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

    A. They are agreed, documented, and communicated to help set user expectations

    B. They are established, reviewed, and reported to ensure that customers are happy with the service

    C. They are initiated, approved, and managed to ensure that predictable responses are achieved

    D. They are scheduled, assessed and authorized to reduce the risk of service failures

Suggested Answer: *A*

Community vote distribution

A (100%)

---

jimd `Highly Voted 👍` 1 year, 11 months ago

`Selected Answer: A`

Incident management can have an enormous impact on customer and user satisfaction, and on how customers and users perceive the service provider. Every incident should be logged and managed to ensure that it is resolved in a time that meets the expectations of the customer and user. Target resolution times are agreed, documented, and communicated to ensure that expectations are realistic. Incidents are prioritized based on an agreed classification to ensure that incidents with the highest business impact are resolved first.

upvoted 7 times

MaliniK `Most Recent ⏱` 6 months, 2 weeks ago

`Selected Answer: A`

"User expectations" is keyword.

upvoted 1 times

ManikRoy 7 months, 2 weeks ago

refer 5.2.5

Every incident should be logged and managed to ensure that it is resolved in a

time that meets the expectations of the customer and user. Target resolution

times are agreed, documented, and communicated to ensure that expectations are

realistic.

upvoted 2 times

Domenica 1 year, 1 month ago

`Selected Answer: A`

from definition

upvoted 1 times

Ibandaso 1 year, 3 months ago

answer A

upvoted 1 times

B_Sumanth 1 year, 5 months ago

Today I wrote the exam. Scored 39/40. Exam topics helped me a lot, around 70% of questions covered in this topics only. With knowledge of whole subject and Exam topics you can easily crack the exam. All the best to all.

upvoted 3 times

NVAV 1 year, 6 months ago

Answer is A.

Target resolution times are agreed, documented, and communicated to ensure that expectations are realistic

upvoted 1 times

natxu 1 year, 6 months ago

`Selected Answer: A`

"User expectations" is key.

upvoted 1 times

shreyasgoswami 1 year, 9 months ago

I am happy to share that I have passed my exam today and all questions are from examtopics only.,

    ☐ 👤 **nirabhi** 1 year, 9 months ago

    hi, are you sure is this dump suffice ?

☐ 👤 **YOurMoom** 2 years, 1 month ago

Selected Answer: A

Target resolution times are agreed, documented, and communicated to ensure that expectations are realistic

☐ 👤 **alfredoscar** 2 years, 1 month ago

Selected Answer: A

Match user expectations are always important requirements for ITIL v4

☐ 👤 **heerowiind** 2 years, 3 months ago

5.2.5 Incident Management

Target resolution times are agreed, documented, and communicated to ensure that expectations are realistic

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

A. To ensure that spending is properly accounted for

B. To ensure that information security requirements are met

C. To streamline the fulfilment workflow

D. To set user expectations for fulfilment times

Suggested Answer: *C*

Community vote distribution

C (100%)

---

meneyn `Highly Voted 👍` 4 years ago

C: (confirmed ITIL 4)

Can be deduced from:

Since service requests are predefined and pre-agreed as a normal part of service delivery, they can usually be formalized with a clear, standard procedure for initiation, approval, fulfillment, and management. Some service requests have very simple workflows, such as a request for information. Others, such as the setup of a new employee, may be quite complex and require contributions from many teams and systems for fulfillment.

upvoted 11 times

Gumas `Highly Voted 👍` 2 years, 3 months ago

from the book:

Policies should be established regarding what service requests will be fulfilled

with limited or even no additional approvals so that fulfillment can be

streamlined.

so it is C

upvoted 6 times

MaliniK `Most Recent ⊙` 6 months, 2 weeks ago

`Selected Answer: C`

Because SR are pre-authorized change, meaning no additional approval is required.

upvoted 2 times

---

alter_S 9 months, 1 week ago

Some service requests require authorization according to financial, information security, or other policies, while others may not need any. To be handled successfully, service request management should follow these guidelines:

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

● Policies should be established regarding what 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 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.

● Policies and workflows should be included for the documenting and redirecting of any requests that are submitted as service requests, but which should actually be managed as incidents or changes.

upvoted 2 times

ManikRoy 9 months, 1 week ago

`Selected Answer: C`

5.2.16, refer to second bullet point.

Some service requests require authorization according to financial, information

security, or other policies, while others may not need any. To be handled

successfully, service request management should follow these guidelines:

• Service requests and their fulfilment should be standardized and automated to

the greatest degree possible.

• Policies should be established regarding what 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 should be clearly set, based on what the organization can realistically deliver.

upvoted 3 times

◻ 👤 **jnk252** 1 year, 6 months ago

Selected Answer: C

answer C

upvoted 1 times

◻ 👤 **lbandaso** 1 year, 9 months ago

answer C

upvoted 1 times

◻ 👤 **certgreed** 3 years, 4 months ago

Selected Answer: C

correct answer is C

upvoted 2 times

◻ 👤 **bigpete975** 3 years, 6 months ago

C is correct.

upvoted 1 times

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

A. Service offering

B. Service provision

C. Service management

D. Service consumption

Suggested Answer: *C*

Community vote distribution

C (75%) | A (25%)

⊟ 👤 **BananaSlug** `Highly Voted 👍` 2 years, 8 months ago

C. Service management

Chapter 2: Key Concepts of Service Management

"Definition: Service Management: A set of specialized organizational capabilities for enabling value for customers in the form of services."

  upvoted 11 times

⊟ 👤 **[Removed]** `Most Recent ⊘` 10 months ago

`Selected Answer: C`

Definition of service management

  upvoted 1 times

⊟ 👤 **ManikRoy** 1 year, 1 month ago

`Selected Answer: C`

service management definition :-

A set of specialized organizational capabilities for enabling value for customers

in the form of services

  upvoted 1 times

⊟ 👤 **dvrvrzl** 1 year, 8 months ago

Answer is C. Service Management

Service offering: a description of one or more services, designed to address the needs of a target consumer group.

Service provision: activities performed by an organization to provide

services

Service consumption: activities performed by an organization to consume

services

  upvoted 2 times

⊟ 👤 **lbandaso** 1 year, 9 months ago

answer C

  upvoted 1 times

⊟ 👤 **Concordant** 3 years, 4 months ago

B seems the correct answer.

  upvoted 1 times

  ⊟ 👤 **ormancini** 2 years, 11 months ago

  provision is what you offer, you capability is management

    upvoted 1 times

⊟ 👤 **certgreed** 3 years, 4 months ago

`Selected Answer: C`

correct answer is C

  upvoted 1 times

⊟ 👤 **bigpete975** 3 years, 6 months ago

C is correct.

upvoted 1 times

⊟ 👤 **Nugi** 4 years ago

Shouldn't be A. Service Offering?

upvoted 2 times

⊟ 👤 **skamorph** 4 years ago

No! The provided answer is the correct one.

This is the definition ofervice management:

A set of specialized organizational capabilities for enabling value for customers in the form of services.

upvoted 14 times

⊟ 👤 **meneyn** 4 years ago

Correct

upvoted 3 times

Which gives a user access to a system?

    A. Service requirement

    B. Service agreement

    C. Service consumption

    D. Service provision

Suggested Answer: *D*

Community vote distribution

D (100%)

⊟ 👤 **nerv** `Highly Voted 👍` 4 years, 8 months ago

@ags Thats one os possible service REQUESTS, not requirements.

answer is D indeed:

service provision

Activities performed by an organization to provide services. It includes management

of the provider's resources, configured to deliver the service; ensuring access to

these resources for users;....

  upvoted 17 times

⊟ 👤 **SandyIndia** `Highly Voted 👍` 9 months, 1 week ago

A. Service requirement

Product and service requirements provided by engage.

B. Service agreement

Contract and agreement requirements for engage.

C. Service consumption

Service consumption consists of activities performed by a service consumer to consume services.

D. Service provision

Management of provider resources configured to deliver the service. Provision of access to resources for users.

  upvoted 5 times

⊟ 👤 **ManikRoy** `Most Recent ⊘` 9 months, 1 week ago

`Selected Answer: D`

Chapter 2.4.1, refer to second bullet point

Service provision includes:

• management of the provider's resources, configured to deliver the service

• ensuring access to these resources for users

• fulfilment of the agreed service actions

• service level management and continual improvement.

  upvoted 1 times

⊟ 👤 **Baazigar** 1 year, 5 months ago

he correct statement about managing incidents is

C. Low impact incidents should be resolved efficiently so the resource required is reduced.

This statement aligns with the principles of ITIL V4, which emphasizes the efficient use of resources in managing and resolving incidents. By resolving low impact incidents efficiently, organizations can ensure that their resources are focused on more critical issues, leading to better overall service management and resource allocation.

  upvoted 1 times

⊟ 👤 **lbandaso** 1 year, 9 months ago

answer D

  upvoted 1 times

⊟ 👤 **MrTargaryen** 2 years ago

Service Provision
upvoted 1 times

□ 👤 **MarcusWG86** 2 years, 4 months ago
Service provision: Activities performed by an organization to provide services. ITIL Foundation 4 Edition 2.4.1
upvoted 2 times

□ 👤 **certgreed** 3 years, 2 months ago
Selected Answer: D
correct answer is D
upvoted 1 times

□ 👤 **Izlu** 3 years, 3 months ago
Selected Answer: D
D ----
D--- As service requests are pre-defined and pre-agreed as a normal part
the provision of services, they can usually be formalized, with a procedure
clear and standard for initiation, approval, compliance and management.
upvoted 2 times

□ 👤 **Concordant** 3 years, 4 months ago
A and D are both correct.
upvoted 1 times

□ 👤 **certgreed** 3 years, 4 months ago
Selected Answer: D
correct answer is D
upvoted 1 times

□ 👤 **bigpete975** 3 years, 6 months ago
D is correct.
upvoted 1 times

□ 👤 **Apurv_AU** 4 years, 3 months ago
Overall I have noticed many questions are repeat too
upvoted 1 times

□ 👤 **ags** 4 years, 8 months ago
A is correct.
An access request is the way in which a user requests to be able to access a service. This is usually a request for a login via a service request from
the service desk.
https://www.bmc.com/blogs/itil-access-management/
upvoted 3 times

Which statement about managing incidents is CORRECT?

A. Low impact incidents should be resolved efficiently, making logging unnecessary

B. The 'incident management' practice should use a single process regardless of the impact of the incident

C. Low impact incidents should be resolved efficiently so the resource required is reduced

D. Incidents with the lowest impact should be resolved first

Suggested Answer: *C*

Community vote distribution

C (100%)

⊟ 👤 **VorteXPT** `Highly Voted 👍` 1 year, 8 months ago

`Selected Answer: C`

Text copy from: Ansisy

Creating a comment only to vote on the correct option.(C)

5.2.5 Incident management:

Organizations should design their incident management practice to provide appropriate management and resource allocation to different types of incident.

Incidents with a low impact must be managed efficiently to ensure that they do not consume too many resources.

