

☐ Mark for Review

1) How can service consumers contribute to risk mitigation?

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

SHOW ANSWER

Correct answer : C

Explanation :

Service consumers contribute to risk mitigation by being fully aware of their own requirements for the service

NEXT QUESTION

☐ Mark for Review

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

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

SHOW ANSWER

Correct answer : A

Explanation :

service provider must understand what is truly of value to the service consumer. The service provider needs to know:

- > why the consumer uses the services
- > what the services help them to do
- > how the services help them achieve their goals
- > the role of cost/financial consequences for the service consumer
- > the risks involved for the service consumer.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

3) Which of the following guiding principles proposes the elimination of unnecessary work?

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

SHOW ANSWER

Correct answer : A

Explanation :

(Keep it simple and practical) principle key message is to always use the minimum number of steps to accomplish an objective. Outcome-based thinking should be used to produce practical solutions that deliver valuable outcomes. If a process, service, action, or metric fails to provide value or produce a useful outcome, then eliminate it. Although this principle may seem obvious, it is frequently ignored, resulting in overly complex methods of work that rarely maximize outcomes or minimize cost.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

4) 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) Incident management
- ☒ B) Continual improvement
- ☐ C) Service request management
- ☐ D) Change enablement

SHOW ANSWER

Correct answer : B

Explanation :

When assessing the current state in Continual Improvement Practice, there are many techniques that can be employed, such as a strength, weakness, opportunity, and threat (SWOT) analysis, a balanced scorecard review, internal and external assessments and audits, or perhaps even a combination of several techniques. Organizations should develop competencies in methodologies and techniques that will meet their needs

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

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

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

SHOW ANSWER

Correct answer : C

Explanation :

To track and manage improvement ideas from identification through to final action, organizations use a database or structured document called a continual improvement register (CIR). There can be more than one CIR in an organization, as multiple CIRs can be maintained on individual, team, departmental, business unit, and organizational levels. Some organizations maintain a single master CIR, but segment how it is used and by whom at a more granular level.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

6) Which of the following statements about change authorization is CORRECT?

- ☐ A) Every time a standard change is requested a change authority is assigned
- ☐ B) The technician making an emergency change can authorize such changes
- ☒ C) The change type and model is the basis for assigning the change authority
- ☐ D) Ensuring that changes are authorized after their deployment is done by the change authority

SHOW ANSWER

Correct answer : C

Explanation :

The change type and model is the basis for assigning the change authority

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

7) A user wants to know how to create a report, so they come into contact with the service desk. Which practice is MOST LIKELY to help with the solution of this issue?

- ☐ A) Incident management
- ☐ B) Service level management
- ☒ C) Service request management
- ☐ D) Change enablement

SHOW ANSWER

Correct answer : C

Explanation :

Each service request may include one or more of the following:

- > a request for a service delivery action (for example, providing a report or replacing a toner cartridge)
- > a request for information (for example, how to create a document or what the hours of the office are)
- > a request for provision of a resource or service (for example, providing a phone or laptop to a user, or providing a virtual server for a development team)
- > a request for access to a resource or service (for example, providing access to a file or folder)
- > feedback, compliments, and complaints (for example, complaints about a new interface or compliments to a support team).

☐ Mark for Review

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

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

SHOW ANSWER

Correct answer : D

Explanation :

Each service request may include one or more of the following:

- > a request for a service delivery action (for example, providing a report or replacing a toner cartridge)
- > a request for information (for example, how to create a document or what the hours of the office are)
- > a request for provision of a resource or service (for example, providing a phone or laptop to a user, or providing a virtual server for a development team)
- > a request for access to a resource or service (for example, providing access to a file or folder)
- > feedback, compliments, and complaints (for example, complaints about a new interface or compliments to a support team).

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

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

- ☐ A) Monitoring and event management
- ☒ B) Service level management
- ☐ C) Change enablement
- ☐ D) Service desk

SHOW ANSWER

Correct answer : B

Explanation :

Service level management requires focus and effort to engage and listen to the requirements, issues, concerns, and daily needs of customers

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

10) Which describes an unresolved problem which has been already analysed?

- ☐ A) A workaround
- ☐ B) An incident
- ☒ C) A known error
- ☐ D) A risk

SHOW ANSWER

Correct answer : C

Explanation :

Known error is a problem that has been analysed but has not been resolved.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

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

The purpose of the problem management practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents and managing [?] and known errors.

- ☐ A) events
- ☐ B) changes
- ☐ C) configuration items
- ☒ D) workarounds

SHOW ANSWER

Correct answer : D

Explanation :

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

PREVIOUS QUESTION

NEXT QUESTION

12) What are the KEY stakeholder groups that service providers should cooperate with?

- ☐ A) Suppliers
- ☒ B) Customers
- ☐ C) Relationship managers
- ☐ D) Developers

SHOW ANSWER

Correct answer : B

Explanation :

The KEY stakeholder groups that service providers should cooperate with are customers

PREVIOUS QUESTION

NEXT QUESTION

13) Which statement about the purpose of the Monitoring and event management practice is TRUE?

- ☐ A) Minimize the negative impact of incidents by restoring normal service operation as quickly as possible
- ☐ B) Support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner
- ☒ C) Systematically observe services and service components, and record and report selected changes of state identified as events
- ☐ D) Maximize the number of successful service and product changes by ensuring that risks have been properly assessed, authorized and managed within a schedule

SHOW ANSWER

Correct answer : C

Explanation :

Systematically observe services and service components, and record and report selected changes of state identified as events

PREVIOUS QUESTION

NEXT QUESTION

14) What ensures that service providers and service consumers continue to create value together?

- ☐ A) Service consumption
- ☐ B) Service offerings
- ☐ C) Service level management
- ☒ D) Service relationship management

SHOW ANSWER

Correct answer : D

Explanation :

Service relationship management is joint activities performed by a service provider and a service consumer to ensure continual value co-creation based on agreed and available service offerings.

PREVIOUS QUESTION

NEXT QUESTION

15) A good way to apply the ITIL guiding principle "keep it simple and practical" is to:

- ☐ A) Communicate so that the audience will hear
- ☐ B) Re-use nothing from the current state
- ☒ C) Adopt a practice which is easy to follow
- ☐ D) Understand that fast does not mean incomplete

SHOW ANSWER

Correct answer : C

Explanation :

To apply this principle successfully, consider the practices that are easier to understand, more likely to adopt, and the easy to follow.

PREVIOUS QUESTION

NEXT QUESTION

16) 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

SHOW ANSWER

Correct answer : C

Explanation :

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

PREVIOUS QUESTION

NEXT QUESTION

17) Which service value chain activity relates with buying new products?

- ☐ A) Engage
- ☒ B) Obtain/build
- ☐ C) Plan
- ☐ D) Improve

SHOW ANSWER

Correct answer : B

Explanation :

The purpose of the obtain/build value chain activity is to ensure that service components are available when and where they are needed, and meet agreed specifications. All new resources are obtained through obtain/build

PREVIOUS QUESTION

NEXT QUESTION

18) Which practice has a purpose that involves creating closer, more collaborative relationships?

- ☒ A) Supplier management
- ☐ B) Information security management
- ☐ C) Release management
- ☐ D) Service configuration management

SHOW ANSWER

Correct answer : A

Explanation :

The purpose of the supplier management practice is to ensure that the organization's suppliers and their performances are managed appropriately to support the seamless provision of quality products and services. This includes creating closer, more collaborative relationships with key suppliers to uncover and realize new value and reduce the risk of failure.

PREVIOUS QUESTION

NEXT QUESTION

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

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

- ☐ A) events
- ☐ B) changes
- ☐ C) configuration items
- ☒ D) workarounds

SHOW ANSWER

Correct answer : D

Explanation :

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

PREVIOUS QUESTION

NEXT QUESTION

20) Which practice guarantees that users have a range of access channels to choose from to report problems?

- ☒ A) Service desk
- ☐ B) Service level management
- ☐ C) Incident management
- ☐ D) Change enablement

SHOW ANSWER

Correct answer : A

Explanation :

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

PREVIOUS QUESTION

NEXT QUESTION

21) Which of the following is a necessity to a successful service level agreement (SLAs)?

