

## ITIL.ITIL-4-Foundation.v2025-05-22.q261

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### NEW QUESTION: 1

Which is an objective of the design coordination process?

- A. To gather and document new service level requirements from the customer  
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- B. To document the initial structure and relationship between services and customers
- C. To assess and evaluate all changes and their impact on service designs
- D. To produce service design packages and ensure they are handed over to service transition

**Answer: D (LEAVE A REPLY)**

### NEW QUESTION: 2

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

**Answer: B (LEAVE A REPLY)**

ITIL has defined four dimensions that collectively are critical to the effective and efficient delivery of value to customers and other stakeholders in the form of products and services.

These dimensions are:

- \* Organizations and People
- \* Information and Technology
- \* Partners and Suppliers
- \* Value Streams and Processes

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

**NEW QUESTION: 3**

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. relationships
- D. services

**Answer: D (LEAVE A REPLY)**

Explanation

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

<https://wiki.process-symphony.com.au/framework/lifecycle/process/service-configuration-management-itol-4/>

**NEW QUESTION: 4**

Identify the missing words in the following sentence.

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

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

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 5**

Which statement about emergency changes is CORRECT?

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

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 6**

Which two practices interact the MOST with the service desk practice?

- A. Deployment management and change enablement

- B. Service request management and deployment management
- C. Incident management and service request management
- D. Change enablement and incident management

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

**NEW QUESTION: 7**

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

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

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

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

**NEW QUESTION: 8**

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

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

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

The Obtain/Build activity is responsible for ensuring that all service components are available when and where needed, and that they meet the agreed specifications.

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

20activity%20is,they%20meet%20the%20agreed%20specifications.

**NEW QUESTION: 9**

Which practice includes the use of approaches such as Lean, Agile and DevOps with the aim of facilitating a greater amount of change at a quicker rate?

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

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

**NEW QUESTION: 10**

Which is the CORRECT explanation of the 'R' role in a RACI matrix?

- A. This role is involved in providing knowledge and input
- B. This role ensures the flow of information to stakeholders

- C. This role has ownership of the end result
- D. This role ensures that activities are executed correctly

**Answer: C (LEAVE A REPLY)**

#### **NEW QUESTION: 11**

Which is a risk that might be removed from a service consumer by an IT service?

- A. Service provider ceasing to trade
- B. Security breach
- C. Failure of server hardware
- D. Cost of purchasing servers

**Answer: (SHOW ANSWER)**

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

#### **NEW QUESTION: 12**

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

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

**Answer: C (LEAVE A REPLY)**

The problem management practice follows a three-phase approach to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents and managing workarounds and known errors<sup>1</sup>. The three phases are:

Problem identification: the process of finding problems that are the cause or potential cause of one or more incidents<sup>2</sup>.

Problem control: the process of analysing the root cause and impact of a problem and developing a workaround or a permanent solution<sup>2</sup>.

Error control: the process of managing known errors throughout their lifecycle, from recording to removal<sup>2</sup>. Reference: ITIL Foundation - ITIL 4 Edition, page 15; ITIL 4 - A Pocket Guide, page 35; ITIL 4 Practice Guide: Problem Management, page 9.

#### **NEW QUESTION: 13**

What type of change is MOST likely to be managed as a service request?

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

**Answer: B (LEAVE A REPLY)**

#### **NEW QUESTION: 14**

Which describes the 'plan' value chain activity?

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

**Answer: (SHOW ANSWER)**

#### **NEW QUESTION: 15**

Which is handled as a service request?

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

**Answer: D (LEAVE A REPLY)**

#### **NEW QUESTION: 16**

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

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

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

**Answer: (SHOW ANSWER)**

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

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

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

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#### **NEW QUESTION: 17**

An SLA is a service level agreement.

Which describes the 'watermelon SLA' effect?

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

**Answer: B (LEAVE A REPLY)**

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

#### **NEW QUESTION: 18**

Which is an important principle of communication in service operation?

- A.** It is stored in the configuration management system
- B.** Meetings are always the best method of communication
- C.** It has an intended purpose or a resultant action
- D.** Information should always be communicated

**Answer: C (LEAVE A REPLY)**

#### **NEW QUESTION: 19**

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

- A.** Conduct a review of existing service management practices and decide what to keep and what to discard
- B.** Use the four dimensions of service management to ensure coordination of all aspects of an improvement initiative
- C.** Review service management practices and remove any unnecessary complexity

D. Review how an improvement initiative can be organized into smaller, manageable sections that can be completed in a timely manner

**Answer: B (LEAVE A REPLY)**

#### **NEW QUESTION: 20**

Which of the following statements about 'outcomes' is TRUE?

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

**Answer: (SHOW ANSWER)**

An outcome is a result for a stakeholder enabled by one or more outputs<sup>1</sup>. Outputs are tangible or intangible deliverables of an activity<sup>1</sup>. For example, a service provider may produce a report (output) that helps a customer make a decision (outcome)<sup>2</sup>. Reference: ITIL Foundation - ITIL 4 Edition, page 3; ITIL 4 - A Pocket Guide, page 13.

#### **NEW QUESTION: 21**

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

- A. Information security management
- B. IT Asset Management
- C. Change enablement
- D. Service Configuration management

**Answer: A (LEAVE A REPLY)**

Nonrepudiation provides an assurance that the sender of data is provided with proof of delivery and the recipient is provided with proof of the sender's identity, so neither can later deny having processed the data. Further, this concept can apply to any activity, not just the sending and receiving of data; in a more general sense, it is a mechanism to prove that an activity was performed and by whom. Nonrepudiation is typically comprised of authentication, auditing/logging, and cryptography services.

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

#### **NEW QUESTION: 22**

What does the 'service request management' practice depend on for maximum efficiency?

- A. Processes and procedures
- B. Self-service tools
- C. Incident management
- D. Compliments and complaints

**Answer: (SHOW ANSWER)**

#### **NEW QUESTION: 23**

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

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

**Answer: A (LEAVE A REPLY)**

Explanation

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

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

#### **NEW QUESTION: 24**

Which statement about known errors and problems is CORRECT?

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

**Answer: (SHOW ANSWER)**

#### **NEW QUESTION: 25**

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

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

**Answer: (SHOW ANSWER)**

#### **NEW QUESTION: 26**

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

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

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 27**

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

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

**Answer: (SHOW ANSWER)**

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

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

<https://www.bmc.com/blogs/itil-guiding-principles/#:~:text=When%20focusing%20on%20value%2C%20the,va>

**NEW QUESTION: 28**

Identify the missing word in the following sentence.

The purpose of the 'supplier management' practice is to ensure that the organization's suppliers and their performances are [?] appropriately to support the seamless provision of quality products and services.

- A. measured
- B. rewarded
- C. managed
- D. defined

**Answer: C (LEAVE A REPLY)**

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

**NEW QUESTION: 29**

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

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

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 30**

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

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

D. The reduction of the likelihood and impact of incidents

**Answer: C (LEAVE A REPLY)**

Explanation

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

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

### NEW QUESTION: 31

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 [p] and known errors.

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

**Answer: (SHOW ANSWER)**

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<sup>1</sup>. Workarounds are temporary solutions that reduce or eliminate the impact of an incident or problem for which a full resolution is not yet available<sup>2</sup>. Known errors are problems that have a documented root cause and a workaround<sup>3</sup>. Reference: ITIL Foundation - ITIL 4 Edition, page 15; ITIL 4 - A Pocket Guide, page 35; ITIL 4 Practice Guide: Problem Management, page 7.

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### NEW QUESTION: 32

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

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

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 33**

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

**Answer: B (LEAVE A REPLY)**

Explanation

More complex incidents will usually be escalated to a support team for resolution, or even suppliers and partners who offer support for products and services they provide.