Incidents with a larger impact may require more resources and more complex management.

upvoted 6 times

⊟ 👤 **ManikRoy** `Most Recent ⊘` 7 months, 2 weeks ago

`Selected Answer: C`

refer 5.2.5 Incident management

Incidents with a low impact must be managed efficiently to ensure that they do not consume too many resources.

upvoted 1 times

⊟ 👤 **Ibandaso** 1 year, 3 months ago

answer C

upvoted 1 times

⊟ 👤 **MrTargaryen** 1 year, 6 months ago

`Selected Answer: C`

C is the closest because of resource allocation

upvoted 3 times

⊟ 👤 **Ansisy** 2 years, 2 months ago

5.2.5 Incident management: Organizations should design their incident management practice to provide appropriate management and resource allocation to different types of incident. Incidents with a low impact must be managed efficiently to ensure that they do not consume too many resources. Incidents with a larger impact may require more resources and more complex management. There are usually separate processes for managing major incidents, and for managing information security incidents.

upvoted 4 times

⊟ 👤 **Slindsey0304** 2 years, 2 months ago

Its essential for incidents with low impact are to be catered for and efficiently managed to ensure too many resources are not consumed to resolve them.

upvoted 2 times

Which statement about the service value chain is CORRECT?

A. The service value chain converts value into demand

B. Each value chain activity uses different combinations of practices to convert inputs into outputs

C. Each value chain activity identifies a requirement for resources from an external supplier

D. The service value chain uses value streams to describe a combination of consumers and providers

Suggested Answer: *B*

Community vote distribution

B (79%)	A (21%)

Ansisy `Highly Voted` 2 years, 8 months ago

B - 4.5 Service value chain: ...Each activity transforms inputs into outputs .... To convert inputs into outputs, the value chain activities use different combinations of ITIL practices (sets of resources for performing certain types of work), drawing on internal or third-party resources, processes, skills, and competencies as required.

upvoted 15 times

46bb5f2 `Most Recent` 3 weeks, 5 days ago

`Selected Answer: B`

The SVC converts demand into VALUE. (A is incorrect

upvoted 1 times

fatso_567 5 months, 3 weeks ago

`Selected Answer: B`

A. [not accurate] The service value chain converts value into demand: The service value chain converts demand into value. Demand triggers the activities within the chain to create and deliver valuable services.

upvoted 1 times

MaliniK 6 months, 2 weeks ago

`Selected Answer: B`

SVC is all about practices and activites

upvoted 1 times

Traktark 9 months, 1 week ago

`Selected Answer: B`

The correct answer is B. Each value chain activity uses different combinations of practices to convert inputs into outputs.

In the ITIL 4 framework, the service value chain is a key concept that represents the set of interconnected activities performed by an organization to deliver value to its customers. The service value chain consists of six core activities: Plan, Improve, Engage, Design and Transition, Obtain/Build, and Deliver and Support.

Option B is correct because each value chain activity utilizes different combinations of ITIL practices to transform inputs into outputs. The practices represent the specific actions, methods, and approaches employed within each activity to achieve the desired outcomes. These practices are selected and adapted based on the specific needs and context of the organization.

upvoted 4 times

HJafa 9 months, 1 week ago

`Selected Answer: B`

B is the correct answer- people are mistranslating "It outlines the key activities required to create value in response to demand, " so the input is the demand, and the output is the value, not the other way around. A is wrong.

upvoted 1 times

sudhee23101986 9 months, 1 week ago

`Selected Answer: B`

In ITIL 4, the service value chain is a concept that illustrates how different activities contribute to the creation and delivery of value to customers. Each activity in the value chain utilizes various ITIL practices in combination to transform inputs into outputs that ultimately result in the creation of

value for customers. These practices are applied differently at each stage of the value chain to achieve specific outcomes and objectives.

upvoted 1 times

☐ 👤 **ManikRoy** 9 months, 1 week ago

Selected Answer: B

Refer chapter 4.5

To convert inputs into outputs, the value chain activities use different combinations of ITIL practices (sets of resources for performing certain types of work), drawing on internal or third-party resources, processes, skills, and competencies as required. For example, the engage activity might draw on supplier management, service desk management, relationship management, and service request management to respond to new demands for products and services, or information from various stakeholders.

upvoted 1 times

☐ 👤 **NetMasterX** 1 year, 5 months ago

Selected Answer: A

I diagram of the SVC clearly shows Demand to Value. Practices are at the SVS level.

upvoted 1 times

☐ 👤 **KimoKono** 1 year, 4 months ago

It's the other way around my friend, demand/requests/opportunity to Value im sorry but the SVC diagram flows from left to right.

upvoted 2 times

☐ 👤 **Baazigar** 1 year, 5 months ago

B - The service value chain is a core component of the ITIL 4 framework, and it consists of a set of interconnected activities that transform inputs into outputs. These activities use various ITIL practices in different combinations depending on the specific requirements of the service or the value being delivered. The service value chain is flexible and allows for a wide range of approaches to creating and delivering value through services.

upvoted 1 times

☐ 👤 **ricjmagalhaes** 1 year, 7 months ago

Is B

The A is wrong, because is the opposite> The service value chain converts demand into value

upvoted 3 times

☐ 👤 **evoken** 2 years ago

Selected Answer: B

GPT: es, each value chain activity uses different combinations of practices to convert inputs into outputs. ITIL 4 defines 34 practices, which are classified as general management practices, service management practices, and technical management practices

upvoted 1 times

☐ 👤 **MrTargaryen** 2 years ago

Selected Answer: A

A - outlines the key activities required to respond to demand.

upvoted 2 times

☐ 👤 **VorteXPT** 2 years, 2 months ago

Selected Answer: B

Voting for B

upvoted 2 times

☐ 👤 **HanniA** 2 years, 4 months ago

A-

The service value chain is an operating model for the creation, delivery and ongoing improvement of services. It outlines the key activities required to create value in response to demand, through the creation and delivery of products and services

upvoted 1 times

☐ 👤 **jtphenom** 1 year, 6 months ago

"...required to create value *in response to demand*..."

That is a very different statement than "..."convert value into demand"

Demand leads to the creation of value. Value doesn't convert into demand.

upvoted 1 times

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

A. The ITIL service value system

B. The ITIL guiding principles

C. The four dimensions of service management

D. A service relationship

Suggested Answer: *A*

Community vote distribution

A (100%)

☐ 👤 **Ansisy** `Highly Voted 👍` 2 years, 2 months ago

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

upvoted 14 times

☐ 👤 **ManikRoy** `Most Recent ⊘` 6 months, 4 weeks ago

`Selected Answer: A`

The ITIL SVS describes how all the components and activities of the

organization work together as a system to enable value creation.

upvoted 1 times

☐ 👤 **Baazigar** 11 months, 2 weeks ago

Answer A

The ITIL service value system (SVS) provides a comprehensive approach to the creation, delivery, and continual improvement of services. It integrates various components and activities, including the ITIL guiding principles, governance, service value chain, practices, and continual improvement, to ensure effective and efficient value creation through service management.

upvoted 2 times

☐ 👤 **Ibandaso** 1 year, 3 months ago

answer A

upvoted 1 times

☐ 👤 **ikothari** 1 year, 5 months ago

`Selected Answer: A`

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

upvoted 2 times

☐ 👤 **Vabz** 1 year, 5 months ago

It it A

upvoted 1 times

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

> A. Service request management

> B. Problem management

> C. Change control

> D. Service level management

Suggested Answer: *B*

Community vote distribution

B (100%)

⊟ 👤 **Ansisy** `Highly Voted 👍` 9 months, 1 week ago

B- 5.2.8 Problem management: Every service has errors, flaws, or vulnerabilities that may cause incidents. They may include errors in any of the four dimensions of service management. Many errors are identified and resolved before a service goes live. However, some remain unidentified or unresolved, and may be a risk to live services. In ITIL, these errors are called problems and they are addressed by the problem management practice.

upvoted 15 times

⊟ 👤 **BestRK** `Highly Voted 👍` 9 months, 1 week ago

B. Problem management.

Problem management is the practice of managing the lifecycle of problems to prevent incidents from occurring and to minimize the impact of incidents that cannot be prevented. One of the key activities of problem management is to identify the root cause of incidents and to take steps to prevent similar incidents from occurring in the future.

One of the types of problems that problem management addresses is the management of vulnerabilities that were not identified before the service went live. These vulnerabilities may be discovered through incident management or through other means, such as vulnerability scans or security audits.

Once these vulnerabilities are identified, problem management teams can work to investigate the root cause and develop a plan to mitigate the risk. This may involve developing and implementing a patch or workaround, or making changes to the service design to address the vulnerability.

Overall, problem management is a critical aspect of service management, as it helps organizations to identify and address the underlying causes of incidents, and to improve the reliability and stability of services.

upvoted 5 times

⊟ 👤 **dharmaitil** `Most Recent ⊘` 1 year, 2 months ago

B. Problem management

upvoted 1 times

⊟ 👤 **ballantinesaws** 1 year, 2 months ago

`Selected Answer: B`

Ans B is the correct.

upvoted 1 times

⊟ 👤 **Baazigar** 1 year, 5 months ago

Ans B

Problem Management in ITIL is focused on identifying and managing the root causes of incidents and preventing recurrence of incidents related to these problems. This includes the management of vulnerabilities that were not detected during the earlier stages of service design and transition, which become apparent only after the service is operational.

upvoted 1 times

⊟ 👤 **Abu_Talal** 2 years ago

Its **B**:

Every service has errors, flaws, or vulnerabilities that may cause incidents. They may include errors in any of the four dimensions of service management. Many errors are identified and resolved before a service goes live.

☐ 👤 **cricosta** 2 years, 9 months ago

A. Service request management

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.

B. 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.

C. Change control

is used to help plan changes, assist in communication, avoid conflicts, and assign resources. -> help manage normal changes

D. Service level management

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.

☐ 👤 **cricosta** 2 years, 9 months ago

A. Service request management

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.

B. 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.

C. Change control

is used to help plan changes, assist in communication, avoid conflicts, and assign resources. -> help manage normal changes

D. Service level management

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.

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

A. It should always be used to support direct observation

B. It should always be used instead of direct observation

C. Measured data is always more accurate than direct observation

D. The act of measuring always positively impacts results

Suggested Answer: *A*

Community vote distribution

A (100%)

□ 👤 **R1_SH** Highly Voted 👍 4 years, 2 months ago

A: Services and methods already in place should be measured and/or observed directly to properly understand their current state and what can be re-used from them.

upvoted 14 times

□ 👤 **Eng_Oscar0774** Most Recent ⊙ 10 months, 3 weeks ago

A. It should always be used to support direct observation

upvoted 1 times

□ 👤 **Baazigar** 1 year, 5 months ago

Ans A:

This principle implies that measurement should complement direct observation, not replace it. Direct observation provides contextual understanding, while measurement offers quantitative data. Both are valuable for accurately assessing the current state of services and processes when initiating improvements or changes.

upvoted 2 times

□ 👤 **sonofbossman** 1 year, 7 months ago

A: The use of measurement is important to this principle. It should, however, support but not replace what is.

observed

upvoted 2 times

□ 👤 **MoparRebel22** 1 year, 8 months ago

4.3.2.1 Assess where you are - Services and methods already in place should be measured and/or observed DIRECTLY to properly understand their current state and what can be re-used from them.

upvoted 1 times

□ 👤 **JAZ_29** 1 year, 11 months ago

A is the answer

upvoted 1 times

□ 👤 **certgreed** 3 years, 4 months ago

Selected Answer: A

correct answer is A

upvoted 1 times

□ 👤 **bigpete975** 3 years, 6 months ago

A is correct.

upvoted 1 times

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

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

Suggested Answer: *C*

Community vote distribution

C (100%)