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

SHOW ANSWER

Correct answer : A

Explanation :

Service Level Agreements (SLAs) must be simply written and easy to understand and use for all parties.

PREVIOUS QUESTION

NEXT QUESTION

22) Which of the following terms is more suitable to describe the functionality of a service?

- ☐ A) Output
- ☐ B) Outcome
- ☒ C) Utility
- ☐ D) Warranty

SHOW ANSWER

Correct answer : C

Explanation :

Utility is the functionality offered by a product or service to meet a particular need. Utility can be summarized as 'what the service does' and can be used to determine whether a service is 'fit for purpose'. To have utility, a service must either support the performance of the consumer or remove constraints from the consumer. Many services do both.

PREVIOUS QUESTION

NEXT QUESTION

23) Which of the following statements about "outcomes" is TRUE?

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

SHOW ANSWER

Correct answer : C

Explanation :

An outcome depends on at least one output to deliver a result

PREVIOUS QUESTION

NEXT QUESTION

24) Identify the missing word in the following sentence.

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

- ☐ A) organizations
- ☐ B) outcomes
- ☐ C) IT assets
- ☒ D) Services

SHOW ANSWER

Correct answer : D

Explanation :

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of services, and the CIs that support them, is available when and where it is needed. This includes information on how CIs are configured and the relationships between them.

PREVIOUS QUESTION

FINISH EXAM

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

- ☐ A) Sponsor
- ☒ B) IT asset
- ☐ C) Configuration item
- ☐ D) Service offering

SHOW ANSWER

Correct answer : B

Explanation :

IT asset is any financially valuable component that can contribute to the delivery of an IT product or service.

NEXT QUESTION

☐ Mark for Review

2) Which of the four dimensions contributes MOST to defining activities needed to deliver service?

- ☒ A) Value streams and processes
- ☐ B) Organizations and people
- ☐ C) Partners and suppliers
- ☐ D) Information and technology

SHOW ANSWER

Correct answer : A

Explanation :

Value streams and processes dimension is one of the four dimensions of service management. It defines the activities, workflows, controls, and procedures needed to achieve the agreed objectives.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

3) When working on an improvement iteration, which concept helps to ensure that the iteration activities remain appropriate?

- ☐ A) Direct observation
- ☐ B) Minimum viable product
- ☐ C) Analysis paralysis
- ☒ D) Feedback loop

SHOW ANSWER

Correct answer : D

Explanation :

Feedback of previous iteration actually helps us to keep the upcoming iteration activities appropriate.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

4) Which practice MOST requires staff who demonstrate skills such as empathy and emotional intelligence?

- ☒ A) Service desk
- ☐ B) Service request management
- ☐ C) Problem management
- ☐ D) Continual improvement

SHOW ANSWER

Correct answer : A

Explanation :

Service desk staff require training and competency across a number of broad technical and business areas. In particular, they need to demonstrate excellent customer service skills such as empathy, incident analysis and prioritization, effective communication, and emotional intelligence.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

5) What is the definition of "service management"?

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

SHOW ANSWER

Correct answer : B

Explanation :

service management is a set of specialized organizational capabilities for enabling value for customers in the form of services

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

6) Which is a description of service provision?

- ☐ A) A formal description of one or more services, designed to address the needs of a service consumer
- ☒ B) Activities that an organization performs to deliver services
- ☐ C) A way to help create value by facilitating outcomes that service consumers need
- ☐ D) Cooperation between two organizations to ensure that a service delivers value

SHOW ANSWER

Correct answer : B

Explanation :

service provision: Activities performed by an organization to provide services. It includes management of the provider's resources, configured to deliver the service; ensuring access to these resources for users; fulfilment of the agreed service actions; service level management; and continual improvement. It may also include the supply of goods.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

7) How is a continual improvement register" used?

- ☐ A) To record requests for provision of a resource or service
- ☒ B) To organize past, present, and future improvement ideas
- ☐ C) To authorize changes to implement improvement initiatives
- ☐ D) To provide a structured approach to implementing improvements

SHOW ANSWER

Correct answer : B

Explanation :

Continual Improvement Registers (CIRs) are used to constantly reprioritize improvement opportunities. The use of CIRs provides additional value because they help to make things visible. This is not limited to what is currently being done, but also to what is already complete and what has been set aside for further consideration at a later date.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

8) Which is an input to the service value system?

- ☒ A) A need from consumers for new or changed services
- ☐ B) Recommendations to help an organization in all aspects of its work
- ☐ C) A model to help meet stakeholders' expectations
- ☐ D) The system of directing and controlling an organization

SHOW ANSWER

Correct answer : A

Explanation :

The inputs to Service Value System are Demand and Opportunity.

Demand represents the need or desire for products and services from internal and external customers.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

9) Which organization delivers outputs or outcomes of a service?

- ☐ A) A service consumer delivers outputs of the service
- ☐ B) A service consumer delivers outcomes of the service
- ☐ C) A service provider delivers outcomes of the service
- ☒ D) A service provider delivers outputs of the service

SHOW ANSWER

Correct answer : D

Explanation :

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

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

10) 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) Supplier management
- ☐ C) Service request management
- ☐ D) Service desk

SHOW ANSWER

Correct answer : A

Explanation :

Service level management requires focus and effort to engage and listen to the requirements, issues, concerns, and daily needs of customers

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

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

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

SHOW ANSWER

Correct answer : C

Explanation :

Service level agreements (SLAs) have long been used as a tool 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. Using SLAs may present many challenges; often they do not fully reflect the wider service performance and the user experience.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

12) Which statement about the inputs and outputs of the value chain activities is CORRECT?

- ☐ A) The organization's governance will determine the inputs and outputs of each value chain activity
- ☒ B) Inputs and outputs are fixed for each value chain activity
- ☐ C) Each value chain activity receives inputs and provides outputs
- ☐ D) Some value chain activities only have inputs, whereas others only have outputs

SHOW ANSWER

Correct answer : C

Explanation :

Each value chain activity receives inputs and provides outputs

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

13) 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 [?] is available where it is needed.

- ☐ A) outcomes
- ☐ B) IT assets
- ☒ C) services
- ☐ D) organizations

SHOW ANSWER

Correct answer : C

Explanation :

service configuration management practice is the practice of ensuring that accurate and reliable information about the configuration of services, and the configuration items that support them, is available when and where needed.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

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

- ☐ A) Deliver and support
- ☐ B) Design and transition
- ☐ C) Plan
- ☒ D) Obtain/build

SHOW ANSWER

Correct answer : D

Explanation :

The purpose of the “obtain/build” value chain activity is to ensure that service components are available when and where they are needed, and meet agreed specifications.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

15) Which is the cause, or potential cause, of one or more incidents?

- ☐ A) An event
- ☐ B) A change
- ☒ C) A problem
- ☐ D) A known error

SHOW ANSWER

Correct answer : C

Explanation :

Problem is a cause, or potential cause, of one or more incidents

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

16) Which is the **FIRST** action when optimizing a service?

- ☐ A) Assess the current state
- ☐ B) Agree the future state
- ☒ C) Understand the organizational context
- ☐ D) Implement the improvements

SHOW ANSWER

Correct answer : C

Explanation :

The 1st step in the continual improvement model is (What is the vision?)

This step focuses on two key areas:

- > The organization's vision and objectives need to be translated for the specific business unit, department, team, and/or individual, so that the context, objectives, and boundaries for any improvement initiative are understood.
- > A high-level vision for the planned improvement needs to be created.

☐ Mark for Review

17) Which practice would be **MOST** involved in assessing the risk to services when a supplier modifies the contract they offer to the organization?

- ☐ A) Service request management
- ☐ B) Service level management
- ☐ C) Incident management
- ☒ D) Change enablement

SHOW ANSWER

Correct answer : D

Explanation :

Change enablement practice would be MOST involved in assessing the risk to services when a supplier modifies the contract they offer to the organization.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

18) What is the customer of a service responsible for?

- ☐ A) Provisioning the service
- ☒ B) Defining the requirements for the service
- ☐ C) Authorizing the budget for the service
- ☐ D) Using the service

SHOW ANSWER

Correct answer : B

Explanation :

Customer is a person who defines the requirements for a service and takes responsibility for the outcomes of service consumption.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

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

- ☐ A) An incident
- ☒ B) A change
- ☐ C) A problem
- ☐ D) An IT asset

SHOW ANSWER

Correct answer : B

Explanation :

Change is the addition, modification or removal of anything that could have a direct or indirect effect on service.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

20) Which TWO BEST describe the guiding principles?