**NEW QUESTION: 34**

When is the earliest that a workaround can be documented in 'problem management'?

- A. After the problem has been logged
- B. After the problem has been prioritized
- C. After the problem has been analyzed
- D. After the problem has been resolved

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 35**

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

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

**Answer: B (LEAVE A REPLY)**

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

Taking a holistic approach to service management includes establishing an understanding of how all the parts of an organization work together in an integrated way (remember the four dimensions of service management?), including having an end-to-end visibility of how demand is captured and translated into outcomes. In a complex system, the alteration of

one element can impact others and, where possible, these impacts need to be identified, analysed and planned for.

To apply this principle successfully, consider this advice:

- \* Recognize the complexity of the systems
- \* Collaboration is key to thinking and working holistically
- \* Where possible, look for patterns in the needs of and interactions between system elements
- \* Automation can facilitate working holistically

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

### **NEW QUESTION: 36**

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

**Answer: A (LEAVE A REPLY)**

The service desk practice provides a single point of contact for users and customers to report issues, make requests, or seek guidance<sup>1</sup>. This practice guarantees that users have a range of access channels to choose from to report problems, such as phone, email, web portal, chatbot, or self-service<sup>2</sup>. This helps to improve user satisfaction, reduce frustration, and increase efficiency<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 14; ITIL4 - A Pocket Guide, page 32; ITIL4 Practice Guide: Service Desk, page 7.

### **NEW QUESTION: 37**

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

**Answer: A (LEAVE A REPLY)**

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

<https://wiki.process-symphony.com.au/framework/lifecycle/service-value-systemitil-4/#:~:text=The%20purpose>

### **NEW QUESTION: 38**

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

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

**Answer: D (LEAVE A REPLY)**

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

#### **NEW QUESTION: 39**

Which statement about outcomes is CORRECT?

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

**Answer: C (LEAVE A REPLY)**

#### **NEW QUESTION: 40**

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

**Answer: D (LEAVE A REPLY)**

Explanation

ITIL has defined four dimensions that collectively are critical to the effective and efficient delivery of value to customers and other stakeholders in the form of products and services.

These dimensions are:

Organizations and People

Information and Technology

Partners and Suppliers

Value Streams and Processes

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

#### **NEW QUESTION: 41**

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

- A. Relationship management
- B. Change control

- C. Release management
- D. Monitoring and event management

**Answer: (SHOW ANSWER)**

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

**NEW QUESTION: 42**

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

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

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 43**

Which dimension of service management considers how activities are coordinated?

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

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 44**

Which service transition process provides guidance about converting data into information?

- A. Service asset and configuration management
- B. Change evaluation
- C. Knowledge management
- D. Service validation and testing

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 45**

What is the definition of "service management"?

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

**Answer: D (LEAVE A REPLY)**

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

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

#### **NEW QUESTION: 46**

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

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

**Answer: B (LEAVE A REPLY)**

Customers are one of the key stakeholder groups that service providers should cooperate with. Customers are the persons who define the requirements for a service and take responsibility for the outcomes of service consumption<sup>1</sup>. Customers can be internal or external to the service provider's organization<sup>2</sup>. Customers are essential for value co-creation, as they provide feedback, resources, and demand for services<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 5; ITIL 4 - A Pocket Guide, page 18; [ITIL 4 Practice Guide: Customer Relationship Management], page 7.

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#### **NEW QUESTION: 47**

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

**Answer: C (LEAVE A REPLY)**

CIs are simply any component that needs to be managed in order to deliver an IT service. A server, a virtual server, or even the configuration of an application could be considered a CI, for example

[https://www.bmc.com/blogs/itil-asset-configuration-management/#:~:text=among%20your%20CIs-,Configuration%20items%20\(CIs\),considered%20a%20CI%2C%20for%20example.](https://www.bmc.com/blogs/itil-asset-configuration-management/#:~:text=among%20your%20CIs-,Configuration%20items%20(CIs),considered%20a%20CI%2C%20for%20example.)

#### **NEW QUESTION: 48**

What are the three phases of 'problem management'?

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

**Answer: (SHOW ANSWER)**

#### **NEW QUESTION: 49**

Which helps to streamline the fulfilment of service requests?

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

**Answer: A (LEAVE A REPLY)**

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

#### **NEW QUESTION: 50**

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

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

**Answer: D (LEAVE A REPLY)**

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

#### **NEW QUESTION: 51**

What should be used to set user expectations for request fulfillment times?

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

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 52**

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

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

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 53**

What three elements make up the Service Portfolio?

- A. Service pipeline, configuration management system and service catalogue  
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- B. Customer portfolio, service catalogue and retired services
- C. Customer portfolio, configuration management system and service catalogue
- D. Service pipeline, service catalogue and retired services

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 54**

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. So users can resolve their own incidents with self-help
- C. To resolve a complex or major incident
- D. So customers and users are provided with timely updates

**Answer: C (LEAVE A REPLY)**

The incident management practice aims to minimize the negative impact of incidents by restoring normal service operation as quickly as possible<sup>1</sup>. A complex or major incident is an incident that has a significant impact or urgency for the business and requires a high level of coordination and resources to resolve<sup>2</sup>. This may require a temporary team to work together, such as a major incident team or a swarming team<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 14; ITIL 4 - A Pocket Guide, page 32; ITIL 4 Practice Guide: Incident Management, page 8.

**NEW QUESTION: 55**

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

- A. Authorizing changes to proceed
- B. Making new features available for use
- C. Moving new software to live environments

D. Ensuring information about services is available

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

Explanation

The purpose of the release management practice is to make new and changed services and features available for use.

Release: A version of a service or other configuration item, or a collection of configuration items, that is made available for use.

<https://wiki.process-symphony.com.au/framework/lifecycle/process/release-management-itil-4/>

#### **NEW QUESTION: 56**

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

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

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

#### **NEW QUESTION: 57**

Which describes a set of defined steps for implementing improvements?

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

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

#### **NEW QUESTION: 58**

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

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

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

#### **NEW QUESTION: 59**

What is a set of specialized organizational capabilities for enabling value for customers in the form of services?

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

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 60**

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

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 61**

Which is a key requirement for successful service level agreements (SLAs)?

- A. They should be based on system-based metrics which are useful to the service provider
- B. They should be carried forward, unchanged, from one year to the next to enable unisleni service
- C. They should avoid ambiguous targets such as those relating to user experience
- D. They should be written using language and terms v/hich all parties will understand

**Answer: D (LEAVE A REPLY)**

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**NEW QUESTION: 62**

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

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

**Answer: (SHOW ANSWER)**

Explanation/Reference: <https://wiki.process-symphony.com.au/framework/lifecycle/process/relationship-management-iti-4/>

**NEW QUESTION: 63**

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

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

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 64**

What is the definition of "service management"?

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

**Answer: (SHOW ANSWER)**

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

<https://www.bmc.com/blogs/itil-key-concepts-service-management/#:~:text=Service%20management%20is%20>

**NEW QUESTION: 65**

Which statement about emergency changes is CORRECT?

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

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 66**

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

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

**Answer: A (LEAVE A REPLY)**

**Value Streams & Processes**

The value streams and processes dimension is concerned with how the various parts of the organization work in an integrated and coordinated way to enable value creation through products and services. This dimension defines the activities, workflows, controls and procedures needed to achieve agreed objectives. What matters in service management is that an organization establishes an operating model that that effectively organizes the key activities needed to manage products and services.

**Value streams**

A value stream is defined as a series of steps an organization undertakes to create and deliver products and services to consumers.