👤 **Ansisy** `Highly Voted 👍` 2 years, 8 months ago

C: 5.2.15 Service level management - Service level management provides the end-to-end visibility of the organization's services. To achieve this, service level management: performs service reviews to ensure that the current set of services continues to meet the needs of the organization and its customers

upvoted 17 times

👤 **donwother58** `Most Recent ⊘` 1 month, 1 week ago

`Selected Answer: C`

definition of SLA

upvoted 1 times

👤 **Eng_Oscar0774** 10 months, 3 weeks ago

C. Service level management

upvoted 2 times

👤 **Baazigar** 1 year ago

Service level management involves defining, documenting, and managing service levels to ensure that services continue to meet the agreed-upon needs and expectations of the organization and its customers. This includes regular service reviews.

upvoted 1 times

👤 **daghat** 1 year, 4 months ago

answer C

upvoted 1 times

👤 **Baazigar** 1 year, 5 months ago

Ans C

Service Level Management focuses on ensuring that the service levels agreed upon are met and continuously reviewed. This practice includes conducting regular service reviews to assess the performance of the services against the agreed standards and to identify opportunities for improvement, ensuring alignment with the evolving needs of the organization and its customers.

upvoted 2 times

👤 **lbandaso** 1 year, 9 months ago

answer C

upvoted 1 times

👤 **2bCloudGuru** 2 years, 7 months ago

c it is

upvoted 2 times

👤 **leoiq91** 2 years, 8 months ago

c is correct

upvoted 2 times

👤 **certgreed** 3 years, 2 months ago

`Selected Answer: C`

correct answer is C

upvoted 2 times

👤 **a4212crew** 3 years, 5 months ago

Selected Answer: C

C is the answer

upvoted 1 times

👤 **bigpete975** 3 years, 6 months ago

C is correct.

upvoted 1 times

👤 **Hnadir** 3 years, 7 months ago

Selected Answer: C

Answer is C

upvoted 2 times

👤 **makowskim3** 3 years, 10 months ago

C seems correct.

upvoted 2 times

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

    A. The level of integration and formality involved in the relationships between organizations

    B. The activities, workflows, controls and procedures needed to achieve the agreed objectives

    C. The information created, managed and used in the course of service provision and consumption

    D. The required skills and competencies of teams and individual members of the organization

Suggested Answer: *A*

Community vote distribution

A (93%) | 7%

□ 👤 **Ansisy** `Highly Voted 👍` 2 years, 8 months ago

`Selected Answer: A`

3.3 Partners and suppliers: Relationships between organizations may involve various levels of integration and formality.

upvoted 14 times

□ 👤 **Zengene** `Most Recent ⊘` 2 months ago

`Selected Answer: A`

The correct answer is A. The level of integration and formality involved in the relationships between organizations.

The 'partners and suppliers' dimension focuses on the interactions between an organization and external entities that contribute to the delivery of services. This includes considerations such as contractual agreements, the degree of collaboration, and how formalized the relationships are in supporting the organization's objectives.

upvoted 1 times

□ 👤 **Leintje** 9 months, 1 week ago

`Selected Answer: A`

A. 3.3 Partners and Suppliers;

"All of these partners need to be integrated, to create a well balanced service for the customer. This can be achieved through service intergation and management."

upvoted 1 times

□ 👤 **justlikemo** 9 months, 1 week ago

`Selected Answer: A`

Can't be C.

Service Provision Activities performed by an organisation to provide services.

Service Consumption Activities performed by an organisation to consume services.

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

Has to be A

upvoted 3 times

□ 👤 **Aman__G** 1 year, 5 months ago

The level of integration and formality involved in the relationships between organizations partners and suppliers

The activities, workflows, controls and procedures needed to achieve the agreed objectives value streams and process

The information created, managed and used in the course of service provision and consumption information and technology

The required skills and competencies of teams and individual members of the organization organization and people

upvoted 2 times

□ 👤 **Ibandaso** 1 year, 9 months ago

answer A

upvoted 1 times

□ 👤 **gamrr1** 2 years, 3 months ago

Has to be A; C is Information and Technology, wrong dimension

upvoted 1 times

☐ 👤 **Fund81** 2 years, 5 months ago

Stated under the partners and suppliers section, Relationships between organizations may involve various levels of integration and formality.

upvoted 1 times

☐ 👤 **2bCloudGuru** 2 years, 7 months ago

A it is

upvoted 1 times

☐ 👤 **nickanme** 2 years, 8 months ago

Selected Answer: A

Partners and suppliers dimension incorporates contracts and other agreements between the organization and its partners or suppliers.

upvoted 1 times

☐ 👤 **Sonia33** 2 years, 8 months ago

Selected Answer: A

It's A

upvoted 1 times

☐ 👤 **BananaSlug** 2 years, 8 months ago

A. The level of integration and formality involved in the relationships between organizations

upvoted 1 times

☐ 👤 **cyrille2020** 2 years, 8 months ago

Selected Answer: A

Relationships between organizations may involve various levels of integration and

formality.

upvoted 4 times

☐ 👤 **HokieShane98** 2 years, 9 months ago

Selected Answer: C

C. explains itself

upvoted 2 times

Which practice makes new services available for use?

A. Change enablement

B. Release management

C. Deployment management

D. IT asset management

Suggested Answer: *B*

Community vote distribution

B (100%)

☐ 👤 **DChilds** `Highly Voted 👍` 2 years, 5 months ago

`Selected Answer: B`

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.

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

upvoted 11 times

☐ 👤 **Ibandaso** `Most Recent ⊙` 9 months ago

yes, B

upvoted 2 times

☐ 👤 **Boxbot** 1 year, 3 months ago

Definition: Release

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

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

upvoted 1 times

☐ 👤 **Jinuu** 1 year, 4 months ago

Release management makes the new change "Available" only to read as release but "Deployment Management" makes the new changes "Available to Use".

upvoted 4 times

☐ 👤 **Sonia33** 1 year, 8 months ago

`Selected Answer: B`

It mentions "Available" so it's release management, not deployment.

upvoted 4 times

☐ 👤 **Izlu** 2 years, 3 months ago

`Selected Answer: B`

release management is correct

upvoted 1 times

☐ 👤 **Concordant** 2 years, 4 months ago

B and C are correct.

upvoted 2 times

☐ 👤 **bigpete975** 2 years, 6 months ago

B is correct.

upvoted 1 times

☐ 👤 **Hnadir** 2 years, 7 months ago

Fo use means for User, So its "B"

upvoted 1 times

meneyn 3 years ago

B is correct (ITIL 4):

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

upvoted 2 times

---

meneyn 3 years ago

B is correct (ITIL 4):

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

upvoted 2 times

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

    A. Executing improvement actions

    B. Performing baseline assessments

    C. Defining the improvement plan

    D. Understanding the business mission

Suggested Answer: *B*

Community vote distribution

B (100%)

☐ 👤 **cricosta** `Highly Voted 👍` 2 years, 9 months ago

1. What is the vision -> Business mission, vision goals and objectives

2. Where are we now -> Perform baseline assessments (knowing the start point)

3. where do we want to be -> Define measurable targets (knowing end point)

4. How do we get there -> Define the improvement plan

5. take action -> execute improvement plan

6. Did we get there -> evaluate metrics and KPIs

-> How do we keep the moment going?

upvoted 35 times

☐ 👤 **sudhee23101986** `Most Recent ⊙` 9 months, 1 week ago

`Selected Answer: B`

Performing baseline assessments involves gathering data and information about the current state of processes, services, and performance metrics. This step helps in understanding the existing situation, identifying areas for improvement, and establishing a starting point for measuring progress. Therefore, it directly contributes to assessing "where are we now?" in the continual improvement process.

upvoted 1 times

☐ 👤 **Boiketlo_349** 1 year, 5 months ago

The answer is B

upvoted 1 times

☐ 👤 **Ana_MCM** 1 year, 8 months ago

ANSWER B

upvoted 1 times

☐ 👤 **dvrvrzl** 1 year, 8 months ago

The answer is B

A. Executing improvement actions >> Take action

B. Performing baseline assessments >> Where we are now

C. Defining the improvement plan >> How do we get there

D. Understanding the business mission >> What is the vision

upvoted 2 times

☐ 👤 **lbandaso** 1 year, 9 months ago

answer B

upvoted 1 times

☐ 👤 **WafferML** 2 years, 5 months ago

B = Where are we now -> Perform baseline assessments (knowing the start point)

upvoted 1 times

☐ 👤 **Ansisy** 2 years, 8 months ago

correct answer: B - 4.6.1.2 Step 2: Where are we now?

A key element in this step is a current state assessment.

Current state assessments should be done through objective measurement whenever possible.

Question #14
Topic 1

Which guiding principle considers the importance of customer loyalty?

    A. Progress iteratively with feedback

    B. Focus on value

    C. Optimize and automate

    D. Start where you are

Suggested Answer: *B*

Community vote distribution

B (82%)	A (18%)

meneyn `Highly Voted` 3 years, 6 months ago

B is correct ITIL v4:

This principle is mostly focused on the creation of value for service consumers. However, a service also contributes to value for the organization and other stakeholders. This value may come in various forms such as revenue, customer loyalty, lower cost, and/or growth opportunities. The

upvoted 24 times

Mara03 `Most Recent` 3 weeks, 4 days ago

`Selected Answer: B`

By understanding the needs and expectations of customers and focusing on what brings them value, organizations can build trust, strengthen their position in the market, and ultimately foster customer loyalty.

upvoted 1 times

edwardpogi 10 months, 2 weeks ago

`Selected Answer: B`

The guiding principle that considers the importance of customer loyalty is "Focus on value". This principle emphasizes understanding and delivering value to customers, which in turn fosters loyalty and satisfaction. By prioritizing what matters most to customers, organizations can build lasting relationships and enhance their overall success. - Bing

upvoted 3 times

wesleydonelli 1 year, 11 months ago

4.3.1 Foco no valor

Tudo o que a organização faz deve estar vinculado, direta ou indiretamente, ao valor

para ela mesma, seus clientes e outras partes interessadas.

Esta seção se concentra principalmente na criação de valor para os consumidores de

serviço. No entanto, um serviço também contribui ao valor para a organização e

outras partes interessadas. Esse valor pode vir de várias formas, como receita,

fidelidade do cliente, menor custo ou oportunidades de crescimento. As

recomendações a seguir podem ser adaptadas para abordar vários grupos de partes

interessadas e o valor que é criado para elas pela organização. COMO PODEM VER A RESPOSTA CORRETA É O FOCO NO VALOR

upvoted 2 times

Fund81 1 year, 11 months ago

Under the focus on value section, , This value may come in various forms, such as revenue, customer loyalty, lower cost, or growth opportunities.

upvoted 2 times

Manix 1 year, 11 months ago

B

4.3.1... This value may come in varius forms, such as revenue, customer loyalty, lower costs or growth opportunities.

upvoted 1 times

Sonia33 2 years, 2 months ago

`Selected Answer: B`

Focus on Value, because Value is something subjective based on customer experience and feedback.

upvoted 2 times

☐ 👤 **Gadeliow** 2 years, 3 months ago

Focus on value

upvoted 1 times

☐ 👤 **PassAllExams** 2 years, 3 months ago

Selected Answer: A

why B?

upvoted 2 times

☐ 👤 **APAmalaysia** 2 years, 4 months ago

Answer A.

Focus on value :- All activities conducted by the organization should link back, directly or indirectly, to value for itself, its customers, and other stakeholders.