- 1. Short-term
- 2. Standards
- 3. Recommendations
- 4. Long-term

- ☐ A) 1 and 2
- ☐ B) 2 and 3
- ☒ C) 3 and 4
- ☐ D) 1 and 4

SHOW ANSWER

Correct answer : C

Explanation :

A guiding principle is a recommendation that guides an organization in all circumstances, regardless of changes in its goals, strategies, type of work, or management structure.

A guiding principle is universal and enduring. They should never change within an organization.

☐ Mark for Review

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

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

SHOW ANSWER

Correct answer : A

Explanation :

Integrating an organization's activities to deliver value >> Think and work holistically

Considering the existing organizational assets before building something new >> Start where you are

Breaking down large initiatives into smaller pieces of work >> Progress iteratively with feedback

Eliminating unnecessary steps to deliver valuable outcomes >> Keep it simple and practical

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

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

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

SHOW ANSWER

Correct answer : D

Explanation :

Considerations for applying the principle:

1) **Who is the service consumer?**

2) The consumer's perspectives of value : Why the consumers need the service? How services help them to achieve their goals? Costs? Risks?

3) The customer experience : Customer Experience (CX) can be defined as the entirety of the interactions a customer has with an organization and its products. This experience can determine how the customer feels about the organization and its products and services.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

23) Identify the missing word in the following sentence.

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

- ☒ A) Consider
- ☐ B) Re-use
- ☐ C) Discard
- ☐ D) Improve

SHOW ANSWER

Correct answer : A

Explanation :

When deciding to improve a service, we should start by considering existing information

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

24) 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 issues, service desk investigates the underlying causes of issues
- ☐ D) Incident management resolves complex issues, service desk resolves simpler issues

SHOW ANSWER

Correct answer : A

Explanation :

Incident management restores service operation, service desk provides communication with users

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

25) Which step of the "continual improvement model defines measurable targets?

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

SHOW ANSWER

Correct answer : D

Explanation :

Step 3: Where do we want to be?

Just as "Step 2" describes "Point A" on the improvement journey. "Step 3" outlines what "Point B", the target state for the next step of the journey, should look like. A journey cannot be mapped out if the destination is not clear.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

26) What is included in the purpose of the release management practice?

- ☒ A) Making new features available for use
- ☐ B) Moving new software to live environments
- ☐ C) Authorizing changes to proceed
- ☐ D) Ensuring information about services is available

SHOW ANSWER

Correct answer : A

Explanation :

Release management practice is the practice of making new and changed services and features available for use

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

27) Why should a service level agreement include bundles of metrics?

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

SHOW ANSWER

Correct answer : A

Explanation :

Some of the key requirements for successful SLAs include:

> They should relate to defined outcomes and not simply operational metrics. This can be achieved with balanced bundles of metrics, such as customer satisfaction and key business outcomes

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

28) Which practice balances management of risk with maximizing throughput?

- ☐ A) Continual improvement
- ☐ B) Problem management
- ☐ C) Incident management
- ☒ D) Change enablement

SHOW ANSWER

Correct answer : D

Explanation :

Change enablement must balance the need to make beneficial changes that will deliver additional value with the need to protect customers and users from the adverse effect of changes. All changes should be assessed by people who are able to understand the risks and the expected benefits; the changes must then be authorized before they are deployed.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

29) Which is recommended as part of the "progress iteratively with feedback" guiding principle?

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

SHOW ANSWER

Correct answer : B

Explanation :

Progress iteratively with feedback emphasizes on:

- Do not attempt to do everything at once. Even huge initiatives must be accomplished iteratively.
- By organizing work into smaller, manageable sections that can be executed and completed in a timely manner, it is easier to maintain a sharper focus on each effort.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

30) How does the "incident management" practice set user expectations?

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

SHOW ANSWER

Correct answer : D

Explanation :

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

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

31) 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

SHOW ANSWER

Correct answer : B

Explanation :

User A person who uses services.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

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

- ☐ A) Guiding principles
- ☐ B) Continual improvement
- ☐ C) Practices
- ☒ D) Service value chain

SHOW ANSWER

Correct answer : D

Explanation :

Service value chain is an operating model for service providers that covers all the key activities required to effectively manage products and services.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

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

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

SHOW ANSWER

Correct answer : C

Explanation :

The specific practices an organization uses to improve and optimize performance may draw upon guidance from ITIL, Lean, DevOps, Kanban, and other sources.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

34) What may form part of a service request procedure?

- ☐ A) Escalation to the appropriate change authority
- ☒ B) Authorization in accordance with a security policy
- ☐ C) The timescale for restoration of service
- ☐ D) The method of diagnosing the cause

SHOW ANSWER

Correct answer : B

Explanation :

Some service requests require authorization according to financial, information security, or other policies, while others may not need any. To be handled

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

35) 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) Risk management techniques
- ☒ B) Source data
- ☐ C) Reports
- ☐ D) Assumptions

SHOW ANSWER

Correct answer : B

Explanation :

Decisions on how to proceed should be based on information that is as accurate as possible. Within organizations there is frequently a discrepancy between reports and reality. This is due to the difficulty of accurately measuring certain data, or the unintentional bias or distortion of data that is produced through reports. Getting data from the source helps to avoid assumptions which, if proven to be unfounded, can be disastrous to timelines, budgets, and the quality of results.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

36) Which term could be used to refer to a single person who has independently subscribed to a service?

- ☐ A) Service provider
- ☐ B) Service desk
- ☐ C) Supplier
- ☒ D) Organization

SHOW ANSWER

Correct answer : D

Explanation :

Organizations vary in size and complexity, and in their relation to legal entities, from a single person or a team to a complex network of legal entities united by common objectives, relationships, and authorities.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

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

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

SHOW ANSWER

Correct answer : B

Explanation :

The most complex incidents, and all major incidents, often require a temporary team to work together to identify the resolution. This team may include representatives of many stakeholders, including the service provider, suppliers, users, etc.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

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

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

SHOW ANSWER

Correct answer : C

Explanation :

Some service requests have very simple workflows, such as a request for information. Others, such as the setup of a new employee, may be quite complex and require contributions from many teams and systems for fulfilment. Regardless of the complexity, the steps to fulfil the request should be well-known and proven.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

39) What is **CORRECT** about service request management?

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

SHOW ANSWER

Correct answer : A

Explanation :

Each service request may include one or more of the following:

- a request for a service delivery action (for example, providing a report or replacing a toner cartridge)
- a request for information (for example, how to create a document or what the hours of the office are)
- a request for provision of a resource or service (for example, providing a phone or laptop to a user, or providing a virtual server for a development team)
- a request for access to a resource or service (for example, providing access to a file or folder)
- feedback, compliments, and complaints (for example, complaints about a new interface or compliments to a support team).

☐ Mark for Review

40) Which practice handles all pre-defined user-initiated service actions?

- ☒ A) Service request management
- ☐ B) Service level management
- ☐ C) Incident management
- ☐ D) Deployment management

SHOW ANSWER

Correct answer : A

Explanation :

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

PREVIOUS QUESTION

FINISH EXAM

☐ Mark for Review

1) In which situation will incident management USUALLY use a separate process?

- ☐ A) Where no target resolution time exists
- ☒ B) For information security incidents
- ☐ C) For low impact incidents
- ☐ D) Where the cause must be diagnosed

SHOW ANSWER

Correct answer : B

Explanation :

There are usually separate processes for managing major incidents, and for managing information security incidents

NEXT QUESTION

☐ Mark for Review

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

- ☐ A) Service desk
- ☒ B) Continual improvement
- ☐ C) Problem management
- ☐ D) Incident management

SHOW ANSWER

PREVIOUS QUESTION

SKIP QUESTION

☐ Mark for Review

3) 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

SHOW ANSWER

Correct answer : B

Explanation :

Sponsor is a person (role) who authorizes budget for service consumption

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

4) Which statement about service offerings is CORRECT?