Structuring the organization's service and product portfolios around value streams allows it to have a clear picture of what it delivers and how, and to make continual improvements to its services. By mapping its value streams, an organization can identify what is critical, what introduces waste and what can be improved upon.

**Processes**

A process is defined as a set of interrelated or interacting activities that transform inputs into outputs.

Processes define the sequence of actions and their dependencies, as well as describe what is done to accomplish an objective. Processes are underpinned by policies and can be broken down further through procedures which outline what is done, when, and by whom.

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

**NEW QUESTION: 67**

Which of the following statements is included in the 'improve' value chain activity's purpose'?

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

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 68**

Which statement about outcomes is CORRECT?

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

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 69**

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

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

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 70**

What is the definition of "service management"?

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

**Answer: D (LEAVE A REPLY)**

Explanation

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

<https://www.bmc.com/blogs/itil-key-concepts-service-management/#:~:text=Service%20management%20is%20>

**NEW QUESTION: 71**

Identify the missing word in the following sentence.

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

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

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

#### **NEW QUESTION: 72**

Which describes a 'change authority'?

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

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

#### **NEW QUESTION: 73**

What is a definition of a service improvement plan (SIP)?

- A. An input from availability management to service level management, detailing the service design plan
- B. A formal plan to implement improvements to a service or process
- C. A formal plan to implement improvements to a customer's business processes
- D. An input from financial management for IT services to service level management, detailing the budget plan D18912E1457D5D1DDCDBD40AB3BF70D5D

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

#### **NEW QUESTION: 74**

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

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

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

In ITIL, there are six activities in the service value chain which represent the steps an organization takes in the creation of value:

Plan

Engage

Design and Transition

Obtain/Build

Deliver and Support

Improve

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

**NEW QUESTION: 75**

What is the value of a service?

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

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 76**

Which role approves the cost of services?

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

**Answer: B (LEAVE A REPLY)**

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**NEW QUESTION: 77**

What is a service?

- A. A possible event that could cause harm or loss, or make it more difficult to achieve objectives
- B. A means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks
- C. A tangible or intangible deliverable of an activity
- D. Joint activities performed by a service provider and a service consumer to ensure continual value co- creation based on agreed and available service offerings

**Answer: B (LEAVE A REPLY)**

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

**NEW QUESTION: 78**

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

- A. The four dimensions of service management

- B. A service relationship
- C. The ITIL guiding principles
- D. The ITIL service value system

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

**NEW QUESTION: 79**

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

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

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

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

<https://www.servicedeskintstitute.com/the-case-for-itil4-foundation-service-desk-analyst-training/#:~:text=%E2%80%9CService%20desk%20staff%20require%20training,effective%20communication%2C%20and%20emotional%20intelligence.>

**NEW QUESTION: 80**

Which is a use of the change schedule?

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

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

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

**NEW QUESTION: 81**

Where should all master copies of controlled software and documentation be stored?

- A. In the definitive media library
- B. In the definitive security library
- C. In the definitive production library
- D. In the definitive capacity library

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

**NEW QUESTION: 82**

What is the purpose of service level management?

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

**Answer: A (LEAVE A REPLY)**

### **NEW QUESTION: 83**

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

**Answer: C (LEAVE A REPLY)**

The change enablement practice maximizes the number of successful service and product changes by ensuring that risks have been properly assessed, authorized, and managed within a schedule<sup>1</sup>. Change authorization is the activity of verifying that a proposed change is desirable, viable, and achievable before committing to its implementation<sup>2</sup>. The change type (standard, normal, or emergency) and model (a predefined approach for handling a specific type of change) is the basis for assigning the change authority (the role that can authorize a change)<sup>2</sup>. The other statements are incorrect because:

\* A standard change is a low-risk, pre-authorized change that follows an agreed procedure and does not require authorization at the point of implementation<sup>2</sup>.

\* An emergency change is a high-priority change that must be implemented as soon as possible to resolve an incident or implement a security patch<sup>2</sup>. An emergency change must be authorized by an emergency change authority (ECA), which is usually a subset of the normal change authority (CAB)<sup>2</sup>.

\* Ensuring that changes are authorized before their deployment is done by the change enabler (the role that coordinates all aspects of a change)<sup>2</sup>. References: ITIL Foundation - ITIL 4 Edition, page

16; ITIL 4 - A Pocket Guide, page 39; ITIL 4 Practice Guide: Change Enablement, page 7.

### **NEW QUESTION: 84**

What can a change schedule be used for?

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

D. Providing a way to initiate normal changes

**Answer: B (LEAVE A REPLY)**

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

<https://www.bmc.com/blogs/itil-change-enablement/#:~:text=The%20change%20schedule%20is%20used,problem%20management%2C%20and%20improvement%20planning.>

#### **NEW QUESTION: 85**

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

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

**Answer: B (LEAVE A REPLY)**

#### **NEW QUESTION: 86**

Which statement about the known error database (KEDB) is CORRECT?

- A. It is a part of the configuration management database (CMDB) and contains workarounds
- B. It is maintained by problem management and is used by the service desk to help resolve incidents
- C. It is maintained by incident management and contains solutions to be implemented by problem management
- D. It is maintained by the service desk and updated with the details of each new incident

**Answer: B (LEAVE A REPLY)**

#### **NEW QUESTION: 87**

What can help to reduce resistance to a planned improvement when applying the guiding principle

'collaborate and promote visibility'?

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

**Answer: (SHOW ANSWER)**

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

**NEW QUESTION: 88**

What three elements make up the Service Portfolio?

- A. Customer portfolio, service catalogue and retired services
- B. Customer portfolio, configuration management system and service catalogue
- C. Service pipeline, service catalogue and retired services
- D. Service pipeline, configuration management system and service catalogue

**Answer: C (LEAVE A REPLY)**

Explanation

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**NEW QUESTION: 89**

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

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

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 90**

Which is an important principle of communication in service operation?

- A. Meetings are always the best method of communication
- B. It has an intended purpose or a resultant action
- C. Information should always be communicated
- D. It is stored in the configuration management system

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 91**

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

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

**Answer: (SHOW ANSWER)**

Utility is defined as "the functionality offered by a product or service to meet a particular need"<sup>2</sup>. Utility can be summarized as "what the service does" and can be used to determine whether a service is able to meet its intended outcomes<sup>1</sup>.

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**NEW QUESTION: 92**

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 [?], and the CIs that support them, is available when and where it is needed.

- A. relationships with suppliers
- B. configuration of services
- C. skills of people
- D. authorization of changes

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 93**

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

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

**Answer: C (LEAVE A REPLY)**

Utility is the term used to describe the functionality of a service, or how well it meets the needs and expectations of the customers and users. Utility can be expressed as 'what the service does' or 'the functionality offered by a product or service to meet a particular need'<sup>1</sup>. Utility is one of the two elements of service value, along with warranty<sup>2</sup>.

References: ITIL Foundation - ITIL 4 Edition, page 4; ITIL 4 - A Pocket Guide, page 14.

**NEW QUESTION: 94**

Which is an objective of the design coordination process?

- A. To produce service design packages and ensure they are handed over to service transition
- B. To assess and evaluate all changes and their impact on service designs
- C. To document the initial structure and relationship between services and customers
- D. To gather and document new service level requirements from the customer

**Answer: (SHOW ANSWER)**

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**NEW QUESTION: 95**

Which activity is NOT recommended by the 'start where you are' guiding principle?