This section is mostly focused on the creation of value for service consumers. However, a service also contributes to value for the organization and other stakeholders. This value may come in various forms, such as revenue, customer

loyalty, lower cost, or growth opportunities.

upvoted 3 times

☐ 👤 **Concordant** 2 years, 10 months ago

A is correct. Without loyalty, what you're getting back is more likely to be false.

upvoted 2 times

☐ 👤 **certgreed** 2 years, 11 months ago

Selected Answer: B

correct answer is B

upvoted 3 times

☐ 👤 **bigpete975** 3 years ago

B is correct.

upvoted 1 times

☐ 👤 **Hnadir** 3 years ago

yes its B

upvoted 1 times

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

    A. Conduct a review of existing service management practices and decide what to keep and what to discard

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

    C. Review service management practices and remove any unnecessary complexity

    D. Use the four dimensions of service management to ensure coordination of all aspects of an improvement initiative

Suggested Answer: *D*

Community vote distribution

D (100%)

🗑 👤 **Leintje** `Highly Voted 👍` 1 year, 7 months ago

`Selected Answer: D`

D. "A holistic approach requires an understanding of the role of all four dimensions of service management in the SVS, working together in an integrated way."

upvoted 10 times

🗑 👤 **Ansisy** `Highly Voted 👍` 1 year, 8 months ago

Correct answer: D

4.3.5 Think and work holistically - Services are delivered to internal and external service consumers through the coordination and integration of the four dimensions of service management.

upvoted 5 times

🗑 👤 **dvrvrzl** `Most Recent ⊘` 8 months, 1 week ago

The answer is D

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

upvoted 4 times

🗑 👤 **Gowthamdsk** 1 year, 6 months ago

Correct Answer is D

upvoted 1 times

🗑 👤 **Kenneth1** 1 year, 6 months ago

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.

upvoted 2 times

🗑 👤 **Manix** 1 year, 8 months ago

`Selected Answer: D`

agree with comment

upvoted 2 times

Which statement about 'continual improvement' is CORRECT?

A. All improvement ideas should be logged in a single 'continual improvement register'

B. A single team should carry out 'continual improvement' across the organization

C. 'Continual improvement' should have minimal interaction with other practices

D. Everyone in the organization is responsible for some aspects of 'continual improvement'

Suggested Answer: *D*

Community vote distribution

D (100%)

_elj Highly Voted 👍 1 year, 10 months ago

Selected Answer: D

Ref. 5.1.2
Continual improvement is everyone's responsibility. Although there may be a group of staff members who focus on this work full-time, it is critical that everyone in the organization understands that active participation in continual improvement activities is a core part of their job.

upvoted 11 times

Leintje Highly Voted 👍 1 year, 7 months ago

Selected Answer: D

D. "Continual Improvement is a recurring organizational activity performed at all levels to ensure that an organization's performance continually meets stakeholders' expectations."

upvoted 5 times

Ana_MCM Most Recent ⊘ 8 months ago

answer D

upvoted 1 times

kevinivek 1 year, 2 months ago

Selected Answer: D

D for sure

upvoted 1 times

bigpete975 2 years, 6 months ago

D is correct.

upvoted 2 times

What impact does automation have on a service desk?

A. Less low level work and a greater ability to focus on user experience

B. Increased phone contact and a reduced ability to focus on user experience

C. Ability to work from multiple locations, geographically dispersed

D. Ability to work from a single centralized location

Suggested Answer: *A*

Community vote distribution

A (100%)

👤 **Leintje** `Highly Voted 👍` 1 year, 7 months ago

`Selected Answer: A`

A: "With increased automation, the service desk now has reduced phone contact, less low-level work, and a greater ability to focus on excellent CX (customer experience) when personal contact is needed."

upvoted 8 times

👤 **jaquelinebsouza** `Most Recent ⊘` 7 months, 3 weeks ago

`Selected Answer: A`

Reposta a

upvoted 1 times

👤 **bigpete975** 2 years, 6 months ago

A is correct.

upvoted 2 times

👤 **makowskim3** 2 years, 10 months ago
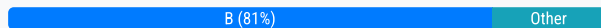
A - correct.

upvoted 3 times

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 consumer

    B. Service provider

    C. Customer

    D. Supplier

Suggested Answer: *B*

Community vote distribution

B (81%) | Other

👤 **Austinmethyl** `Highly Voted 👍` 4 years, 10 months ago

Service desk is always owned and managed by Service Providers to interface between them and their Customers. The answer "Service Provider" is right.

upvoted 25 times

👤 **8a0766b** `Most Recent ⊘` 5 months, 2 weeks ago

`Selected Answer: C`

I would say customer.

upvoted 1 times

    👤 **8a0766b** 5 months, 2 weeks ago

    you always want the customer to go thorugh the service desk they are your single point of contact

    upvoted 2 times

👤 **fatso_567** 5 months, 3 weeks ago

`Selected Answer: C`

By combining the information in section 5.2.14 with the broader context of service relationships and value creation discussed in other sections of ITIL 4, you can confidently assert that the service desk is the single point of contact for the customer.

upvoted 1 times

👤 **Lord_LuQ** 7 months ago

tricky one

upvoted 1 times

👤 **Panda_man** 9 months, 1 week ago

`Selected Answer: B`

from official ITIL book : "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."

upvoted 4 times

    👤 **Gepro** 1 year, 1 month ago

    Correct. Chapter 5.2.14

    upvoted 1 times

👤 **_poli_** 9 months, 1 week ago

`Selected Answer: B`

5.2.14 - Service Desk: 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.

** We could understand this as citing the SD as the point of contact for us as consumers with the service provider in question.

upvoted 3 times

👤 **Mr_T** 11 months ago

`Selected Answer: B`

B is a correct answer.

upvoted 1 times

👤 **ManikRoy** 1 year ago

Selected Answer: B

Refer 5.2.14

It should also be the entry point and single point of contact for the service provider with all of its users.

upvoted 1 times

👤 **Gepro** 1 year, 1 month ago

Selected Answer: B

B - Service Provider, according to same definition in ITIL study book chapter 5.2.14

upvoted 1 times

👤 **KimoKono** 1 year, 3 months ago

Selected Answer: B

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 its users.

upvoted 3 times

👤 **franklyn** 1 year, 3 months ago

From the ITIL V4 handbook, "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.", The correct answer is the |service provider"

upvoted 3 times

👤 **KimoKono** 1 year, 4 months ago

Selected Answer: C

The service desk should be the entry point and single point of contact for the customer with all of its users. (The question is about what the service desk is for not about who owns it) it's a tricky one!

upvoted 1 times

👤 **NetMasterX** 1 year, 4 months ago

Selected Answer: A

Well going back and reviewing the questions and my answers from before, examtopics have rearranged the answers making these discussions completely worthless Nice job! The questions is asking who the service desk is for. not who owns it.

upvoted 2 times

👤 **_poli_** 1 year, 6 months ago

5.2.14 - Service Desk: 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.

** We could understand this as citing the SD as the point of contact for us as consumers with the service provider in question.

upvoted 1 times

👤 **NetMasterX** 1 year, 6 months ago

the entry point for the Service Consumer is the Service Desk. the service provider is the one providing the service to the consumer. they are indirectly the service desk. A is the correct answer even if the material says it is.

upvoted 1 times

👤 **NetMasterX** 1 year, 6 months ago

Selected Answer: A

the answer in not Service Provider.

upvoted 2 times

👤 **123RL** 1 year, 10 months ago

Question is worded incorrectly. The simple word "WITH" in the question makes the meaning and answer entirely different. Question should have been worded as "... AND all of its users."

upvoted 2 times

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

    A. Customer engagement

    B. Operational metrics

    C. Business metrics

    D. Customer feedback

Suggested Answer: *A*

Community vote distribution

A (100%)

Syl0 `Highly Voted 👍` 2 years, 8 months ago

5.2.15
Service level management involves collating and analysing information from a number of sources, including:

•Customer engagement This involves initial listening, discovery, and information capture on which to base metrics, measurement, and ongoing progress discussions. Consider asking customers some simple open questions such as:

•What does your work involve?
•How does technology help you?
upvoted 10 times

arahmanar7 `Highly Voted 👍` 2 years, 7 months ago

What is the difference between customer engagement and customer feedback?
upvoted 7 times

    jqnko 2 years, 6 months ago

    engagement is done before service is provided, feedback is gathered afterwards
    upvoted 17 times

Traktark `Most Recent ⊘` 9 months, 1 week ago

`Selected Answer: A`
The correct answer is A. Customer engagement.

Service level management is a practice within IT service management that focuses on defining, negotiating, and managing service levels between a service provider and its customers. It aims to ensure that agreed-upon service levels are met or exceeded to satisfy customer requirements.

Customer engagement is an aspect of service level management that involves actively involving service consumers in discussions and activities related to service levels. It includes gathering insights from customers about their work, understanding their needs and expectations, and soliciting feedback on how technology supports their work processes. By engaging customers, service level management can better align services with customer requirements and improve customer satisfaction.
upvoted 5 times

bigpete975 3 years, 6 months ago

A is correct.
upvoted 1 times

makowskim3 3 years, 10 months ago

A - correct.
upvoted 1 times

   **Henk1234** 3 years, 10 months ago

    It sure is, it's A.
    upvoted 1 times

Which is a result of applying the guiding principle 'progress iteratively with feedback'?

A. The ability to discover and respond to failure earlier

B. Standardization of practices and services

C. Understanding the customer's perception of value

D. Understanding the current state and identifying what can be reused

Suggested Answer: *A*

Community vote distribution

| A (59%) | C (36%) | 5% |
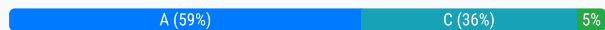
SandyIndia **Highly Voted** 3 years, 11 months ago

A. The ability to discover and respond to failure earlier.

Progress Iteratively with Feedback.

B. Standardization of practices and services.

Optimize and automate.

C. Understanding the customerג€™s perception of value.

Focus on value.

D. Understanding the current state and identifying what can be reused.

Start where you are.

upvoted 41 times

NetMasterX 1 year, 5 months ago

This is wrong. https://www.itsm-docs.com/blogs/itil-faq/itil-progress-iteratively-with-feedback

upvoted 1 times

mikilik **Highly Voted** 4 years, 2 months ago

Should be A

Progress Iteratively with Feedback

o Working in a time-boxed, iterative manner with feedback loops embedded into the

process allows for greater flexibility, faster responses to customer and business

needs, the ability to discover and respond to failure earlier, and an overall

improvement in quality.

upvoted 31 times

46bb5f2 **Most Recent** 3 weeks, 4 days ago

Selected Answer: A

C is a core focus of the "Focus on value" principle. While feedback loops contribute to this understanding, "Progress iteratively with feedback" is more about how you work to achieve that, rather than the understanding itself.

upvoted 1 times

Zengene 2 months ago

Selected Answer: A

This principle emphasizes making small, incremental changes and continuously gathering feedback to improve processes. By doing so, issues can be identified and addressed promptly, reducing the impact of failures and enhancing overall efficiency.

upvoted 2 times

Ok_cloud 7 months, 3 weeks ago

Should be C. end user and customer perception of the value created

upvoted 2 times

Lizarda2od 9 months, 1 week ago

Selected Answer: A

Should be A

Progress Iteratively with Feedback

o Working in a time-boxed, iterative manner with feedback loops embedded into the

process allows for greater flexibility, faster responses to customer and business
needs, the ability to discover and respond to failure earlier, and an overall
improvement in quality
upvoted 1 times

◻ 👤 **mseja** 11 months, 3 weeks ago

Selected Answer: A

Here you don't attempt to do everything at once but organize the project into small manageable sections. In this way it is easier to discover errors and try to fix them as opposed to troubleshooting the whole system.
upvoted 1 times