- ☒ A) The same product can be used as a basis for more than one service offering
- ☐ B) Service offerings include the transfer of goods from the consumer to the provider
- ☐ C) Service offerings describe how providers and consumers cooperate to co-create value
- ☐ D) Each service should be described to consumers as a single service offering

SHOW ANSWER

Correct answer : A

Explanation :

The correct statement is only: The same product can be used as a basis for more than one service offering

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

5) Which can a change schedule be used for?

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

SHOW ANSWER

Correct answer : B

Explanation :

The change schedule: a calendar that shows planned and historic changes.

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

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

6) Which statement about value streams is CORRECT?

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

SHOW ANSWER

Correct answer : B

Explanation :

Each value stream must be designed for a specific scenario

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

7) 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

SHOW ANSWER

Correct answer : A

Explanation :

Costs removed from the consumer by the service (a part of the value proposition) this may includes costs of staff, technology, and other resources, which the consumer doesn't need to provide.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

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

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

SHOW ANSWER

Correct answer : D

Explanation :

Service reviews are performed to ensure that the current set of services continues to meet the needs of the organization and its customers

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

9) 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) Problem
- ☐ B) Incident
- ☐ C) Event
- ☐ D) Known error

SHOW ANSWER

Correct answer : A

Explanation :

Problem management addresses errors, flaws, or vulnerabilities that may cause incidents

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

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

- ☐ A) Plan
- ☐ B) Engage
- ☐ C) Obtain/build
- ☒ D) Deliver and support

SHOW ANSWER

Correct answer : D

Explanation :

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

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

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

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

SHOW ANSWER

Correct answer : B

Explanation :

Progress iteratively with feedback guiding principles recommends working in a timeboxed, iterative manner with feedback loops embedded into the process allows for:

- > Greater flexibility
- > Faster responses to customer and business needs
- > The ability to discover and respond to failure earlier
- > An overall improvement in quality

☐ Mark for Review

12) Which practice has a purpose that includes maximizing the number of successful additions, modifications, or removals of anything that could have an effect on a service?

- ☐ A) Service request management
- ☐ B) Incident management
- ☐ C) Service desk
- ☒ D) Change enablement

SHOW ANSWER

Correct answer : D

Explanation :

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

>> Change: the addition, modification or removal of anything that could have a direct or indirect effect on service.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

13) Which practice minimizes the impact on normal service operation by managing resources in response to unplanned reductions in service quality ?

- ☒ A) Incident management
- ☐ B) Change enablement
- ☐ C) Service level management
- ☐ D) Continual improvement

SHOW ANSWER

Correct answer : A

Explanation :

The purpose of the “incident management” practice is to minimize the negative impact of incidents by restoring normal service operation as quickly as possible.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

14) Which TWO are inputs to the service value system?

- 1. Demand
- 2. Products
- 3. Value
- 4. Opportunity

- ☐ A) 1 and 2
- ☐ B) 2 and 3
- ☐ C) 3 and 4
- ☒ D) 1 and 4

SHOW ANSWER

Correct answer : D

Explanation :

Demand and opportunity are the inputs to the service value system

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

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

- ☒ A) Supplier management
- ☐ B) Information security management
- ☐ C) Release management
- ☐ D) Service configuration management

SHOW ANSWER

Correct answer : A

Explanation :

The purpose of the supplier management practice is to ensure that the organization's suppliers and their performances are managed appropriately to support the seamless provision of quality products and services. This includes creating closer, more collaborative relationships with key suppliers to uncover and realize new value and reduce the risk of failure.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

16) 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 level manager
- ☐ B) Service desk agent
- ☐ C) Change authority
- ☐ D) Problem analyst

SHOW ANSWER

Correct answer : A

Explanation :

The skills and competencies for service level management include relationship management, business liaison, business analysis, and commercial/supplier Management

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

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

- ☒ A).A change
- ☐ B) An event
- ☐ C) An incident
- ☐ D) A problem

SHOW ANSWER

Correct answer : A

Explanation :

Change is the addition, modification or removal of anything that could have a direct or indirect effect on service.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

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

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

SHOW ANSWER

Correct answer : C

Explanation :

"Think and work holistically" guiding principle is PRIMARILY concerned with end-to-end service delivery. It uses the four dimensions of service management to ensure coordination of all aspects of an improvement initiative

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

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

- ☒ A) Service desk
- ☐ B) Continual improvement
- ☐ C) Problem management
- ☐ D) Incident management

SHOW ANSWER

Correct answer : A

Explanation :

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

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

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

- ☐ A) Workaround
- ☐ B) Incident
- ☒ C) Known error
- ☐ D) Event

SHOW ANSWER

Correct answer : C

Explanation :

Known error is a problem that has been analyzed but has not been resolved.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

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

- ☐ A) Workflows and controls
- ☒ B) Communication and collaboration
- ☐ C) Inputs and outputs
- ☐ D) Contracts and agreements

SHOW ANSWER

Correct answer : B

Explanation :

Communication and collaboration are described by the organizations and people dimension of service management

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

22) Which facilitates outcomes that customers want to achieve?

- ☒ A) Service
- ☐ B) Warranty
- ☐ C) Organization
- ☐ D) IT asset

SHOW ANSWER

Correct answer : A

Explanation :

Service is a means of enabling value co-creation by facilitating outcomes that the customers want to achieve, without the customer having to manage specific costs and risks.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

23) Which practice recommends that organizations develop competencies in techniques such as strength, weakness, opportunity, and threat (SWOT) analysis, and balanced scorecards?

- ☐ A) Incident management
- ☒ B) Continual improvement
- ☐ C) Service request management
- ☐ D) Change enablement

SHOW ANSWER

Correct answer : B

Explanation :

In continual improvement practice, when assessing the current state, there are many techniques that can be employed, such as a strength, weakness, opportunity, and threat (SWOT) analysis, a balanced scorecard review, internal and external assessments and audits, or perhaps even a combination of several techniques. Organizations should develop competencies in methodologies and techniques that will meet their needs.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

24) Which dimension of service management considers how activities are coordinated?

- ☐ A) Organizations and people
- ☐ B) Information and technology
- ☐ C) Partners and suppliers
- ☒ D) Value streams and processes

SHOW ANSWER

Correct answer : D

Explanation :

Value streams and processes dimension of service management considers how activities are coordinated

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

25) Identify the missing word in the following sentence.

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

- ☐ A) Event
- ☐ B) Change
- ☐ C) Known error
- ☒ D) Problem

SHOW ANSWER

Correct answer : D

Explanation :

A problem is a cause, or potential cause, of one or more incidents. Problems can be raised in response to a single significant incident or multiple similar incidents. They can even be raised without the existence of a corresponding incident.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

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

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

SHOW ANSWER

Correct answer : B

Explanation :

The purpose of the continual improvement practice is to align the organization's practices and services with changing business needs through the ongoing improvement of products, services, and practices, or any element involved in the management of products and services.

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

27) How do 'continual improvement registers' help to create value?

- ☒ A) By making improvements visible
- ☐ B) By monitoring achievement against service level targets
- ☐ C) By assigning change authorities for change requests
- ☐ D) By documenting all improvement ideas in a single place

SHOW ANSWER

Correct answer : A

Explanation :

Continual Improvement Registers (CIRs) are used to constantly reprioritize improvement opportunities. The use of CIRs provides additional value because they help to make things visible. This is not limited to what is currently being done, but also to what is already complete and what has been set aside for further consideration at a later date

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

28) What is the value of a service?

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

SHOW ANSWER

Correct answer : C

Explanation :

Value is the perceived benefits, usefulness, and importance of something

PREVIOUS QUESTION

NEXT QUESTION

☐ Mark for Review

29) Which is the MOST LIKELY way of resolving major incidents?

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

SHOW ANSWER

Correct answer : C

Explanation :

The most complex incidents, and all major incidents, often require a temporary team to work together to identify the resolution. This team may include representatives of many stakeholders, including the service provider, suppliers, users, etc.

PREVIOUS QUESTION

NEXT QUESTION

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

- ☐ A) Problem control, error control, problem identification
- ☒ B) Problem identification, problem control, error control
- ☐ C) Error control, problem control, problem identification
- ☐ D) Problem identification, error control, problem control

SHOW ANSWER

Correct answer : B

Explanation :

The correct order is

- 1) Problem identification
- 2) problem control
- 3) error control

PREVIOUS QUESTION

NEXT QUESTION

31) What is included in the purpose of the "IT asset management" practice?