- A. Involving people who are not familiar with a service when observing and assessing its activities
- B. Applying risk management when considering to introduce new processes
- C. Using source data to avoid any unintentional data distortion found in reports
- D. Discarding existing processes before assessing their usefulness

**Answer: D (LEAVE A REPLY)**

The 'start where you are' guiding principle advises organizations to observe and understand the current state of affairs before initiating any improvement or change<sup>1</sup>. This principle also recommends using source data, involving people who know the service, and applying risk management when considering new processes<sup>2</sup>. However, this principle does not suggest discarding existing processes before assessing their usefulness, as this would be wasteful and potentially harmful<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 7; ITIL 4 - A Pocket Guide, page 26; ITIL 4 Practice Guide: Start Where You Are, page 9.

**NEW QUESTION: 96**

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

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

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 97**

Which is an example of a business related measurement?

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

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 98**

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

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

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

**NEW QUESTION: 99**

Identify the missing work in the following sentence.

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

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

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

**NEW QUESTION: 100**

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

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

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

**NEW QUESTION: 101**

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

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

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

**NEW QUESTION: 102**

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

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

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

**NEW QUESTION: 103**

Which guiding principle considers how the steps of a process can be performed as efficiently as possible?

- A. Start where you are

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

**Answer: (SHOW ANSWER)**

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

**NEW QUESTION: 104**

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

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

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 105**

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. Assessment results
- B. KPI reports
- C. Business objectives
- D. Improvement plans

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 106**

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

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

**Answer: (SHOW ANSWER)**

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**NEW QUESTION: 107**

Which statement about emergency changes is CORRECT?

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

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 108**

What is described by the service value system?

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

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 109**

What is the definition of a known error?

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

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 110**

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

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

**Answer: B (LEAVE A REPLY)**

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

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

**NEW QUESTION: 111**

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

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

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 112**

Which is part of the value proposition of a service?

- A. Costs imposed on the consumer by the service
- B. Costs removed from the consumer by the service
- C. Risks imposed on the consumer by the service
- D. Outputs of the service received by the consumer

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 113**

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 relationships that support them, is available when and where it is needed.

- A. organizations
- B. outcomes
- C. IT assets
- D. services

**Answer: C (LEAVE A REPLY)**

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of IT assets, and the relationships that support them, is available when and where it is needed<sup>1</sup>. IT assets are any financially valuable components that can contribute to the delivery of an IT product or service<sup>2</sup>. Configuration items are any component that needs to be managed in order to deliver an IT service<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL4 - A Pocket Guide, page 36; ITIL4 Practice Guide: Service Configuration Management, page 7.

**NEW QUESTION: 114**

Which guiding principle recommends collecting data before deciding what can be re-used?

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

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 115**

Which benefit is MOST aligned with the guiding principle 'progress iteratively with feedback'?

- A. Service providers are able to respond more quickly to customer needs
- B. Bottlenecks in the service provider's workflow are identified.
- C. The complexities of the service provider's IT systems are identified.
- D. The service provider gains a better understanding of the customer experience.

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 116**

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

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

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 117**

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

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

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 118**

What are the three phases of 'problem management'?

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

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 119**

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

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

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 120**

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

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

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 121**

Which organization delivers output or outcomes of a service?

- A. A service consumer delivers outcomes of the service
- B. A service provider delivers outcomes of the service
- C. A service consumer delivers outputs of the service
- D. A service provider delivers outputs of the service

**Answer: D (LEAVE A REPLY)**

An output is a tangible or intangible deliverable of an activity, while an outcome is a result for a stakeholder enabled by one or more outputs<sup>1</sup>. A service provider produces outputs that allow customers to achieve outcomes<sup>2</sup>. A service consumer utilizes the outputs and benefits from the outcomes<sup>2</sup>.

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**NEW QUESTION: 122**

Which practice provides a communications point for users to report operational issues, queries and requests?

- A. Incident management

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

**Answer: C (LEAVE A REPLY)**

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 for the service provider with all of its users. It provides a clear path for users to report issues, queries, and requests, and have them acknowledged, classified, owned, and actioned.

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

### NEW QUESTION: 123

Identify the missing word in the following sentence.

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

- A. organizations
- B. outcomes
- C. IT assets
- D. services

**Answer: C (LEAVE A REPLY)**

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of IT assets, and the relationships that support them, is available when and where it is needed<sup>1</sup>. IT assets are any financially valuable components that can contribute to the delivery of an IT product or service<sup>2</sup>.

Configuration items are any component that needs to be managed in order to deliver an IT service<sup>3</sup>. Reference: ITIL Foundation - ITIL 4 Edition, page 15; ITIL 4 - A Pocket Guide, page 36; ITIL 4 Practice Guide: Service Configuration Management, page 7.

### NEW QUESTION: 124

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

**Answer: C (LEAVE A REPLY)**

The ITIL guiding principle 'keep it simple and practical' advises organizations to use the minimum number of steps and resources needed to accomplish an objective<sup>1</sup>. A good way to apply this principle is to adopt a practice which is easy to follow, understand, and communicate<sup>2</sup>. This helps to avoid unnecessary complexity, bureaucracy, and

duplication3. Reference: ITIL Foundation - ITIL 4 Edition, page 7; ITIL 4 - A Pocket Guide, page 25; ITIL 4 Practice Guide: Keep It Simple and Practical, page 9.

**NEW QUESTION: 125**

Which activity is NOT recommended by the start where you are' guiding principle?

- A. Discarding existing processes before assessing their usefulness
- B. Involving people who are not familiar with a service when observing and assessing its activities
- C. Using source data to avoid any unintentional data distortion found in reports
- D. Applying risk management when considering to introduce new processes

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 126**

Which statement about value creating activities is CORRECT?

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

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 127**

Which is an objective of the design coordination process?

- A. To document the initial structure and relationship between services and customers
- B. To produce service design packages and ensure they are handed over to service transition
- C. To gather and document new service level requirements from the customer
- D. To assess and evaluate all changes and their impact on service designs

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 128**

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

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

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 129**

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

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

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

#### **NEW QUESTION: 130**

Which Practice includes management of workarounds and known errors?

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

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

Explanation

What is problem management?

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

Problems are related to incidents, but it is important to differentiate them in the way they are managed:

\* Incidents have an impact on users or business processes, and must be resolved so that normal business activity can take place.

\* Problems are the causes of incidents therefore they require investigation and analysis to identify the causes, develop workarounds, and recommend longer-term resolution. This reduces the number and impact of future incidents.

#### **NEW QUESTION: 131**

Which guiding principle considers the importance of customer loyalty?

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

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

#### **NEW QUESTION: 132**

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

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

D. To make new or changed services available for use

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 133**

Which statement about value streams is CORRECT?

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

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 134**

Which is part of the value proposition of a service?

- A. Costs removed from the consumer by the service
- B. Costs imposed on the consumer by the service
- C. Outputs of the service received by the consumer
- D. Risks imposed on the consumer by the service

**Answer: A (LEAVE A REPLY)**

Costs are the amount of money spent on a specific activity or resource. From the service consumer's perspective, there are two types of cost involved in service relationships: Costs removed from the consumer by the service (a part of the value proposition). For example, for a car sharing service, the customer does not pay for the actual cost of purchasing the car.

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

**NEW QUESTION: 135**

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

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

**Answer: (SHOW ANSWER)**

A service request is defined as a request from a user or a user's authorized representative that initiates a service action which has been agreed as a normal part of service delivery. The purpose of the service request management practice is to support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner. Service request management is dependent upon well-designed processes and procedures, which are operationalized through tracking and automation tools to maximize the efficiency of the practice. To be handled optimally, service request management should follow these guidelines:

Service requests and their fulfilment should be standardized and automated to the greatest degree possible.

Policies should define which service requests will be fulfilled with limited or even no additional approvals so that fulfilment can be streamlined.

The expectations of users regarding fulfilment times and costs should be clearly set, based on what the organization can realistically deliver.

Opportunities for improvement should be identified and implemented to produce faster fulfilment times and take advantage of automation.