◻ 👤 **ManikRoy** 1 year ago

Selected Answer: B

Refer 4.3.3.2 Iteration and feedback together, 3rd bullet point
the ability to discover and respond to failure earlier
upvoted 1 times

◻ 👤 **FLopes** 1 year, 1 month ago

Selected Answer: C

A feedback loop is a term commonly used to refer to a situation where part of the output of an activity is used
for new input. In a well-functioning organization, feedback is actively collected and processed along the value
chain. Well-constructed feedback mechanisms facilitate understanding of:
● end user and customer perception of the value created
● the efficiency and effectiveness of value chain activities
● the effectiveness of service governance as well as management controls
● the interfaces between the organization and its partner and supplier network
● the demand for products and service
upvoted 2 times

◻ 👤 **dharmaitil** 1 year, 2 months ago

Understanding the customer's perception of value
upvoted 1 times

◻ 👤 **KimoKono** 1 year, 4 months ago

Selected Answer: A

When applying the guiding principle of 'progress iteratively with feedback' we need to have the ability to discover and respond to failure earlier to reduce any impact of downtime on the business.
upvoted 2 times

◻ 👤 **Jay987654** 1 year, 4 months ago

Selected Answer: A

The result of applying the guiding principle 'progress iteratively with feedback' is 'the ability to discover and respond to failure earlier.' This principle encourages incremental development and frequent feedback collection, allowing for early detection of issues and timely responses to rectify them. This approach promotes continuous improvement and adaptability, ultimately leading to better outcomes.
upvoted 1 times

◻ 👤 **Stonetales987** 1 year, 5 months ago

Selected Answer: C

4.3.3.1 - end user and customer perception of the value created
upvoted 2 times

◻ 👤 **NetMasterX** 1 year, 5 months ago

Selected Answer: C

https://www.itsm-docs.com/blogs/itil-faq/itil-progress-iteratively-with-feedback
upvoted 1 times

◻ 👤 **LeeVee** 1 year, 6 months ago

Selected Answer: A

Working in a time-boxed, iterative manner with feedback loops embedded into the process allows for greater flexibility, faster responses to customer and business needs, the ability to discover and respond to failure earlier, and an overall improvement in quality
upvoted 1 times

◻ 👤 **NetMasterX** 1 year, 6 months ago

Selected Answer: C

A is about Incident Mgmt.

upvoted 1 times

Selected Answer: C

Refer bullet point no.1 under section 4.3.3.1

end user and customer perception of the value created

So the correct answer is C

upvoted 2 times

A is about Incident Mgmt.

upvoted 1 times

Selected Answer: C

Refer bullet point no.1 under section 4.3.3.1

end user and customer perception of the value created

So the correct answer is C

upvoted 2 times

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

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

Suggested Answer: *D*

Community vote distribution

D (100%)

⊟ 👤 **nreed** `Highly Voted 👍` 1 year, 9 months ago

Utility: fit for purpose

Warranty: Fit for use

upvoted 33 times

⊟ 👤 **Ansisy** `Highly Voted 👍` 1 year, 8 months ago

`Selected Answer: D`

2.5.4 Utility and warranty: Utility can be summarized as 'what the service does' and can be used to determine whether a service is 'fit for purpose'

upvoted 5 times

⊟ 👤 **Ouchezy** `Most Recent ⊘` 1 month, 1 week ago

`Selected Answer: D`

Fit for purpose - functionality is Utility - what the service does

Fit for use - Assurance. is Warranty - if the service is damaged or unusable. hence the warranty on electronic products for instance.

upvoted 1 times

⊟ 👤 **Zengene** 2 months ago

`Selected Answer: D`

In service management, utility determines whether a service is fit for purpose by assessing its functionality and ability to meet a customer's needs. It represents what the service does and how it helps users achieve desired outcomes. Utility is often paired with warranty, which ensures that the service is fit for use in terms of availability, capacity, security, and continuity.

upvoted 1 times

⊟ 👤 **zarazoro** 5 months, 1 week ago

`Selected Answer: C`

both B and D

• Utility The functionality offered by a product or service to meet a particular need. Utility

can be summarized as 'what the service does' and can be used to determine whether a service is 'fit for purpose'. To have utility, a service must either

support the performance of the consumer or remove constraints from the consumer. Many services do both.

• Warranty Assurance that a product or service will meet agreed requirements. Warranty can

be summarized as 'how the service performs' and can be used to determine whether a service

is 'fit for use'. Warranty often relates to service levels aligned with the needs of service

consumers.

upvoted 1 times

⊟ 👤 **Ibandaso** 9 months ago

answer D

upvoted 1 times

⊟ 👤 **Soshiraz** 1 year, 3 months ago

`Selected Answer: D`

Reponse

upvoted 1 times

In service relationships, what is a benefit of identifying consumer roles?

A. It enables effective stakeholder management

B. It provides shared service expectations

C. It removes constraints from the customer

D. It enables a common definition of value

Suggested Answer: *A*

Community vote distribution

A (100%)

☐ 👤 **cyrille2020** `Highly Voted 👍` 1 year, 8 months ago

`Selected Answer: A`

It is important to identify these roles in service relationships to ensure effective communication and stakeholder management.

upvoted 12 times

☐ 👤 **Abu_Talal** `Highly Voted 👍` 1 year ago

A

It is important to identify these roles in service relationships to ensure effective communication and stakeholder management. Each of these roles may have different, and sometimes even conflicting, expectations from services, and different definitions of value.

upvoted 7 times

☐ 👤 **ikothari** `Most Recent ⊙` 11 months, 1 week ago

`Selected Answer: A`

2.2.2 It is important to identify these roles in service

upvoted 1 times

Which is an external input to the service value chain?

    A. The 'improve' value chain activity

    B. An overall plan

    C. Customer requirements

    D. Feedback loops

Suggested Answer: *C*

Community vote distribution

C (100%)

  Piyush_Dubey `Highly Voted 👍` 1 year, 5 months ago

If you see the diagram of SVC, notice that "Demand" is referred to as an external input. This demand refers to customer requirements.

upvoted 19 times

  ikothari `Most Recent ⏱` 11 months, 1 week ago

`Selected Answer: C`

4.5 Each activity transforms inputs into outputs. These inputs can be demand from outside the value chain

upvoted 4 times

  mks190 1 year, 6 months ago

Answer is C

upvoted 2 times

  certgreed 2 years, 2 months ago

`Selected Answer: C`

correct answer is C

upvoted 1 times

  Concordant 2 years, 4 months ago

D also works because as requirements change, a feedback loop to provide constant feedback can be used as an external feedback to maintain value.

upvoted 3 times

  bigpete975 2 years, 6 months ago

C is correct.

upvoted 1 times

  Hnadir 2 years, 7 months ago

correct its C

upvoted 1 times

  marib 3 years, 5 months ago

C is the correct answer.

You'll find this under key inputs for 'Engage' value chain activity. It states 'detailed requirements for services and products provided by customer'

upvoted 4 times

  feed_cat 3 years, 5 months ago

From book:

Service desk

Purpose: „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"

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

upvoted 1 times

    Eben01 2 years, 2 months ago

Typical example of when they say "Do not smoke joint before you study or attempt ITIL questions" lol

upvoted 8 times

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

A. Outcomes

B. Value

C. Utility

D. Warranty

Suggested Answer: *D*

Community vote distribution

D (100%)

☐ 👤 **ikothari** 11 months, 1 week ago

Selected Answer: D

2.5.4 Definition of Warranty -Warranty typically addresses such areas as the availability of the service, its capacity, levels of security and continuity

upvoted 1 times

☐ 👤 **ikothari** 11 months, 1 week ago

Selected Answer: D

2.5.4 Definition of Warranty - Each activity transforms inputs into outputs. These inputs can be demand from outside the value chain

upvoted 1 times

☐ 👤 **Piyush_Dubey** 1 year, 5 months ago

D.

Warranty means an assurance that service will meet customer requirements

Warranty

upvoted 1 times

☐ 👤 **Leintje** 1 year, 7 months ago

Selected Answer: D

D. "Warranty relates to how the service performs. This can be expressed in terms of service levels that should be agreed and aligned with the needs of consumers, including:

- avalability

- capacity

- security

- continuity

A service may be said to provide acceptable assurance, or "warranty", if all defined and agreed conditions are met."

upvoted 4 times

☐ 👤 **bigpete975** 2 years, 6 months ago

D is correct.

upvoted 2 times

☐ 👤 **Rom0817** 2 years, 10 months ago

D. Warranty

Warranty is fit for use; how the service is delivered; assurance that a product or service will meet its agreed requirements for availability, capacity, security, continuity

upvoted 3 times

Topic 1

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 capture demand for incident resolution and service requests

    C. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents

    D. To support the agreed service quality by effective handling of all agreed user-initiated service requests

Suggested Answer: *A*

Community vote distribution

A (100%)

👤 **asdfg1234qwerty** `Highly Voted 👍` 7 months ago

incident management - A. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

sevice desk - B. To capture demand for incident resolution and service requests

problem management - C. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents

service request management - D. To support the agreed service quality by effective handling of all agreed user-initiated service requests

upvoted 17 times

👤 **meneyn** `Highly Voted 👍` 2 years ago

A is correct (ITIL v4):

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

upvoted 13 times

👤 **PHD_CHENG** `Most Recent ⊘` 10 months, 3 weeks ago

`Selected Answer: A`

This is ITIL definition

upvoted 1 times

👤 **lzlu** 1 year, 3 months ago

`Selected Answer: A`

A - Meneyn is right

upvoted 1 times

👤 **certgreed** 1 year, 5 months ago

`Selected Answer: A`

correct answer is A

upvoted 1 times

👤 **bigpete975** 1 year, 6 months ago

A is correct.

upvoted 1 times

What is defined as an unplanned interruption or reduction in the quality of a service?