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

SHOW ANSWER

Correct answer : A

Explanation :

The purpose of the IT asset management practice is to plan and manage the full lifecycle of all IT assets, to help the organization:

- > maximize value
- > control costs
- > manage risks
- > support decision-making about purchase, re-use, retirement, and disposal of assets
- > meet regulatory and contractual requirements.

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

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

SHOW ANSWER

Correct answer : C

Explanation :

To request access to a resource via a self-service portal

[PREVIOUS QUESTION](#)

[NEXT QUESTION](#)

33) Which of the four dimensions contributes is concerned with service integration and management?

- ☒ A) Partners and suppliers
- ☐ B) Organizations and people
- ☐ C) Value streams and processes
- ☐ D) Information and technology

SHOW ANSWER

Correct answer : A

Explanation :

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

[PREVIOUS QUESTION](#)

[NEXT QUESTION](#)

34) When applying the 'collaborate and promote visibility' principle to an organization's initiative, which is NOT a necessary action?

- ☐ A) Basing decisions about the initiative on visible data
- ☐ B) Communicating information about the initiative to other parts of the organization
- ☒ C) Ensuring everyone involved in the initiative is in agreement about it before starting
- ☐ D) Considering different methods of communication for the different audiences

SHOW ANSWER

Correct answer : C

Explanation :

The incorrect statement is (Ensuring everyone involved in the initiative is in agreement about it before starting)

PREVIOUS QUESTION

NEXT QUESTION

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

- ☒ A) Monitoring and event management
- ☐ B) Service configuration management
- ☐ C) Change enablement
- ☐ D) Information security management

SHOW ANSWER

Correct answer : A

Explanation :

The purpose of the monitoring and event management practice is to systematically observe services and service components, and record and report selected changes of state identified as events. This practice identifies and prioritizes infrastructure, services, business processes, and information security events, and establishes the appropriate response to those events, including responding to conditions that could lead to potential faults or incidents.

PREVIOUS QUESTION

NEXT QUESTION

36) How should a process design allow for exceptional situations?

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

SHOW ANSWER

Correct answer : A

Explanation :

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

PREVIOUS QUESTION

NEXT QUESTION

37) Which practice needs the right culture to be embedded across the entire organization?

- ☐ A) Service request management
- ☐ B) Service level management
- ☐ C) Change enablement
- ☒ D) Continual improvement

SHOW ANSWER

Correct answer : D

Explanation :

Included in the scope of the continual improvement practice is the development of improvement-related methods and techniques and the propagation of a continual improvement culture across the organization, in alignment with the organization's overall strategy. The commitment to and practice of continual improvement must be embedded into every fibre of the organization.

PREVIOUS QUESTION

NEXT QUESTION

38) Which of the four dimensions focuses on roles, responsibilities, and systems of authority?

- ☐ A) Value streams and processes
- ☐ B) Partners and suppliers
- ☒ C) Organizations and people
- ☐ D) Information and technology

SHOW ANSWER

Correct answer : C

Explanation :

Organizations and people dimension focuses on roles, responsibilities, and systems of authority

PREVIOUS QUESTION

NEXT QUESTION

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

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

SHOW ANSWER

Correct answer : A

Explanation :

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

PREVIOUS QUESTION

NEXT QUESTION

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

- ☐ A) Workaround
- ☐ B) Incident
- ☒ C) Known error
- ☐ D) Event

SHOW ANSWER

Correct answer : C

Explanation :

Known error is a problem that has been analyzed but has not been resolved.

PREVIOUS QUESTION

FINISH EXAM

1) Which statement about costs is CORRECT?

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

SHOW ANSWER

Correct answer : B

Explanation :

Costs removed from the consumer by the service (a part of the value proposition) this may includes costs of staff, technology, and other resources, which the consumer doesn't need to provide.

NEXT QUESTION

2) What are "engage", "plan" and "improve" examples of?

- ☐ A) Change control
- ☐ B) Service value chain inputs
- ☐ C) Service level management
- ☒ D) Service value chain activities

SHOW ANSWER

Correct answer : D

Explanation :

"Engage", "plan" and "improve" are service value chain activities

PREVIOUS QUESTION

NEXT QUESTION

3) 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

SHOW ANSWER

Correct answer : D

Explanation :

Service levels agreements must be simply written and easy to understand and use for all parties

PREVIOUS QUESTION

NEXT QUESTION

4) 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 change request
- ☐ B) As a service request
- ☐ C) As an event
- ☒ D) As a problem

SHOW ANSWER

Correct answer : D

Explanation :

A problem is a cause, or potential cause, of one or more incidents

PREVIOUS QUESTION

NEXT QUESTION

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

- ☐ A) Change enablement
- ☐ B) Supplier management
- ☐ C) Service level management
- ☒ D) Service desk

SHOW ANSWER

Correct answer : D

Explanation :

Service desk has a strong influence on the user experience and perception of the service provider

PREVIOUS QUESTION

NEXT QUESTION

6) Identify the missing word in the following sentence.

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

- ☒ A) requirements
- ☐ B) resources
- ☐ C) suppliers
- ☐ D) products

SHOW ANSWER

Correct answer : A

Explanation :

Customer is a person (role) who defines the requirements for a service and takes responsibility for the outcomes of the service consumption.

PREVIOUS QUESTION

NEXT QUESTION

7) Which of the following 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

SHOW ANSWER

Correct answer : D

Explanation :

Service relationship management is joint activities performed by a service provider and a service consumer to ensure continual value co-creation based on agreed and available service offerings.

PREVIOUS QUESTION

NEXT QUESTION

8) 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

SHOW ANSWER

Correct answer : C

Explanation :

Emergency changes are these are changes that must be implemented as soon as possible; for example, to resolve an incident or implement a security patch.

PREVIOUS QUESTION

NEXT QUESTION

9) Which of the following includes configuring components and activities to facilitate outcomes for stakeholders?

- ☐ A) Service relationship management
- ☐ B) Service consumption
- ☒ C) The service value system
- ☐ D) The "release management" practice

SHOW ANSWER

Correct answer : C

Explanation :

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

PREVIOUS QUESTION

NEXT QUESTION

10) 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

SHOW ANSWER

Correct answer : C

Explanation :

Outcome is a result for a stakeholder enabled by one or more outputs.

PREVIOUS QUESTION

NEXT QUESTION

11) Which phase of problem management includes the regular assessment of the effectiveness of workarounds?

- ☐ A) Problem analysis
- ☐ B) Problem identification
- ☐ C) Problem control
- ☒ D) Error control

SHOW ANSWER

Correct answer : D

Explanation :

Error control regularly re-assesses the status of known errors that have not been resolved, including overall impact on customers, availability and cost of permanent resolutions, and effectiveness of workarounds. The effectiveness of workarounds should be evaluated each time a workaround is used, as the workaround may be improved based on the assessment

PREVIOUS QUESTION

NEXT QUESTION

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

- ☐ A) Monitoring and event management
- ☒ B) Service level management
- ☐ C) Change enablement
- ☐ D) Service desk

SHOW ANSWER

Correct answer : B

Explanation :

The "Service level management" practice performs service reviews to ensure that the current set of services continues to meet the needs of the organization and its customers

PREVIOUS QUESTION

NEXT QUESTION

13) Which service value chain activity deals with the purchase of new products?

- ☐ A) Engage
- ☒ B) Obtain/build
- ☐ C) Plan
- ☐ D) Improve

SHOW ANSWER

Correct answer : B

Explanation :

Obtain/build activity deals with the purchase of new products.

PREVIOUS QUESTION

NEXT QUESTION

14) 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 incident

SHOW ANSWER

Correct answer : C

Explanation :

The purpose of the "continual improvement" practice is to align the organization's practices and services with changing business needs through the ongoing improvement of products, services, and practices, or any element involved in the management of products and services.

PREVIOUS QUESTION

NEXT QUESTION

15) Which is included in the purpose of the "improve" value chain activity?

- ☒ A) Ensuring the continual improvement of practices across all value chain activities
- ☐ B) Ensuring that services continually meet expectations for quality, costs, and time to market
- ☐ C) Ensuring a shared understanding of the improvement direction for services across the organization
- ☐ D) Ensuring continual engagement and good relationships with all stakeholders

SHOW ANSWER

Correct answer : A

Explanation :

The purpose of the "improve" value chain activity is to ensure continual improvement of products, services, and practices across all value chain activities and the four dimensions of service management.