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

### **NEW QUESTION: 136**

An SLA is a service level agreement.

Which describes the 'watermelon SLA' effect?

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

**Answer: B (LEAVE A REPLY)**

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### **NEW QUESTION: 137**

Identify the missing word in the following sentence.

A user is [?] that uses services.

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

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 138**

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

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 139**

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

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

**Answer: C (LEAVE A REPLY)**

The problem management practice follows a three-phase approach to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents and managing workarounds and known errors<sup>1</sup>. The three phases are:

\* Problem identification: the process of finding problems that are the cause or potential cause of one or more incidents<sup>2</sup>.

\* Problem control: the process of analysing the root cause and impact of a problem and developing a workaround or a permanent solution<sup>2</sup>.

\* Error control: the process of managing known errors throughout their lifecycle, from recording to removal<sup>2</sup>. References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL 4 - A Pocket Guide, page 35; ITIL 4 Practice Guide: Problem Management, page 9.

**NEW QUESTION: 140**

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

- A. Service relationship management
- B. Service consumption
- C. The service value system
- D. The release management' practice

**Answer: C (LEAVE A REPLY)**

Organizations maximize co-creation of value with their customers by facilitating the outcomes they want to achieve. The four dimensions of service management have shown that a holistic approach is the best way for an organization to:

Achieve its goals in delivering quality and cost effective services

Meet the needs of its customers

Satisfy the requirements of its stakeholders

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

**NEW QUESTION: 141**

What is an incident?

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

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 142**

Which statement about change authorities is CORRECT?

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

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 143**

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

**Answer: A (LEAVE A REPLY)**

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

[https://wiki.process-symphony.com.au/framework/lifecycle/service-value-system/itil-4/#:~:text=The%](https://wiki.process-symphony.com.au/framework/lifecycle/service-value-system/itil-4/#:~:text=The%20purpose%20of%20the%20improve,four%20dimensions%20of%20service%20management.)

[20purpose%20of%20the%20improve,four%20dimensions%20of%20service%20management.](https://wiki.process-symphony.com.au/framework/lifecycle/service-value-system/itil-4/#:~:text=The%20purpose%20of%20the%20improve,four%20dimensions%20of%20service%20management.)

**NEW QUESTION: 144**

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

- A. Supplier management
- B. Release management

C. Deployment management

D. Change enablement

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 145**

Which Practice includes management of workarounds and known errors?

A. Service configuration management

B. Monitoring and event management

C. Problem management

D. Incident management

What is problem management?

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

Problems are related to incidents, but it is important to differentiate them in the way they are managed:

Incidents have an impact on users or business processes, and must be resolved so that normal business activity can take place.

Problems are the causes of incidents therefore they require investigation and analysis to identify the causes, develop workarounds, and recommend longer-term resolution. This reduces the number and impact of future incidents.

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 146**

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

A. Service level management

B. Service request management

C. Continual improvement

D. Change enablement

**Answer: C (LEAVE A REPLY)**

The purpose of the continual improvement practice is to align the organization's practices and services with changing business needs through the ongoing identification and improvement of services, service components, practices, or any element involved in the efficient and effective management of products and services<sup>1</sup>. This practice needs the right culture to be embedded across the entire organization, as it requires a shared vision, commitment, empowerment, collaboration, learning, and measurement<sup>2</sup>. References: ITIL Foundation - ITIL

4 Edition, page 15; ITIL 4 - A Pocket Guide, page 34; ITIL 4 Practice Guide: Continual Improvement, page 7.

**NEW QUESTION: 147**

Which service value chain activity relates with buying new products?

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

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

Obtain/build is one of the six activities of the service value chain, which is a set of interconnected activities that an organization performs to deliver a valuable product or service to its consumers and to facilitate value realization<sup>1</sup>. Obtain/build activity relates with buying new products, as well as designing, developing, and testing new or changed service components<sup>2</sup>. This activity ensures that service components are available when and where they are needed and meet agreed specifications<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 10; ITIL 4 - A Pocket Guide, page 21; ITIL 4 Practice Guide: Service Value Chain, page 9.

#### **NEW QUESTION: 148**

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

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

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

#### **NEW QUESTION: 149**

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

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

#### **NEW QUESTION: 150**

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

- A. Workflow management and inventory systems
- B. Security and compliance
- C. Roles and responsibilities
- D. Communication systems and knowledge bases

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

**NEW QUESTION: 151**

Which statement about standard changes is CORRECT?

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

**Answer: D (LEAVE A REPLY)**

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**NEW QUESTION: 152**

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

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

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 153**

Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

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

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 154**

Which describe a 'change authority'?

- A. a model used to determine who will assess a change
- B. A way to manage the people aspects of change

- C. A tool used to help plan changes
- D. A person who approves a change

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 155**

What is the customer of a service responsible for?

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

**Answer: C (LEAVE A REPLY)**

Explanation

Customer: A person who defines the requirements for a service and takes responsibility for the outcomes of service consumption;

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

**NEW QUESTION: 156**

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

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

**Answer: (SHOW ANSWER)**

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

**NEW QUESTION: 157**

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

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

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 158**

A user wants to know how to create a report so they come into contact with the service desk.

Which practice is MOST likely to help with the solution of this issue?

- A. Incident management

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

**Answer: (SHOW ANSWER)**

The service request management practice supports the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner<sup>1</sup>. A service request is a request from a user or a user's authorized representative that initiates a service action that has been agreed as a normal part of service delivery<sup>2</sup>. A user wanting to know how to create a report is an example of a service request that can be handled by the service request management practice<sup>3</sup>. The other statements are not true because:

\* Incident management: The incident management practice restores normal service operation as quickly as possible after an interruption or reduction in quality of an IT service<sup>1</sup>. A user wanting to know how to create a report is not an incident, as it does not affect the availability or performance of a service<sup>2</sup>.

\* Service level management: The service level management practice sets clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets<sup>1</sup>. This practice does not directly handle user requests, but it may define the service level agreements (SLAs) and service level objectives (SLOs) that apply to them<sup>2</sup>.

\* Change enablement: The change enablement practice maximizes the number of successful service and product changes by ensuring that risks have been properly assessed, authorized, and managed within a schedule<sup>1</sup>. A change is the addition, modification, or removal of anything that could have a direct or indirect effect on IT services<sup>2</sup>. A user wanting to know how to create a report is not a change, as it does not alter the configuration or functionality of a service component<sup>2</sup>. References: ITIL Foundation - ITIL 4 Edition, page 16; ITIL4 - A Pocket Guide, page 37; ITIL4 Practice Guide: Service Request Management, page 7.

#### **NEW QUESTION: 159**

What are the MOST important skills required by service desk staff?

- A. Technical skills
- B. Supplier management skills
- C. Incident analysis skills
- D. Problem resolution skills

**Answer: (SHOW ANSWER)**

#### **NEW QUESTION: 160**

Which statement about change authorization is CORRECT?

- A. The authorization of normal changes should be expedited to ensure they can be implemented quickly

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

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 161**

Which is part of the definition of a customer?

- A. The role that authorizes budget for service consumption
- B. The role that defines the requirements for a service
- C. A means of enabling value co-creation
- D. A set of specialized organizational capabilities for enabling value

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 162**

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

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

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 163**

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

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

**Answer: C (LEAVE A REPLY)**

User: A person who uses services; e.g. the company employees.

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

**NEW QUESTION: 164**

Identify the missing word in the following sentence.

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

- A. utility
- B. warranty
- C. costs

D. information

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 165**

Which is an input to the service value system?