A. An incident

B. A problem

C. A change

D. An event

Suggested Answer: *A*

Community vote distribution

A (100%)

☐ 👤 **asdfg1234qwerty** `Highly Voted 👍` 1 year, 1 month ago

incident is a single unplanned event that causes a service while problem is a cause or potential cause of one or more incidents.

upvoted 5 times

☐ 👤 **mirmah** `Most Recent ⊘` 9 months, 2 weeks ago

A est la bonne

upvoted 1 times

☐ 👤 **cleonleon** 1 year, 4 months ago

A is correct

upvoted 2 times

☐ 👤 **APAmalaysia** 1 year, 4 months ago

ANSWER A

Incident

An unplanned interruption to a service or reduction in the quality of a service.

upvoted 2 times

☐ 👤 **certgreed** 1 year, 11 months ago

`Selected Answer: A`

correct answer is A

upvoted 1 times

☐ 👤 **bigpete975** 2 years ago

A is correct.

upvoted 1 times

☐ 👤 **Tiks** 2 years, 6 months ago

A is right

upvoted 2 times

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. Change control

C. Relationship management

D. Service desk

Suggested Answer: *C*

Community vote distribution

C (100%)

👤 **Ansisy** `Highly Voted 👍` 1 year, 8 months ago

`Selected Answer: C`

5.1.9 Relationship management: The purpose of the relationship management practice is to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels.

upvoted 13 times

👤 **dvrvrzl** `Most Recent ⊙` 8 months, 1 week ago

The answer is C Relationship Management, because the pain point is "links between the organization and its stakeholders"

upvoted 1 times

👤 **MrTargaryen** 1 year ago

`Selected Answer: C`

Keyword "nurture the links"

upvoted 1 times

Question #28

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

Suggested Answer: *C*

Community vote distribution

B (100%)

Ansisy `Highly Voted` 2 years, 8 months ago

Selected Answer: B

4.3.4 Collaborate and promote visibility: ork and its results should be made visible, hidden agendas should be avoided, and information should be shared to the greatest degree possible... When improvement activity occurs in relative silence, or with only a small group being aware of the details, assumptions and rumours can prevail. Resistance to change will often arise as staff members speculate about what is changing and how it might impact them.

upvoted 8 times

NetMasterX `Highly Voted` 1 year, 5 months ago

Selected Answer: B

Admins need to change the answer. This service can't be trusted with mistakes like this.

upvoted 6 times

McGawB `Most Recent` 10 months, 2 weeks ago

Selected Answer: B

B - The indicated answer is actually the opposite of collaboration.

upvoted 1 times

Who_Am_I 11 months, 2 weeks ago

Selected Answer: B

B. Increasing collaboration and visibility for the improvement

Increasing collaboration and visibility helps to ensure that stakeholders are involved and informed throughout the process. This can reduce resistance by building trust, addressing concerns early, and fostering a sense of ownership and involvement in the improvement process.

upvoted 1 times

Elderba 12 months ago

Selected Answer: B

correct

upvoted 1 times

FLopes 1 year, 1 month ago

Selected Answer: B

Logically B

upvoted 1 times

---

dharmaitil 1 year, 2 months ago

. Increasing collaboration and visibility for the improvement

upvoted 1 times

Mahakaal97 1 year, 2 months ago

Selected Answer: B

Should be B

upvoted 1 times

KimoKono 1 year, 4 months ago

Selected Answer: B

Involving customers after all planning has been completed may lead to missed opportunities for valuable input and collaboration. Admins need to change the answer please, thank you!

upvoted 2 times

■ 👤 **LeeVee** 1 year, 6 months ago

Selected Answer: B

Should be B

upvoted 1 times

■ 👤 **NetMasterX** 1 year, 6 months ago

Selected Answer: B

C is the correct answer. Fix it.

upvoted 1 times

■ 👤 **itelessons** 1 year, 6 months ago

you selected B, however you say C; strange!

upvoted 2 times

■ 👤 **Mokhzal** 1 year, 7 months ago

Selected Answer: B

It's B

upvoted 2 times

■ 👤 **MarlyMall** 1 year, 7 months ago

B for sure

upvoted 1 times

■ 👤 **HJafa** 1 year, 8 months ago

Selected Answer: B

Everyone said B, why it is still showing the wrong answer??

upvoted 2 times

■ 👤 **Andrea_todon** 1 year, 8 months ago

Selected Answer: B

It's B

upvoted 2 times

■ 👤 **farouk450** 1 year, 8 months ago

Selected Answer: B

should be B

upvoted 2 times

■ 👤 **celomomo** 1 year, 10 months ago

B. Increasing collaboration and visibility for the improvement

The guiding principle "collaborate and promote visibility" in ITIL v4 emphasizes the importance of involving stakeholders, sharing information, and fostering collaboration to drive successful improvements.

upvoted 2 times

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

A. A risk

B. An organization

C. A practice

D. An outcome

Suggested Answer: *B*

Community vote distribution

B (100%)

□ 👤 **Zengene** 2 months ago

Selected Answer: B

An organization can differ in size and complexity, ranging from small businesses to large multinational corporations. It employs various functions, roles, and processes to achieve its objectives effectively. These functions help structure operations, allocate resources, and ensure strategic goals are met.

upvoted 3 times

□ 👤 **mhndx3** 2 months, 2 weeks ago

Selected Answer: C

In ITIL 4, a practice is defined as:

"A set of organizational resources designed for performing work or accomplishing an objective."

And it's emphasized that:

Practices can vary in size and complexity, depending on the needs and scale of the organization.

They may include multiple functions, processes, roles, and tools.

Thus, practices are flexible — they scale up or down, and they use a variety of components (including functions) to achieve their purpose.

upvoted 2 times

□ 👤 **MrTargaryen** 1 year ago

Selected Answer: B

B per definition

upvoted 2 times

□ 👤 **sephereth** 1 year, 8 months ago

Selected Answer: B

B is correct

upvoted 3 times

□ 👤 **bigpete975** 2 years, 6 months ago

B is correct.

upvoted 2 times

Which practice ensures that any addition, modification, or removal of anything that could have an effect on services is assessed and authorized?

    A. Deployment management

    B. Release management

    C. Change control

    D. Service configuration management

Suggested Answer: *C*

Community vote distribution

C (100%)

☐ 👤 **Leintje** `Highly Voted 👍` 1 year, 7 months ago

`Selected Answer: C`

C. But referring to the book ITIL 4, the ITIL practice is called "Change Enablement".

upvoted 9 times

☐ 👤 **Ansisy** `Highly Voted 👍` 1 year, 8 months ago

`Selected Answer: C`

5.2.4 Change control: the purpose of the change control practice is to maximize the number of successful service and product changes by ensuring that risks have been properly assessed, authorizing changes to proceed, and managing the change schedule.

Change: The addition, modification, or removal of anything that could have a direct or indirect effect on services.

upvoted 5 times

☐ 👤 **MrTargaryen** `Most Recent ⊘` 1 year ago

`Selected Answer: C`

Change control is the correct answer but I agree, it is now called Change Enablement.

upvoted 2 times

☐ 👤 **Manix** 1 year, 8 months ago

`Selected Answer: C`

you can't have procedures for each incident. collaboration with teams is correctt answer.

upvoted 1 times

☐ 👤 **bral** 1 year, 9 months ago

Answer C indeed, however it should be updated to 'Change Enablement'.

upvoted 4 times

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

Suggested Answer: *A*

Community vote distribution

A (100%)

☐ 👤 **aldacumaph** `Highly Voted 👍` 3 years, 4 months ago

Information Security Management involves data, information, knowledge and security/protection related management.

upvoted 5 times

☐ 👤 **nylalaiko** `Most Recent ⊘` 10 months, 3 weeks ago

`Selected Answer: A`

Answer is A

upvoted 1 times

☐ 👤 **MrTargaryen** 1 year, 6 months ago

`Selected Answer: A`

A - keywords are CIA.

upvoted 2 times

☐ 👤 **MarcusWG86** 1 year, 10 months ago

5.1.3 Information security management

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

upvoted 4 times

☐ 👤 **adidas168** 1 year, 11 months ago

A - Cyber Security involved CIA.

upvoted 1 times

☐ 👤 **kapurg** 2 years, 3 months ago

A-correct

upvoted 1 times

☐ 👤 **allamismail** 2 years, 3 months ago

`Selected Answer: A`

I go with A too

upvoted 1 times

☐ 👤 **certgreed** 2 years, 8 months ago

`Selected Answer: A`

correct answer is A

upvoted 1 times

☐ 👤 **Izlu** 2 years, 9 months ago

`Selected Answer: A`

A - Is right

upvoted 1 times

bigpete975 3 years ago

A is correct.

upvoted 1 times

Bakayalo 3 years, 2 months ago

Repeated question #240

upvoted 1 times

Which will help solve incidents more quickly?

A. Target resolution times

B. Escalating all incidents to support teams

C. Collaboration between teams

D. Detailed procedural steps for incident investigation

Suggested Answer: *D*

Community vote distribution

C (83%) D (17%)

_elj `Highly Voted 👍` 2 years, 10 months ago

`Selected Answer: C`

Ref. 5.2.5

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

upvoted 36 times

> **noto21** 2 years, 9 months ago
>
> Agree with this answer which is clearly written in the book
>
> upvoted 3 times

TaniaA `Highly Voted 👍` 2 years, 7 months ago

`Selected Answer: D`

Ref. 5.2.5 - this question is related to time, therfor D is correct

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

upvoted 10 times

Bono22 `Most Recent ⊙` 8 months, 2 weeks ago

Option D arguably covers for C

upvoted 2 times

Who_Am_I 11 months, 2 weeks ago

`Selected Answer: C`

Collaboration between teams helps solve incidents more quickly by leveraging the collective expertise and resources of different groups, leading to faster identification and resolution of the underlying issues.

upvoted 1 times

Salem2020s 1 year ago

`Selected Answer: D`

Detailed procedural will contain the collaboration between teams, in this case answer is D

upvoted 1 times

LifetimeNatural 1 year, 1 month ago

`Selected Answer: C`

ITIL says that there aren't usually detailed procedures when resolving incidents and as most of the comments here say, a high level of collaboration is needed. Also listed in the handbook

upvoted 1 times

YeganaHesen 1 year, 1 month ago

5.2.5. There should be a formal process for logging and managing incidents. This process does not usually include detailed procedures for how to diagnose, investigate, and resolve incidents, but can provide techniques for making investigation and diagnosis more efficient. There may be scripts for collecting information from users during

initial contact, and this may lead directly to diagnosis and resolution of simple incidents. ***Investigation of more complicated incidents often requires knowledge and expertise, rather than procedural steps.***

upvoted 1 times

👤 **Bahjatmkhallatinabki** 1 year, 4 months ago

Answer is c

upvoted 1 times

👤 **Luchis_69** 1 year, 4 months ago

Selected Answer: C

With over 10 years service desk desk experience. I can say hands down that procedural steps will only help with known issues that cannot be closed. Procedural steps is more of a vague troubleshooting list that will most likely include collaboration. Known issues will need collaboration to solve permanently. As for the majority of time consuming issues, the help desk will need to reach out to specialized teams to resolve them. Collaboration is essential to solve issues quicker.

upvoted 1 times

👤 **NetMasterX** 1 year, 6 months ago

Selected Answer: D

D all Day! Collaboration is important but having steps is faster.

upvoted 1 times

👤 **HJafa** 1 year, 8 months ago

Selected Answer: C

C Is the correct answer, here is the reference https://killexams.com/demo-download/ITIL-4-FOUNDATION.pdf

upvoted 1 times

👤 **Ibandaso** 1 year, 9 months ago

correct D

upvoted 1 times

👤 **L3o** 1 year, 10 months ago

C. It's obvious and clearly stated in the books: "Collaboration can facilitate information-sharing and learning, as well as helping to solve the incident more efficiently and effectively"

upvoted 2 times

👤 **rzarif** 1 year, 10 months ago

Selected Answer: C

Quick incident resolution often requires multiple perspectives, skills, and expertise. Collaboration between different teams, such as technical teams, support teams, and subject matter experts, can help bring together a diverse range of insights and skills to address incidents efficiently. Quick decision-making, sharing of knowledge, and combined efforts to diagnose and address the issue can lead to faster incident resolution. In addition Collaboration align well with the concept of Swarming. Having a detailed Procedure does not necessarily mean quicker resolution time.

upvoted 3 times

👤 **Traktark** 2 years ago

Selected Answer: C

The correct answer is C. Collaboration between teams.