PREVIOUS QUESTION

NEXT QUESTION

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

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

SHOW ANSWER

Correct answer : B

Explanation :

The most complex incidents, and all major incidents, often require a temporary team to work together to identify the resolution. This team may include representatives of many stakeholders, including the service provider, suppliers, users, etc.

PREVIOUS QUESTION

NEXT QUESTION

17) What is defined as "any component that needs to be managed in order to deliver an IT service"?

- ☐ A) An event
- ☐ B) An IT asset
- ☒ C) A configuration item
- ☐ D) A change

SHOW ANSWER

Correct answer : C

Explanation :

Configuration item (CI) is any component that needs to be managed in order to deliver an IT service.

PREVIOUS QUESTION

NEXT QUESTION

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

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

- ☐ A) 1 and 2
- ☐ B) 2 and 3
- ☒ C) 3 and 4
- ☐ D) 1 and 4

SHOW ANSWER

Correct answer : C

Explanation :

1. It is important to assess which method of communication is appropriate for each type of stakeholder. (Related to "Collaborate and promote visibility")
2. Complex systems should be designed with an understanding of how the components' parts are related. (Related to "Think and work holistically")
3. Organizations should consider whether technology could improve the efficiency of manual processes. (Related to "Optimize and automate")
4. It is important to understand the organization's objectives when assessing the impact of potential improvements. (Related to "Optimize and automate" - mainly the road to optimization includes agreeing the overall vision and objectives of the organization.)

19) Which statement about emergency changes is CORRECT?

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

SHOW ANSWER

Correct answer : D

Explanation :

Emergency changes are not usually recorded in the change schedule

PREVIOUS QUESTION

NEXT QUESTION

20) 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

SHOW ANSWER

Correct answer : A

Explanation :

IT asset is any financially valuable component that can contribute to the delivery of an IT product or service.

PREVIOUS QUESTION

NEXT QUESTION

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

- ☐ A) Organizations and people
- ☐ B) Information and technology
- ☒ C) Partners and suppliers
- ☐ D) Value streams and processes

SHOW ANSWER

Correct answer : C

Explanation :

Partners and suppliers dimension includes consideration of the type of relationship required with other organizations involved in the design and delivery of services

PREVIOUS QUESTION

NEXT QUESTION

22) What is defined as "the role that uses services"?

- ☐ A) Service consumer
- ☐ B) Customer
- ☒ C) User
- ☐ D) Sponsor

SHOW ANSWER

Correct answer : C

Explanation :

User is the role that uses services

PREVIOUS QUESTION

NEXT QUESTION

23) Which is an example of a problem control activity?

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

SHOW ANSWER

Correct answer : D

Explanation :

Problem Control activities include problem analysis, and documenting workarounds and known errors.

PREVIOUS QUESTION

NEXT QUESTION

24) What should remain constant within an organization, even when the organization's objectives change?

- ☐ A) Outputs
- ☒ B) Guiding principles
- ☐ C) Service offerings
- ☐ D) Outcomes

SHOW ANSWER

Correct answer : B

Explanation :

A guiding principle is universal and enduring. They should never change within an organization.

PREVIOUS QUESTION

NEXT QUESTION

25) Which is a key element of the "think and work holistically" guiding principle?

- ☐ A) Assessing which procedures can be re-used when improving a service
- ☒ B) Understanding the methods applicable to complex systems
- ☐ C) Eliminating metrics which do not contribute to achieving an objective
- ☐ D) Using technology for standard tasks to give people time for complex activities

SHOW ANSWER

Correct answer : B

Explanation :

A key principle in "Think and work holistically" guiding principle is understanding the methods applicable to complex systems

PREVIOUS QUESTION

NEXT QUESTION

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

- ☒ A) Information security management
- ☐ B) Supplier management
- ☐ C) Service configuration management
- ☐ D) Relationship management

SHOW ANSWER

Correct answer : A

Explanation :

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

PREVIOUS QUESTION

NEXT QUESTION

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

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

SHOW ANSWER

Correct answer : A

Explanation :

Effective incident management often requires a high level of collaboration within and between teams. These teams may include service desks, technical support, application support, and vendors.

PREVIOUS QUESTION

NEXT QUESTION

28) Which practice handles all pre-defined user-initiated service actions?

- ☐ A) Deployment management
- ☐ B) Incident management
- ☐ C) Service level management
- ☒ D) Service request management

SHOW ANSWER

Correct answer : D

Explanation :

The purpose of the "service request management" practice is support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner

PREVIOUS QUESTION

NEXT QUESTION

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

- ☐ A) Suppliers
- ☒ B) Customers
- ☐ C) Relationship managers
- ☐ D) Developers

SHOW ANSWER

Correct answer : B

Explanation :

Customers are the MOST important stakeholder group that a service provider needs to collaborate with, since they define the requirements for a service and take responsibility for the outcomes of the service consumption.

PREVIOUS QUESTION

NEXT QUESTION

30) 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

SHOW ANSWER

Correct answer : D

Explanation :

Based on "Start where you are" : when deciding to improve a service, we should start by considering existing information

PREVIOUS QUESTION

NEXT QUESTION

31) For which purpose would the continual improvement practice use a SWOT analysis?

- ☒ A) Understanding the current state
- ☐ B) Defining the future desired state
- ☐ C) Tracking and managing ideas
- ☐ D) Ensuring everyone actively participates

SHOW ANSWER

Correct answer : A

Explanation :

In continual improvement practice, when assessing the current state, there are many techniques that can be employed, such as a strength, weakness, opportunity, and threat (SWOT) analysis, a balanced scorecard review, internal and external assessments and audits, or perhaps even a combination of several techniques.

PREVIOUS QUESTION

NEXT QUESTION

32) Which TWO types of competence are MOST important for service desk staff?

1. Knowledge of business processes
2. Collaboration skills
3. Advanced technical knowledge
4. Workflow design skills

- ☒ A) 1 and 2
- ☐ B) 2 and 3
- ☐ C) 3 and 4
- ☐ D) 1 and 4

SHOW ANSWER

Correct answer : A

Explanation :

The most important competencies for service desk staff are:

1. Knowledge of business processes
2. Collaboration skills

33) Which is CORRECT about change authorization?

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

SHOW ANSWER

Correct answer : C

Explanation :

Assignment of the change authority is based on the change type and model

PREVIOUS QUESTION

NEXT QUESTION

34) What term is used to describe the functionality of a service?

- ☐ A) Output
- ☐ B) Outcome
- ☒ C) Utility
- ☐ D) Warranty

SHOW ANSWER

Correct answer : C

Explanation :

Utility: the functionality offered by a product or service to met a particular need. Utility can be summarized as 'what the service does' and can be used to determine whether service is 'fit for purpose'.

PREVIOUS QUESTION

NEXT QUESTION

35) 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

SHOW ANSWER

Correct answer : A

Explanation :

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

PREVIOUS QUESTION

NEXT QUESTION

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

The purpose of the problem management practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and [?].

- ☐ A) events
- ☐ B) changes
- ☐ C) IT assets
- ☒ D) known errors

SHOW ANSWER

Correct answer : D

Explanation :

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

PREVIOUS QUESTION

NEXT QUESTION

37) 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 consistent service
- ☐ D) They should avoid ambiguous targets such as those relating to user experience

SHOW ANSWER

Correct answer : A

Explanation :

Successful service level agreements (SLAs) should be written using language and terms which all parties will understand

PREVIOUS QUESTION

NEXT QUESTION

38) 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

SHOW ANSWER

Correct answer : C

Explanation :

Each service request activity include one or more of the following:

- >> A request for service delivery action (e.g. providing a report or replacing a toner cartridge)
- >> A request for information (e.g. how to create a document or what the hours of the office are)
- >> A request for a provision of a resource or service (e.g. providing a phone or a laptop to a user, or providing a virtual server for a development team)
- >> A request for access to a resource or service (e.g. providing access to file or folder)
- >> Feedback, complements, and complaints (e.g. complaints about new interface or complement to a team)

39) Which of the four dimensions focuses on managing data in compliance with industry regulations?