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

**Answer: D (LEAVE A REPLY)**

A set of interconnected activities that an organization performs to deliver a valuable product or service to its consumers and to facilitate value realization

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

**NEW QUESTION: 166**

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

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

**Answer: B (LEAVE A REPLY)**

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**NEW QUESTION: 167**

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

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

- A. events
- B. changes
- C. configuration items

D. workarounds

**Answer: D (LEAVE A REPLY)**

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<sup>1</sup>. Workarounds are temporary solutions that reduce or eliminate the impact of an incident or problem for which a full resolution is not yet available<sup>2</sup>. Known errors are problems that have a documented root cause and a workaround<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL 4 - A Pocket Guide, page 35; ITIL 4 Practice Guide: Problem Management, page 7.

**NEW QUESTION: 168**

Identify the missing word in the following sentence.

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

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

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 169**

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

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

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 170**

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

**Answer: C (LEAVE A REPLY)**

Explanation

CI is simply any component that needs to be managed in order to deliver an IT service. A server, a virtual server, or even the configuration of an application could be considered a CI, for example

<https://www.bmc.com/blogs/itil-asset-configuration-management/#:~:text=among%20your%20CIs-,Configuratio>

#### **NEW QUESTION: 171**

Which statement about the 'incident management' practice is CORRECT?

- A. It identifies the cause of major incidents.
- B. It authorizes changes to resolve incidents.
- C. It maintains detailed procedures for diagnosing incidents.
- D. It resolves the highest impact incidents first.

**Answer: D (LEAVE A REPLY)**

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

#### **NEW QUESTION: 172**

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

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

**Answer: C (LEAVE A REPLY)**

#### **NEW QUESTION: 173**

What actions does a service desk take for all issues, queries and requests that are reported to them?

- A. Schedule, assess, authorize
- B. Initiate, approve, fulfill
- C. Diagnose, investigate, resolve
- D. Acknowledge, classify, own

**Answer: (SHOW ANSWER)**

#### **NEW QUESTION: 174**

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

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

**Answer: (SHOW ANSWER)**

Explanation

User: A person who uses services; e.g. the company employees.

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

### **NEW QUESTION: 175**

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

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

**Answer: C (LEAVE A REPLY)**

Partners and suppliers are one of the four dimensions of service management that influence the effectiveness and efficiency of service delivery<sup>1</sup>. This dimension covers the relationships that an organization has with other organizations that are involved in the design, development, deployment, delivery, support, and improvement of services<sup>2</sup>. This dimension also includes the contracts, agreements, and policies that govern these relationships<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 8; ITIL 4 - A Pocket Guide, page

19; ITIL 4 Practice Guide: Partner and Supplier Management, page 7.

### **NEW QUESTION: 176**

Which describes the utility of a service?

- A. A service that meets its service level targets
- B. A service that is fit for use
- C. A service that increases constraints on the consumer
- D. A service that supports the performance of the consumer

**Answer: D (LEAVE A REPLY)**

### **NEW QUESTION: 177**

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

- A. Event
- B. IT asset
- C. Product
- D. Configuration item

**Answer: B (LEAVE A REPLY)**

### **NEW QUESTION: 178**

What is required by all service desk staff?

- A. Excellent technical knowledge
- B. Knowledge of telephony technology

- C. Root cause analysis skills
- D. Demonstration of emotional intelligence

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

**NEW QUESTION: 179**

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

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

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

Explanation

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

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

**NEW QUESTION: 180**

Which guiding principle considers how the steps of a process can be performed as efficiently as possible?

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

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

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

**NEW QUESTION: 181**

Which practice improves customer and user satisfaction by reducing the negative impact of service interruptions?

- A. Change management

The purpose of incident management is to minimize the negative impact of incidents by restoring normal service operation as quickly as possible. Incident management can have an enormous impact on customer and user satisfaction, and the perception of those stakeholders of the service provider.

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

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

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

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**NEW QUESTION: 182**

Which practice updates information relating to symptoms and business impact?

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

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

**NEW QUESTION: 183**

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

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

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

**NEW QUESTION: 184**

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

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

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

Explanation

This is one of the most important questions for continual improvement. This question helps to define measurable targets for the IT service provider that will help to reach the vision of the company in the long-term. At this stage, we look at the identified key performance indicators from the previous step and determine what values we want to target for each of

these indicators. This decision must be made with the business's vision in mind, but also with a sense of what is practically possible.

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

**NEW QUESTION: 185**

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. IT assets
- B. charges
- C. known errors
- D. events

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

**NEW QUESTION: 186**

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

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

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

**NEW QUESTION: 187**

Which role would be MOST SUITABLE for someone with experience of managing relationships with various stakeholders, including suppliers and business managers?

- A. Service level manager
- B. Service desk agent
- C. Change authority
- D. Problem analyst

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

Explanation

The purpose of the SLM practice is to set clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets. SLM involves service level activities, including:

Defining service levels

Documenting

Actively managing them

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

**NEW QUESTION: 188**

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. So users can resolve their own incidents with self-help
- C. To resolve a complex or major incident
- D. So customers and users are provided with timely updates

**Answer: (SHOW ANSWER)**

The incident management practice aims to minimize the negative impact of incidents by restoring normal service operation as quickly as possible<sup>1</sup>. A complex or major incident is an incident that has a significant impact or urgency for the business and requires a high level of coordination and resources to resolve<sup>2</sup>. This may require a temporary team to work together, such as a major incident team or a swarming team<sup>3</sup>. Reference: ITIL Foundation - ITIL 4 Edition, page 14; ITIL 4 - A Pocket Guide, page 32; ITIL 4 Practice Guide: Incident Management, page 8.

**NEW QUESTION: 189**

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

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

**Answer: (SHOW ANSWER)**

Partners and suppliers are one of the four dimensions of service management that influence the effectiveness and efficiency of service delivery<sup>1</sup>. This dimension covers the relationships that an organization has with other organizations that are involved in the design, development, deployment, delivery, support, and improvement of services<sup>2</sup>. This dimension also includes the contracts, agreements, and policies that govern these relationships<sup>3</sup>. Reference: ITIL Foundation - ITIL 4 Edition, page 8; ITIL 4 - A Pocket Guide, page 19; ITIL 4 Practice Guide: Partner and Supplier Management, page 7.

**NEW QUESTION: 190**

Which statement about change management is CORRECT?

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

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 191**

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

**Answer: C (LEAVE A REPLY)**

This 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. This dimension also incorporates contracts and other agreements between the organization and its partners or suppliers<sup>2</sup>.

**NEW QUESTION: 192**

Which is the FIRST action when optimizing a service?

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

**Answer: (SHOW ANSWER)**

There are many ways in which practices and services can be optimized. Regardless of the specific techniques, the path to optimization follows these high-level steps:

Understand and agree the context in which the proposed optimization exists  
Assess the current state of the proposed optimization  
Agree what the future state and priorities of the organization should be, focusing on simplification and value  
Ensure the optimization has the appropriate level of stakeholder engagement and commitment  
Execute the improvements in an iterative way  
Continually monitor the impact of optimization  
<https://www.bmc.com/blogs/itil-guiding-principles/>

**NEW QUESTION: 193**

Which statement about value streams is CORRECT?

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

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 194**

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

- A. Information and technology

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

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

**NEW QUESTION: 195**

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 [?], and the CIs that support them, is available when and where it is needed.

- A. relationships with suppliers
- B. configuration of services
- C. skills of people
- D. authorization of changes

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

Reference: <https://wiki.process-symphony.com.au/framework/lifecycle/process/service-configuration-management-4/>

**NEW QUESTION: 196**

Which practice balance management of risk with maximizing throughput?

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

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

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

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**NEW QUESTION: 197**

Which is the definition of an IT asset?