Collaboration between teams is crucial in solving incidents more quickly and effectively. When different teams and individuals work together, they can leverage their collective expertise, share knowledge, and coordinate efforts to diagnose and resolve incidents efficiently. Collaboration promotes communication, collaboration, and knowledge sharing, allowing for faster identification of root causes and the application of appropriate solutions.

upvoted 2 times

👤 **SumanCh** 2 years, 2 months ago

Selected Answer: D

Answer is D

upvoted 1 times

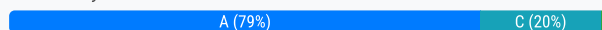👤 **EmarOliva** 2 years, 2 months ago

Selected Answer: C

it is C

upvoted 1 times

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

Suggested Answer: *C*

Community vote distribution

A (79%)	C (20%)

 Manix `Highly Voted 👍` 2 years, 9 months ago

`Selected Answer: A`

Last paragrph on page 131:

Workarrounds are documented in probloem records. This can be done at any stage; it doesn'tneed to wait for the analysis to be complete.

upvoted 32 times

   DH333 1 year, 7 months ago

   Chapter 5.2.8 Problem management, page 130 -

   When a problem cannot be resolved quickly, it is often useful to find and document a workaround for future incidents, based on an understanding of the problem. Workarounds are documented in problem records. This can be done at any stage; it doesn't need to wait for analysis to be complete. If a workaround has been documented early in problem control, then this should be reviewed and improved after problem analysis has been completed.

   upvoted 6 times

   just_one_exam 2 years, 6 months ago

   ref. 5.2.8

   upvoted 1 times

 Traktark `Highly Voted 👍` 2 years ago

`Selected Answer: A`

The correct answer is A. After the problem has been logged.

In problem management, a workaround is a temporary solution or workaround that can be implemented to mitigate the impact of a problem while the root cause is being investigated and resolved. The earliest stage at which a workaround can be documented is after the problem has been logged and identified.

After the problem has been logged, it is essential to assess and prioritize it based on its impact and urgency (option B). Then, the problem can be analyzed to determine the root cause (option C). Once the root cause has been identified and a permanent solution is implemented, the problem can be considered resolved (option D). However, the documentation of a workaround can occur as soon as the problem is logged to provide immediate relief or workaround instructions to affected users.

upvoted 5 times

 lagunia1 `Most Recent ⊘` 3 months ago

`Selected Answer: C`

How do we know the workaround works until it's analysed? Unless its a known issue.

upvoted 1 times

 zaurb 5 months, 3 weeks ago

`Selected Answer: C`

C. After the problem has been analyzed

A workaround can be documented after the problem has been analyzed sufficiently to identify a temporary solution. While initial logging of the problem is important, it is the analysis phase that often reveals potential workarounds that can mitigate the impact of the problem until a permanent resolution is found.

upvoted 2 times

👤 **fabrixb** 9 months, 1 week ago

Selected Answer: A

Workarounds are documented in problem records. This can be done at any stage; it doesn't need to wait for analysis to be complete.

upvoted 1 times

👤 **Who_Am_I** 11 months, 2 weeks ago

Selected Answer: A

A workaround can be documented as soon as the problem has been logged in problem management. This allows for temporary solutions to mitigate the impact of the problem while a permanent solution is being developed.

upvoted 1 times

👤 **21f3d85** 11 months, 3 weeks ago

Selected Answer: A

Workarrounds are documented in probloem records. This can be done at any stage; it doesn'tneed to wait for the analysis to be complete.

upvoted 1 times

👤 **LifetimeNatural** 1 year, 1 month ago

Selected Answer: A

The correct answer is A as you would not necessarily wait to post a workaround on a problem until the problem itself has been analysed.

This is in 5.2.8 of the ITIL 4 Handbook

"When a problem cannot be resolved quickly, it is often useful to find and document a workaround for future incidents, based on an understanding of the problem. Workarounds are documented in problem records. This can be done at any stage; it doesn't need to wait for analysis to be complete. If a workaround has been documented early in problem control, then this should be reviewed and improved after problem analysis has been completed."

I had taken a course on ITIL by one of the licensed course providers and picked what essentially was answer C, however, the instructor actually said you wouldn't wait until the problem itself has been analysed as Incident Management may have found a workaround dealing with the incident and can therefore post this on the problem record when raising it.

upvoted 1 times

👤 **Sergio_G_S** 1 year, 1 month ago

Selected Answer: B

This is the definition of work around: "Temporary solution to restore the service while the definitive solution is identified" That is, while it is analyzed. Since after registering the problem you must first prioritize it, the only possible answer is B

upvoted 1 times

👤 **KimoKono** 1 year, 3 months ago

Selected Answer: A

The earliest a workaround can be documented in problem management is immediately upon discovering the problem, allowing for minimization of impact before a root cause analysis is completed.

upvoted 1 times

👤 **Luchis_69** 1 year, 5 months ago

Selected Answer: A

The Answer is A. For example, an incident comes in where multiple users are affected. You do not know the root of the problem and why it is occurring yet. However, the user is stuck without expected functionality. First thing you do is log the incident into Service Now with a description. You realize although they can not function on the system they are using, they can function in Terminal mode for example. You provide the workaround to the user and let them know the service desk is working on the problem. You realized others are experiencing the same issue. Then you Create a Problem Record and link the incidents to the problem record. You write a description in the problem record with a work around for others to use when other users call with the same issue. You do not wait to put a workaround in the problem ticket until the root cause is understood or other specialized teams finish analyzing the problem.

upvoted 1 times

👤 **NetMasterX** 1 year, 6 months ago

Selected Answer: C

Logged is just logged and not reviewed for a solution.

upvoted 1 times

👤 **alejov** 1 year, 9 months ago

Selected Answer: C

C is correct

upvoted 1 times

celomomo 1 year, 10 months ago

C. After the problem has been analyzed: This is the most reasonable option. Once the problem has been analyzed and its root cause (or contributing factors) have been understood, it becomes possible to develop effective workarounds to mitigate the impact of the problem while a permanent solution is being developed.

upvoted 1 times

evoken 2 years ago

According to ITIL, workarounds are documented in problem records. This can be done at any stage; it doesn't need to wait for analysis to be complete. If a workaround has been documented early in problem control, then this should be reviewed and improved after problem analysis has been completed12.

upvoted 1 times

Abu_Talal 2 years ago

C

When a problem cannot be resolved quickly, it is often useful to find and document a workaround for future incidents, based on an understanding of the problem. Workarounds are documented in problem records

upvoted 1 times

EmarOliva 2 years, 2 months ago

Selected Answer: C

it is C

upvoted 1 times

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

    A. Restoration of normal service operation as quickly as possible

    B. Prioritization of problems based on the risk that they pose

    C. Authorization of changes to resolve the cause of problems

    D. Resolution of incidents in a time that meets customer expectations

Suggested Answer: *B*

Community vote distribution

B (100%)

👤 **cricosta** `Highly Voted 👍` 1 year, 9 months ago

`Selected Answer: B`

A. Restoration of normal service operation as quickly as possible - incident Management

B. Prioritization of problems based on the risk that they pose - Problem Management

C. Authorization of changes to resolve the cause of problems - Change Enablement

upvoted 25 times

    👤 **TheABC** 8 months, 1 week ago

    D. - SLA

    upvoted 2 times

👤 **EduardG** `Most Recent ⊙` 7 months, 2 weeks ago

C. Authorization of changes to resolve the cause of problems

This activity is a part of both 'problem management' and 'change enablement' within the broader context of ITIL. 'Problem management' focuses on identifying and resolving the root causes, and 'change enablement' ensures that the necessary changes are authorized, planned, and implemented effectively.

upvoted 1 times

👤 **MarcusWG86** 1 year, 4 months ago

5.2.8 Problem management

Problems are prioritized for analysis based on the risk that they pose, and are managed as risks based on their potential impact and probability. It is not essential to analyse every problem; it can be more valuable to make significant progress on the highest-priority problems than to investigate every minor problem that the organization is aware of.

upvoted 4 times

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

    A. Service level management

    B. Change enablement

    C. Continual improvement

    D. Service desk

Suggested Answer: *D*

Community vote distribution

D (100%)

⊟ 👤 **Maryjn3** `Highly Voted 👍` 1 year, 7 months ago

D

5.2.14 Service desk

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

  upvoted 11 times

⊟ 👤 **QQ22** `Highly Voted 👍` 7 months, 3 weeks ago

Had to take ITIL 4 Foundation exam per employment requirement. This site helped me to get everything right. I got 100 on the exam after 3 days study. I mainly used Value Insights @Youtube and this site. Good luck everyone

  upvoted 5 times

⊟ 👤 **geo11111** `Most Recent ⊘` 10 months, 3 weeks ago

`Selected Answer: D`

Correct answer is D

  upvoted 1 times

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

    A. Service level agreements

    B. Service requests

    C. Service components

    D. Service offerings

Suggested Answer: *A*

Community vote distribution

A (100%)

☐ 👤 **alter_S** 8 months, 3 weeks ago

Selected Answer: A

5.2.15.1
Some of the key requirements for successful SLAs include:
● They must be related to a defined 'service' in the service catalogue; otherwise they are simply individual
metrics without a purpose, that do not provide adequate visibility or reflect the service perspective.
● They should relate to defined outcomes and not simply operational metrics. This can be achieved with
balanced bundles of metrics, such as customer satisfaction and key business outcomes.
● They should reflect an 'agreement', i.e. engagement and discussion between the service provider and the service consumer. It is important to
involve all stakeholders, including partners, sponsors, users, and customers.
● They must be simply written and easy to understand and use for all parties.
  upvoted 2 times

☐ 👤 **lbandaso** 9 months ago

yes, correct A.
  upvoted 1 times

☐ 👤 **MD2022abcd** 1 year, 5 months ago

Correct answer is A
  upvoted 3 times

☐ 👤 **Katy_mc** 1 year, 6 months ago

Selected Answer: A

Correct answer is A
  upvoted 1 times

☐ 👤 **AdeChuks** 1 year, 8 months ago

Selected Answer: A

Correct answer A
  upvoted 4 times

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

A. Plan

B. Improve

C. Design and transition

D. Deliver and support

Suggested Answer: *A*

Community vote distribution

A (100%)

Traktark Highly Voted 🖒 1 year ago

Selected Answer: A

The correct answer is A. Plan.

The "Plan" value chain activity ensures a shared understanding of the current status and required direction for all products and services. This activity involves defining the organization's strategic objectives, assessing the current state of products and services, and determining the future direction and plans for improvement.

During the planning phase, the organization analyzes its current products and services, identifies areas for improvement, and sets strategic goals and objectives. This activity helps establish a clear direction and understanding of what needs to be achieved, ensuring alignment with the organization's overall strategy.

upvoted 7 times

Gabriel_Doga Most Recent ⊘ 11 months ago

Selected Answer: A

A plan

upvoted 1 times

MD2022abcd 1 year, 5 months ago

answer is A

plan :

The value chain activity that ensures a shared understanding of the vision, current status, and improvement direction for all four dimensions and all products and services across an organization.

upvoted 3 times

allamismail 1 year, 9 months ago

Selected Answer: A

ofc it is A

upvoted 3 times

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

    A. Release management

    B. Supplier management

    C. Service management

    D. Relationship management

Suggested Answer: *B*

Community vote distribution

B (100%)

□ 👤 **MarcusWG86** `Highly Voted 👍` 1 year, 4 months ago

5.1.13 Supplier management

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

  upvoted 8 times

□ 👤 **lbandaso** `Most Recent ⊙` 9 months ago

correct B

  upvoted 1 times

□ 👤 **khalilg** 1 year, 3 months ago

`Selected Answer: B`

B is the correct answer 5.1.13

  upvoted 1 times

□ 👤 **bigpete975** 2 years, 6 months ago

B is correct.

  upvoted 4 times

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

     A. Incident management and service request management

     B. Service request management and deployment management

     C. Deployment management and change enablement

     D. Change enablement and incident management

Suggested Answer: *A*

Community vote distribution

A (100%)

👤 **Maryjn3** `Highly Voted 👍` 1 year, 7 months ago

A

Service desk practice – the practice of capturing demand for incident resolution and service requests

upvoted 15 times

👤 **geo11111** `Most Recent ⊘` 10 months, 3 weeks ago

`Selected Answer: A`

A is correct

upvoted 2 times

👤 **pkugan03** 1 year, 4 months ago

@Maryjn3 you are absolutely correct.

upvoted 1 times

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

    A. Assessing and prioritizing improvement opportunities

    B. Performing service reviews with customers

    C. Providing good-quality updates when expected

    D. Automating service requests to the greatest degree possible

---

Suggested Answer: *C*

Community vote distribution

C (86%) | 14%
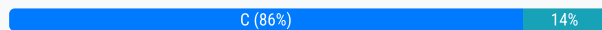
☐ 👤 **xaoo** `Highly Voted 👍` 2 years, 8 months ago

`Selected Answer: C`

C, 5.2.5 It is important that people working on an incident provide good-quality updates in a timely fashion.

upvoted 14 times

☐ 👤 **Traktark** `Highly Voted 👍` 2 years ago

`Selected Answer: C`

The correct answer is C. Providing good-quality updates when expected.

