:** A

**NEW QUESTION 243**

- (Exam Topic 3)

Identify the missing word in the following sentences.

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

- A. utility
- B. warranty
- C. outcomes
- D. outputs

**Answer:** C

**NEW QUESTION 247**

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