- A. Any financially valuable component that contributes to a service

- B. Any request from a user that is a normal part of service delivery
- C. Any component that needs to be managed to deliver a service
- D. Any change of state that has significance for the management of a service

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

Explanation

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

The scope of IT asset management typically includes all software, hardware, networking, cloud services, and client devices

<https://wiki.process-symphony.com.au/framework/lifecycle/process/it-asset-management-til-4/#:~:text=IT%20a>

#### **NEW QUESTION: 198**

Which practices is MOST associate with the use of empathy to understand users?

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

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

#### **NEW QUESTION: 199**

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

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

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

Explanation

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

<https://www.bmc.com/blogs/itil-problem-management/#:~:text=Error%20control%20also%20regularly%20re,re>

#### **NEW QUESTION: 200**

Which is an input to the service value system?

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

**Answer: (SHOW ANSWER)**

Explanation

A set of interconnected activities that an organization performs to deliver a valuable product or service to its consumers and to facilitate value realization

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

**NEW QUESTION: 201**

What takes place in the "Did we get there?" step of the continual service improvement (CSI) approach?

- A. An initial baseline assessment
- B. The production of a detailed CSI plan
- C. Verifying that improvement targets have been achieved
- D. Understanding priorities for improvement

**Answer: C (LEAVE A REPLY)**

Explanation

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**NEW QUESTION: 202**

Which guiding principle helps to ensure that better information is available for decision making?

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

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 203**

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

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

**Answer: D (LEAVE A REPLY)**

The 'progress iteratively with feedback' guiding principle encourages organizations to break down complex initiatives into smaller, simpler, and more manageable units of work<sup>1</sup>. This principle also recommends seeking and acting on feedback from stakeholders, avoiding big-bang approaches, and adapting plans based on new information<sup>2</sup>. However, this principle does not advise prohibiting changes to plans, analysing the whole situation in detail, or reducing the number of steps that produce tangible results, as these would be contrary to the iterative and adaptive nature of this principle<sup>3</sup>. References: ITIL Foundation

- ITIL 4 Edition, page 7; ITIL4 - A Pocket Guide, page 27; ITIL4 Practice Guide: Progress Iteratively with Feedback, page 9.

**NEW QUESTION: 204**

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

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

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

**NEW QUESTION: 205**

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

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

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

**NEW QUESTION: 206**

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

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

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

**NEW QUESTION: 207**

What is defined as a cause, or potential cause, of one or more incidents?

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

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

**NEW QUESTION: 208**

What is a configuration item?

- A. Any financially valuable component that can contribute to delivery of an IT product or service

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

**Answer: C (LEAVE A REPLY)**

#### **NEW QUESTION: 209**

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

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

**Answer: D (LEAVE A REPLY)**

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

Just like incidents, problems will be prioritized based on the risk they pose in terms of probability and impact to services. Focus should be given to problems that have highest risk to services and service management.

<https://www.bmc.com/blogs/itil-problem-management/#:~:text=2.,probability%20and%20impact%20to%20services>.

#### **NEW QUESTION: 210**

Which statement about service desks is CORRECT?

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

**Answer: B (LEAVE A REPLY)**

#### **NEW QUESTION: 211**

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

**Answer: A (LEAVE A REPLY)**

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<sup>1</sup>. This practice involves creating closer, more collaborative relationships with key suppliers to improve efficiency, effectiveness, and innovation<sup>2</sup>. Reference: ITIL Foundation - ITIL 4 Edition, page 16; ITIL 4 - A Pocket Guide, page 38.

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### NEW QUESTION: 212

What is the definition of service management?

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

**Answer: A (LEAVE A REPLY)**

Service management is the term used to describe how organizations manage their services to deliver value to their customers and other stakeholders. Service management requires a set of specialized organizational capabilities, such as processes, roles, tools, and competencies, that enable the effective and efficient delivery of services<sup>1</sup>. Service management is also a professional practice supported by an extensive body of knowledge, experience, and skills<sup>3</sup>. Reference: ITIL Foundation - ITIL 4 Edition, page 2; ITIL\ 4 - A Pocket Guide, page 11.

### NEW QUESTION: 213

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

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

**Answer: B (LEAVE A REPLY)**

Service relationship management is the joint activities performed by a service provider and a service consumer to ensure continual value co-creation<sup>1</sup>. It involves establishing, maintaining, and optimizing the service relationship throughout the service lifecycle<sup>2</sup>. Service relationship management ensures that service providers and service consumers continue to create value together by aligning their objectives, expectations, and capabilities<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 5; ITIL4 - A Pocket Guide, page 16; ITIL4 Practice Guide: Service Relationship Management, page 7.

**NEW QUESTION: 214**

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

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

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

Explanation

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**NEW QUESTION: 215**

Identify the missing word in the following sentence.

A service is a means of enabling value co-creation by facilitating outcomes that customers want to achieve,

without

the customer having to manage specific [?] and risks.

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

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

**NEW QUESTION: 216**

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

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

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

**NEW QUESTION: 217**

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

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

**Answer: A (LEAVE A REPLY)**

#### **NEW QUESTION: 218**

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

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

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

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

- D. Partners and suppliers

**Answer: C (LEAVE A REPLY)**

#### **NEW QUESTION: 219**

Which stage of the service lifecycle has the purpose of looking for ways to improve process efficiency and cost effectiveness?

- A. Continual service improvement  
D18912E1457D5D1DDCBD40AB3BF70D5D
- B. Service transition
- C. Service strategy
- D. Service operation

**Answer: A (LEAVE A REPLY)**

#### **NEW QUESTION: 220**

Which TWO BEST describe the guiding principles?

- \* Short term
- \* Standards
- \* Recommendations
- \* Long-term

**A. 1 and 4**

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

**Answer: B (LEAVE A REPLY)**

A guiding principle is a recommendation that provides universal and enduring guidance to an organization, which applies in all circumstances, regardless of changes in its goals, strategies, type of work, or management structure.

<https://www.bmc.com/blogs/itil-guiding-principles/#:~:text=A%20guiding%20principle%20is%20a,of%20work%2C%20or%20management%20structure.>

#### **NEW QUESTION: 221**

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

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

**Answer: B (LEAVE A REPLY)**

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

#### **NEW QUESTION: 222**

What should be done for every problem?

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

**Answer: A (LEAVE A REPLY)**

#### **NEW QUESTION: 223**

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

**Answer: C (LEAVE A REPLY)**

CIs are simply any component that needs to be managed in order to deliver an IT service. A server, a virtual server, or even the configuration of an application could be considered a CI, for example

<https://www.bmc.com/blogs/itil-asset-configuration-management/#:~:text=among%20your%20CIs-,Configuratio>

**NEW QUESTION: 224**

Which statement about the service value chain is CORRECT?

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

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 225**

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

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

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 226**

Which is an external input to the service value chain?

- A. The 'improve' value chain activity
- B. Customer requirements
- C. Feedback loops
- D. An overall plan

**Answer: B (LEAVE A REPLY)**

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**NEW QUESTION: 227**

Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

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

**Answer: A (LEAVE A REPLY)**

Explanation

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#### **NEW QUESTION: 228**

Which statement about outcomes is CORRECT?

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

**Answer: A (LEAVE A REPLY)**

#### **NEW QUESTION: 229**

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 relationships that support them, is available when and where it is needed.

- A. organizations
- B. outcomes
- C. IT assets
- D. services

**Answer: C (LEAVE A REPLY)**

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of IT assets, and the relationships that support them, is available when and where it is needed<sup>1</sup>. IT assets are any financially valuable components that can contribute to the delivery of an IT product or service<sup>2</sup>. Configuration items are any component that needs to be managed in order to deliver an IT service<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL 4 - A Pocket Guide, page 36; ITIL 4 Practice Guide: Service Configuration Management, page 7.