- ☐ A) Partners and suppliers
- ☐ B) Organizations and people
- ☐ C) Value streams and processes
- ☒ D) Information and technology

SHOW ANSWER

Correct answer : D

Explanation :

Information and technology dimension focuses on managing data in compliance with industry regulations

PREVIOUS QUESTION

NEXT QUESTION

40) When using the ITIL continual improvement model, which information should be produced by an organization in order to understand where the organization is now?

- ☐ A) Business objectives
- ☐ B) Improvement plans
- ☒ C) Assessment results
- ☐ D) KPI reports

SHOW ANSWER

Correct answer : C

Explanation :

"Where we are now" step includes baseline assessment

PREVIOUS QUESTION

FINISH EXAM

1) Which guiding principle says that it is not usually necessary to build something new?

- ☐ A) Focus on value
- ☒ B) Start where you are
- ☐ C) Progress iteratively with feedback
- ☐ D) Think and work holistically

SHOW ANSWER

Correct answer : B

Explanation :

Based on (Start where you are) principle:

Don't start from scratch and build something new without considering what is already available to be leveraged.

NEXT QUESTION

2) 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

SHOW ANSWER

Correct answer : A

Explanation :

Standard changes: these are low-risk, pre-authorized changes that are well understood and fully documented, and can be implemented without needing additional authorization.

PREVIOUS QUESTION

NEXT QUESTION

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

SHOW ANSWER

Correct answer : A

Explanation :

The purpose of the "plan" value chain activity is to ensure a shared understanding of the vision, current status, and improvement direction for all four dimensions and all products and services across the organization.

PREVIOUS QUESTION

NEXT QUESTION

4) Which practice has the purpose of ensuring that the organizations suppliers and their performances and managed appropriately to support the provision of seamless, quality products and services?

- ☐ A) Release management
- ☒ B) Supplier management
- ☐ C) Service management
- ☐ D) Relationship management

SHOW ANSWER

Correct answer : B

Explanation :

The purpose of the "supplier management" practice is to ensure that the organization's suppliers and their performances are managed appropriately to support the seamless provision of quality products and services. This includes creating more collaborative relationships with key suppliers to uncover and realize new value and reduce the risk of failure.

PREVIOUS QUESTION

NEXT QUESTION

5) Which includes governance, management practices, and continual improvement?

- ☒ A) The service value system
- ☐ B) The "deliver and support" value chain activity
- ☐ C) The "focus on value" guiding principle
- ☐ D) The "value stream and processes" dimension

SHOW ANSWER

Correct answer : A

Explanation :

The ITIL Service Value System (SVS) includes the following components:

1. Guiding Principles
2. Governance
3. Service Value Chain
4. Practices
5. Continual Improvement

6) What is defined as any financially valuable component that can contribute to the delivery of a service?

- ☐ A) Configuration item
- ☐ B) Product
- ☒ C) IT asset
- ☐ D) Event

SHOW ANSWER

Correct answer : C

Explanation :

IT asset: any financially valuable component that can contribute to the delivery of an IT product or service.

PREVIOUS QUESTION

NEXT QUESTION

7) 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

SHOW ANSWER

Correct answer : C

Explanation :

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

PREVIOUS QUESTION

NEXT QUESTION

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

- ☐ A) Continual improvement
- ☐ B) Service value chain
- ☐ C) Practices
- ☒ D) Guiding principles

SHOW ANSWER

Correct answer : D

Explanation :

The guiding principles can be used to guide organizations in their work as they adopt a service management approach and adapt ITIL guidance to their own specific needs and circumstances. The guiding principles encourage and support organizations in continual improvement at all levels.

PREVIOUS QUESTION

NEXT QUESTION

9) What is the MAIN benefit of "problem management"?

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

SHOW ANSWER

Correct answer : B

Explanation :

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

PREVIOUS QUESTION

NEXT QUESTION

10) Which guiding principle discourages "silo activity"?

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

SHOW ANSWER

Correct answer : C

Explanation :

Based on (Collaborate and promote visibility):

Creative solutions, enthusiastic contributions, and important perspectives can be obtained from unexpected sources, so inclusion is generally a better policy than exclusion. Cooperation and collaboration are better than isolated work, which is frequently referred to as 'silo activity'.

PREVIOUS QUESTION

NEXT QUESTION

11) Which will help solve incidents more quickly?

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

SHOW ANSWER

Correct answer : C

Explanation :

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

PREVIOUS QUESTION

NEXT QUESTION

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

- ☐ A) Service level management
- ☐ B) Relationship management
- ☒ C) Service desk
- ☐ D) Monitoring and event management

SHOW ANSWER

Correct answer : C

Explanation :

"Service desk" practice facilitates operational communication between the service provider organization and users in the service consumer organization. While "relationship management" facilitates establishing links between the organization and its stakeholders at strategic and tactical level.

PREVIOUS QUESTION

NEXT QUESTION

13) 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

SHOW ANSWER

Correct answer : B

Explanation :

Information and technology dimension covers areas such as artificial intelligence, machine learning, and other cognitive computing solutions

PREVIOUS QUESTION

NEXT QUESTION

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

- ☐ A) Outcomes
- ☐ B) Value
- ☐ C) Utility
- ☒ D) Warranty

SHOW ANSWER

Correct answer : D

Explanation :

Warranty: Assurance that a product or service will meet agreed requirements. It can be summarized as 'how the service performs' and can be used to determine whether the service is 'fit for use'. Warranty often relates to service levels aligned with needs of service consumers. It address areas such as availability, capacity, continuity and security.

PREVIOUS QUESTION

NEXT QUESTION

15) Identify the missing word in the following sentence.

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

- ☐ A) utility
- ☐ B) warranty
- ☒ C) outcomes
- ☐ D) outputs

SHOW ANSWER

Correct answer : C

Explanation :

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

PREVIOUS QUESTION

NEXT QUESTION

16) A service offering may include goods, access to resources, and service actions. Which is an example of a service action?

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

SHOW ANSWER

Correct answer : D

Explanation :

A service desk agent provides support to a user is an example of service action

PREVIOUS QUESTION

NEXT QUESTION

17) 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

SHOW ANSWER

Correct answer : C

Explanation :

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

PREVIOUS QUESTION

NEXT QUESTION

18) Which guiding principle considers the statement "fast does not mean incomplete"?

- ☒ A) Progress iteratively with feedback
- ☐ B) Focus on value
- ☐ C) Start where you are
- ☐ D) Think and work holistically

SHOW ANSWER

Correct answer : A

Explanation :

Based (Progress iteratively with feedback) guiding principle:

- Comprehend the whole, but do something
- Understanding the big picture is important, but so is making progress
- Fast does not mean incomplete, just because an iteration is small enough to be done quickly does not mean that it should not include all the elements necessary for success.

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

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

SHOW ANSWER

Correct answer : C

Explanation :

Based on (Collaborate and promote visibility):

Insufficient visibility of work leads to poor decision-making, which in turn impacts the organization's ability to improve. To avoid this, the organization needs to perform such critical analysis activities as:

- understanding the flow of work in progress
- identifying bottlenecks, as well as excess capacity
- uncovering waste

20) Which ITIL guiding principle enables using guidance from DevOps, Lean and Kanban for optimization?

- ☐ A) Think and work holistically
- ☒ B) Optimize and automate
- ☐ C) Keep it simple and practical
- ☐ D) Start where you are

SHOW ANSWER

Correct answer : B

Explanation :

There are many ways in which practices and services can be optimized. The concepts and practices described in ITIL, particularly the practices of continual improvement, and measurement and reporting are essential to this effort. The specific practices an organization uses to improve and optimize performance may draw upon guidance from ITIL, Lean, DevOps, Kanban, and other sources.

PREVIOUS QUESTION

NEXT QUESTION

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

- ☒ A) Incident management
- ☐ B) Problem management
- ☐ C) Change enablement
- ☐ D) Service request management

SHOW ANSWER

Correct answer : A

Explanation :

The key word is "Unplanned" which indicates an incident.

PREVIOUS QUESTION

NEXT QUESTION

22) 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

SHOW ANSWER

Correct answer : D

Explanation :

Service request: a request from a user or a user's authorized representative that initiates a service action which has been agreed as a normal part of service delivery.