#### **NEW QUESTION: 230**

Which practice requires skills and competencies related to business analysis, supplier management and relationship management?

- A. Monitoring and event management

- B. Incident management
- C. Service level management
- D. IT asset management

**Answer: (SHOW ANSWER)**

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

#### **NEW QUESTION: 231**

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

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

**Answer: A (LEAVE A REPLY)**

#### **NEW QUESTION: 232**

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

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

**Answer: D (LEAVE A REPLY)**

#### **NEW QUESTION: 233**

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

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

**Answer: D (LEAVE A REPLY)**

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 manner. Service request management is dependent upon well-designed processes and procedures, which are operationalized through tracking and automation tools to maximize the efficiency of the practice. To be handled optimally, service request management should follow these guidelines:

Service requests and their fulfilment should be standardized and automated to the greatest degree possible.

Policies should define which service requests will be fulfilled with limited or even no additional approvals so that fulfilment can be streamlined.

The expectations of users regarding fulfilment times and costs should be clearly set, based on what the organization can realistically deliver.

Opportunities for improvement should be identified and implemented to produce faster fulfilment times and take advantage of automation.

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

#### **NEW QUESTION: 234**

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

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

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

#### **NEW QUESTION: 235**

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

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

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

Explanation/Reference:

#### **NEW QUESTION: 236**

Which describes normal changes?

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

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

#### **NEW QUESTION: 237**

Which is an objective of the design coordination process?

- A.** To produce service design packages and ensure they are handed over to service transition
- B.** To assess and evaluate all changes and their impact on service designs
- C.** To document the initial structure and relationship between services and customers

D. To gather and document new service level requirements from the customer

**Answer: (SHOW ANSWER)**

Explanation

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**NEW QUESTION: 238**

Which is an example of a service request?

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

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 239**

Identify the missing word in the following sentence.

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

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

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 240**

How is a continual improvement register used?

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

**Answer: B (LEAVE A REPLY)**

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

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

**NEW QUESTION: 241**

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. workarounds

- B. changes
- C. configuration items
- D. events

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

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**NEW QUESTION: 242**

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

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

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

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

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

**NEW QUESTION: 243**

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

The service desk should be the entry point and single point of contact for the [?] with all of its users.

- A. Service provider
- B. Service consumer
- C. Customer
- D. Supplier

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

**NEW QUESTION: 244**

Which practice is the responsibility of everyone in the organization?

- A. Service level management
- B. Problem management

- C. Change control
- D. Continual improvement

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 245**

Which BEST describes the purpose of the 'improve' value chain activity?

- A. To organize a major improvement initiative into several smaller initiatives
- B. To make new and improved services and features available for use
- C. To ensure a shared understanding of the vision and improvement direction for all products and services
- D. To continually improve all products and services across all value chain activities

**Answer: D (LEAVE A REPLY)**

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

<https://www.symphonysummit.com/products/defining-industry-terms-itsm-iti-iti4/#:~:text=Improve%20%E2%80%93%20The%20purpose%20of%20the,four%20dimensions%20of%20service%20management.%E2%80%9D>

**NEW QUESTION: 246**

What is a definition of a problem?

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

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 247**

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

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

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 248**

What is a problem?

- A. Any change of state that has significance for the management of a configuration item
- B. A cause or potential cause of one or more incidents

- C. An unplanned reduction in the quality of a service
- D. An addition or modification that could have an effect on services

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

**NEW QUESTION: 249**

Which term describes the functionality offered by a service?

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

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

**NEW QUESTION: 250**

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

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

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

**NEW QUESTION: 251**

When using the 'continual improvement model, which information should be produced by an organization to understand where the organization is now?

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

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

The second step is to conduct an objective current-state assessment of existing services and service management practices. This should include consideration of the users' perception of the value being received, along with a review of people's competencies and skills, the processes and procedures involved, the capabilities of the available technological solutions and the prevailing organizational culture. The success of an improvement initiative depends on a clear and accurate understanding of the starting point and the required impact of the initiative.

For example, an organization can measure the current net promoter score (NPS) from a customer satisfaction survey, conduct a benchmark survey against its competitors or review findings of operational statistics or audit reports to understand its current state. If this step is skipped, the current state will not be understood and there will not be an objective baseline measurement against which improvement can be measured.

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

**NEW QUESTION: 252**

Identify the missing word in the following sentence.

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

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

**Answer: (SHOW ANSWER)**

Explanation

Sponsor: A person who authorizes budget for service consumption; e.g., the Finance Manager

<https://www.bmc.com/blogs/itil-key-concepts-service-management/#:~:text=Sponsor%3A%20A%20person%20>

**NEW QUESTION: 253**

Identify the missing word in the following sentence.

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

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

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 254**

Which usually requires a team of representatives from many stakeholder groups?

- A. Authorizing an emergency change
- B. Investigating a major incident
- C. Logging a new problem
- D. Fulfilling a service request

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 255**

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

- A. Problem investigation and resolution
- B. Incident analysis and prioritization

- C. Balanced scorecard reviews and maturity assessment
- D. Business analysis and commercial management

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 256**

What is a definition of a problem?

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

**Answer: B (LEAVE A REPLY)**

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

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**NEW QUESTION: 257**

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

**Answer: B (LEAVE A REPLY)**

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

<https://assyst.ifs.com/blog/itil4-organizations-and-people#:~:text=The%20organizations%20and%20people%20dimension%20sets%20out%20the%20people%20aspects,creation%20or%20consumption%20of%20services.>

**NEW QUESTION: 258**

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

- A. Suppliers

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

**Answer: B (LEAVE A REPLY)**

Customers are one of the key stakeholder groups that service providers should cooperate with. Customers are the persons who define the requirements for a service and take responsibility for the outcomes of service consumption<sup>1</sup>. Customers can be internal or external to the service provider's organization<sup>2</sup>. Customers are essential for value co-creation, as they provide feedback, resources, and demand for services<sup>3</sup>. Reference: ITIL Foundation - ITIL 4 Edition, page 5; ITIL 4 - A Pocket Guide, page 18; [ITIL 4 Practice Guide: Customer Relationship Management], page 7.

### **NEW QUESTION: 259**

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

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

**Answer: B (LEAVE A REPLY)**

Explanation

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

Taking a holistic approach to service management includes establishing an understanding of how all the parts of an organization work together in an integrated way (remember the four dimensions of service management?), including having an end-to-end visibility of how demand is captured and translated into outcomes. In a complex system, the alteration of one element can impact others and, where possible, these impacts need to be identified, analysed and planned for.

To apply this principle successfully, consider this advice:

Recognize the complexity of the systems

Collaboration is key to thinking and working holistically

Where possible, look for patterns in the needs of and interactions between system elements Automation can facilitate working holistically

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

### **NEW QUESTION: 260**

Which organization delivers output or outcomes of a service?

- A. A service consumer delivers outcomes of the service
- B. A service provider delivers outcomes of the service

C. A service consumer delivers outputs of the service

D. A service provider delivers outputs of the service

**Answer: D (LEAVE A REPLY)**

Explanation

An output is a tangible or intangible deliverable of an activity, while an outcome is a result for a stakeholder enabled by one or more outputs<sup>1</sup>. A service provider produces outputs that allow customers to achieve outcomes<sup>2</sup>. A service consumer utilizes the outputs and benefits from the outcomes<sup>2</sup>.

### **NEW QUESTION: 261**

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

1. It is important to assess which method of communication is appropriate 'or each type of stakeholder.

2. Complex systems should be designed with an understanding of how the components' parts are related.

3. Organizations should consider whether technology could improve the efficiency 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

**Answer: C (LEAVE A REPLY)**

Explanation

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

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

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

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