PREVIOUS QUESTION

NEXT QUESTION

23) Staff in an IT organization are very busy, mostly carrying out tasks that add little or no value to the organization or its customers. Which guiding principle recommends that the unnecessary work should be eliminated?

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

SHOW ANSWER

Correct answer : A

Explanation :

Based on "Keep it simple and practical" guiding principle, if a process, service, action or metric fails to provide a value or produce a useful outcome, eliminate it. In a process or procedure , use the minimum number of steps necessary to accomplish the objective(s).

PREVIOUS QUESTION

NEXT QUESTION

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

- ☐ A) Deployment management
- ☐ B) Continual improvement
- ☐ C) Monitoring and event management
- ☒ D) IT asset management

SHOW ANSWER

Correct answer : D

Explanation :

The purpose of the "IT asset management" practice is to plan and manage the full lifecycle of all IT assets.
IT asset: any financially valuable component that can contribute to the delivery of an IT product or service.

PREVIOUS QUESTION

NEXT QUESTION

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

- ☒ A) Service desk
- ☐ B) Continual improvement
- ☐ C) Service level management
- ☐ D) Change enablement

SHOW ANSWER

Correct answer : A

Explanation :

Service desk staff require training and competency across a number of broad technical and business areas. In particular, they need to demonstrate excellent customer service skills such as empathy, incident analysis and prioritization, effective communication, and emotional intelligence (EI).

PREVIOUS QUESTION

NEXT QUESTION

26) Which of the following is NOT recommended by the guiding principle "start where you are"?

- ☐ A) Asking questions that appear to be stupid
- ☐ B) Identifying what is available to be leveraged
- ☒ C) Building something completely new
- ☐ D) Collecting data directly from the source

SHOW ANSWER

Correct answer : C

Explanation :

"start where you are" guiding principle does not recommend to build something from scratch before checking the existing information and what can be re-used.

PREVIOUS QUESTION

NEXT QUESTION

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

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

SHOW ANSWER

Correct answer : A

Explanation :

Understanding how service consumers use services >> Focus on value

Comprehending the whole, but doing something >> Progress iteratively with feedback

Recognizing the complexity of systems >> Think and work holistically

Doing fewer things, but doing them better >> Keep it simple and practical

PREVIOUS QUESTION

NEXT QUESTION

28) Which practice nurtures links with stakeholders at strategic and tactical levels?

- ☐ A) Supplier management
- ☒ B) Relationship management
- ☐ C) Continual improvement
- ☐ D) Service level management

SHOW ANSWER

Correct answer : B

Explanation :

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

PREVIOUS QUESTION

NEXT QUESTION

29) What role would be MOST suitable for a new graduate with great levels of empathy and understanding of business issues? They also have good communication skills, high emotional intelligence, and a broad understanding of IT technology.

- ☐ A) Service level manager
- ☒ B) Service desk agent
- ☐ C) Change authority
- ☐ D) Problem analyst

SHOW ANSWER

Correct answer : B

Explanation :

Service desk staff require training and competency across a number of broad technical and business areas. In particular, they need to demonstrate excellent customer service skills such as empathy, incident analysis and prioritization, effective communication, and emotional intelligence (EI).

PREVIOUS QUESTION

NEXT QUESTION

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

- ☐ A) Incident management
- ☐ B) Service request management
- ☒ C) Monitoring and event management
- ☐ D) Change enablement

SHOW ANSWER

Correct answer : C

Explanation :

The purpose of the "monitoring and event management" practice is to systematically observe services and service components, and record and report selected changes of state identified as events. This practice identifies and prioritizes infrastructure, services, business processes, and information security events, and establishes the appropriate response of those events, including responding to conditions that could lead to potential faults and incidents

PREVIOUS QUESTION

NEXT QUESTION

31) Which is a recommendation for applying the guiding principle "keep it simple and practical"?

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

SHOW ANSWER

Correct answer : C

Explanation :

Communicate in a way the audience can hear >> Collaborate and promote visibility
Sometimes nothing from the current state can be re-used >> Start where you are
If a practice is easier to follow it is more likely to be adopted >> Keep it simple and practical
Fast does not mean incomplete >>Progress iteratively with feedback

PREVIOUS QUESTION

NEXT QUESTION

32) A user contacts the service desk to ask how they can create a report. Which practice is MOST LIKELY to contribute to resolving this issue?

- ☐ A) Incident management
- ☐ B) Service level management
- ☒ C) Service request management
- ☐ D) Change enablement

SHOW ANSWER

Correct answer : C

Explanation :

Based on service request management, each service request activity include one or more of the following:

- >> A request for service delivery action (e.g. providing a report or replacing a toner cartridge)
- >> A request for information (e.g. how to create a document or what the hours of the office are)
- >> A request for a provision of a resource or service (e.g. providing a phone or a laptop to a user, or providing a virtual server for a development team)
- >> A request for access to a resource or service (e.g. providing access to file or folder)
- >> Feedback, complements, and complaints (e.g. complaints about new interface or complement to a team)

33) Which service request management decisions require that policies are established?

- ☐ A) Deciding how degradations of service are resolved
- ☐ B) Deciding how to handle service requests where the steps are unknown
- ☒ C) Deciding which service requests require approval
- ☐ D) Deciding when workarounds should be used

SHOW ANSWER

Correct answer : C

Explanation :

Some service requests require authorization according to the financial, information security, or other policies, while others may not need any.

PREVIOUS QUESTION

NEXT QUESTION

34) Which practice helps to ensure that the services delivered to customers are aligned with their needs?

- ☐ A) Service request management
- ☐ B) Change enablement
- ☐ C) Problem management
- ☒ D) Service level management

SHOW ANSWER

Correct answer : D

Explanation :

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

35) In which case would a problem be logged as part of the problem identification?

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

SHOW ANSWER

Correct answer : B

Explanation :

After analysis of error information from a supplier

PREVIOUS QUESTION

NEXT QUESTION

36) How can a service consumer contribute to the reduction of risk?

- ☐ A) By providing the service in accordance with requirements
- ☐ B) By ensuring that the service provider's resources are correctly configured
- ☒ C) By fully understanding their own requirements for the service
- ☐ D) By managing the detailed level of risk on behalf of the service provider

SHOW ANSWER

Correct answer : C

Explanation :

The consumer contributes to the reduction of risk through:

>> Actively participating in the definition of the requirements of the service and the clarification of its required outcomes

>> Clearly communicating the critical success factors (CSFs) and constraints applying to the service

>> Ensuring the provider has access to the necessary resources of the consumer throughout the service relationship.

37) Which TWO of the following are considerations of change enablement?

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

- ☐ A) 1 and 2
- ☐ B) 2 and 3
- ☒ C) 3 and 4
- ☐ D) 1 and 4

SHOW ANSWER

Correct answer : C

Explanation :

1. Managing the people aspects of change >> (Organizational change management)

2. Ensuring that organizational transformations are successful >> (Organizational change management)

3. Maximizing the number of successful service changes >> (Change enablement)

4. Ensuring that changes are properly assessed >> (Change enablement)

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

- ☐ A) Incident management
- ☐ B) Service level management
- ☐ C) Problem management
- ☒ D) Service request management

SHOW ANSWER

Correct answer : D

Explanation :

Based on service request management, service requests are pre-defined and pre-agreed as normal part of service delivery, they can usually be formalized, with a clear, standard procedure for initiation, approval, fulfillment, and management.

PREVIOUS QUESTION

NEXT QUESTION

39) Which ITL concept helps an organization to make good decisions ?

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

SHOW ANSWER

Correct answer : B

Explanation :

The guiding principles support successful actions and good decisions of all types and at all levels.

PREVIOUS QUESTION

NEXT QUESTION

40) Which is a use of a continual improvement register?

- ☐ A) Planning changes, assisting in communication, avoiding conflicts, and assigning resources
- ☐ B) Selecting the right method, model or technique for identifying improvements
- ☒ C) Tracking and managing improvement ideas from identification through to final action
- ☐ D) Describing the services designed to meet the needs of a consumer group

SHOW ANSWER

Correct answer : C

Explanation :

Continual improvement register (CIR) is a database or structured document used to track and manage improvement ideas from identification through final action.

PREVIOUS QUESTION

FINISH EXAM