An activity of the "incident management" practice is to provide good-quality updates when expected. Incident management is responsible for restoring normal service operations as quickly as possible and minimizing the impact on business operations. Effective communication is crucial during incident management to keep stakeholders informed about the status, progress, and resolution of incidents.

Providing timely and accurate updates to stakeholders helps manage their expectations, keeps them informed about the incident progress, and provides transparency into the incident management process. These updates may include information about the incident's cause, current status, estimated resolution time, and any workarounds or mitigation measures in place.

Assessing and prioritizing improvement opportunities (A) is typically associated with the "continual improvement" practice rather than incident management. Performing service reviews with customers (B) is more related to the "relationship management" practice. Automating service requests to the greatest degree possible (D) is associated with the "service request management" practice.

upvoted 7 times

☐ 👤 **johnbambo** `Most Recent ⊙` 5 months, 2 weeks ago

`Selected Answer: C`

As incident manager for two years i can assure you all its the most important lol

upvoted 1 times

☐ 👤 **Who_Am_I** 11 months, 2 weeks ago

`Selected Answer: C`

C. Providing good-quality updates when expected

Providing good-quality updates when expected is an activity of the 'incident management' practice. This ensures that stakeholders are kept informed about the status of incidents and any progress made towards resolution.

upvoted 1 times

☐ 👤 **FC_Exams** 1 year, 4 months ago

`Selected Answer: C`

C, 5.2.5 It is important that people working on an incident provide good-quality updates in a timely fashion.

upvoted 2 times

☐ 👤 **NetMasterX** 1 year, 6 months ago

`Selected Answer: C`

C Communication on the status of Incidents.

upvoted 2 times

lbandaso 1 year, 9 months ago

correct C

upvoted 1 times

celomomo 1 year, 10 months ago

C. Providing good-quality updates when expected

This activity is a critical component of the incident management practice, ensuring effective communication during incident resolution.

upvoted 1 times

ger19ph 2 years ago

C is the correct answer

upvoted 1 times

MrTargaryen 2 years ago

Selected Answer: C

Logically thinking, during an incident, providing quality updates is the best practice you can do based on the selection.

upvoted 1 times

PythonWolf 2 years, 2 months ago

Selected Answer: C

A - Continual improvement

B - Service Management

C - Incident Management

D - Optimize and automate

upvoted 5 times

Yasa89 2 years, 4 months ago

I am an Incident Manager and the answer is C. Trust me

upvoted 4 times

Traktark 2 years, 4 months ago

Selected Answer: C

The correct answer is C. Providing good-quality updates when expected. One of the activities of incident management in ITIL is to keep stakeholders informed about the status of incidents and the actions being taken to resolve them. This requires clear and timely communication, including providing good-quality updates to users and other stakeholders when expected. Other activities of incident management include incident detection and logging, incident investigation and diagnosis, incident resolution and recovery, incident reporting and communication, and incident review and closure.

upvoted 1 times

Papo28 2 years, 5 months ago

Selected Answer: C

Part of Incident Management is Providing updates on incidents

upvoted 2 times

wesleydonelli 2 years, 5 months ago

ref: 5.2.5 Melhorar: os registros de incidentes são uma entrada essencial para atividades de melhoria e são priorizados em termos de frequência e gravidade de incidente. Portanto a resposta correta é a A

upvoted 1 times

poyzerj 2 years, 5 months ago

Selected Answer: C

Answer is C

upvoted 2 times

O_GXx 2 years, 5 months ago

Selected Answer: A

5.2.5 the contribution of incident management to SVC ..Improve; Incident records are a key input to improvement activities, and are prioritized both in terms of incident frequency and severity
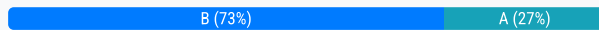
upvoted 1 times

Topic 1

Identify the missing words in the following sentence:

A user is [?] that uses services.

    A. an organization

    B. a role

    C. a team

    D. a supplier

Suggested Answer: *B*

Community vote distribution

B (73%) | A (27%)

Waynepandi `Highly Voted 👍` 4 years, 3 months ago

B)

Roles: Service Consumer and Service Provider

User comes under service consumer

upvoted 8 times

---

viswakalyan `Most Recent ⊙` 12 months ago

Correct answer : - a role

upvoted 1 times

---

poli 1 year, 6 months ago

`Selected Answer: B`

B - 2.2.2. Service consumers --> Service consumer is a generic role (...) When receiving services, an organisation takes on the role of the service consumer.

A. an organization --> takes on the ROLE.

C. a team --> team members take on that ROLE.

D. a supplier --> provides a service.

upvoted 3 times

---

rabarbar1 1 year, 6 months ago

`Selected Answer: B`

Role for sure.

upvoted 1 times

NetMasterX 1 year, 6 months ago

`Selected Answer: B`

User is a role! DUH!

upvoted 1 times

Encco 1 year, 7 months ago

B is the correct one. Grammatically correct , A could be correct as well but if the sentence is built differently.

upvoted 1 times

Ibandaso 1 year, 9 months ago

yes, B

upvoted 1 times

JeroenvdS 1 year, 11 months ago

`Selected Answer: A`

I would go with A.

"The service consumer is the person or organisation that is receiving a service", and user, who is a service consumer, is "a person who uses services."

upvoted 3 times

Luxurie 2 years, 3 months ago

Correct answer is B

MarcusWG86 2 years, 4 months ago

2.2.2 Service consumers

User: The role that uses services.

certgreed 3 years, 2 months ago

Selected Answer: B

correct answer is B

certgreed 3 years, 4 months ago

Selected Answer: B

correct answer is B

bigpete975 3 years, 6 months ago

B is correct.

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

    A. Make new and changed services available for use

    B. Ensure that risks have been properly assessed

    C. Record and report selected changes of state

    D. Plan and manage the full lifecycle of all IT assets

Suggested Answer: *B*

Community vote distribution

B (100%)

---

 heerowiind `Highly Voted` 1 year, 3 months ago

`Selected Answer: B`

A. Make new and changed services available for use = release management

B. Ensure that risks have been properly assessed = change enablement

C. Record and report selected changes of state = monitoring and event management

D. Plan and manage the full lifecycle of all IT assets = IT assets management

upvoted 40 times

 MarcusWG86 `Most Recent` 10 months ago

5.2.4 Change enablement

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

upvoted 2 times

 Madiba_kaka 10 months, 2 weeks ago

I believe "change control" is ITILv3 while in ITILv4 "change control" is rebranded to "change enablement"

upvoted 1 times

 Maryjn3 1 year, 1 month ago

B

Change enablement practice - The practice of ensuring that risks are properly assessed, authorizing changes to proceed and managing a change schedule in order to maximize the number of successful service and product changes.

upvoted 2 times

 naf50 1 year, 3 months ago

is there any different between change enablement and change control

upvoted 3 times

     Leintje 1 year, 1 month ago

No I think not, I have a pocket guide from ITIL 4, and the change control practice isn't mentioned there, only change enablement.

upvoted 2 times

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

      A. Identifying the cause of incidents and recommending related improvements

      B. Authorizing changes to implement improvements

      C. Logging and managing incidents that result in improvement opportunities

      D. Making business cases for improvement action

Suggested Answer: *D*

Community vote distribution

D (95%)	5%

👤 **pdybo** `Highly Voted 👍` 2 years, 2 months ago

`Selected Answer: D`

D is correct.
Key activities that are part of continual improvement practices include:
encouraging continual improvement across the organization
securing time and budget for continual improvement
identifying and logging improvement opportunities
assessing and prioritizing improvement opportunities
making business cases for improvement action
planning and implementing improvements
measuring and evaluating improvement results
coordinating improvement activities across the organization

upvoted 19 times

    👤 **DodoTommy** 1 year, 4 months ago

    Selected Answer: D

    That is correct, nothing related to incidents. It is Section 5.1.2

    upvoted 1 times

👤 **celomomo** `Most Recent ⊘` 1 year, 4 months ago

A. Identifying the cause of incidents and recommending related improvements: This activity is part of the 'continual improvement' practice. It involves analyzing incidents, identifying root causes, and suggesting improvements to prevent similar incidents from occurring in the future. This aligns with the iterative improvement process.

upvoted 1 times

👤 **Traktark** 1 year, 6 months ago

`Selected Answer: D`

The correct answer is D. Making business cases for improvement action.

One of the activities of the "continual improvement" practice is making business cases for improvement action. This involves identifying improvement opportunities, assessing their potential value and impact, and developing a business case that justifies the investment of resources and effort in implementing the improvements.

The continual improvement practice aims to continually enhance the effectiveness, efficiency, and value of services and processes within an organization. It involves activities such as identifying improvement opportunities, analyzing data and metrics, conducting assessments and reviews, and making decisions on prioritizing and implementing improvements.

Identifying the cause of incidents and recommending related improvements (A) is more closely associated with the "problem management" practice. Authorizing changes to implement improvements (B) is part of the "change control" or "change enablement" practices. Logging and managing incidents that result in improvement opportunities (C) is related to incident management and problem management.

upvoted 2 times

👤 **BD12** 1 year, 6 months ago

Les principales activités qui font partie des pratiques d'amélioration continue comprennent : encourager l'amélioration continue dans l'ensemble de l'organisation garantir du temps et un budget pour l'amélioration continue identifier et consigner les opportunités d'amélioration évaluer et hiérarchiser les opportunités d'amélioration effectuer des analyses de rentabilisation pour l'amélioration planifier des actions et mettre en œuvre des améliorations mesurer et évaluer les résultats d'amélioration coordonner activités d'amélioration dans l'ensemble de l'organisation

upvoted 2 times

---

  pdybo 2 years, 2 months ago

Key activities that are part of continual improvement practices include:

encouraging continual improvement across the organization

securing time and budget for continual improvement

identifying and logging improvement opportunities

assessing and prioritizing improvement opportunities

making business cases for improvement action

planning and implementing improvements

measuring and evaluating improvement results

coordinating improvement activities across the organization

upvoted 3 times

In which step of the 'continual improvement model' is an improvement plan implemented?

   A. What is the vision?

   B. How do we get there?

   C. Take action

   D. Did we get there?

Suggested Answer: *C*

Community vote distribution

C (100%)

☐ 👤 **TkMarx** `Highly Voted 👍` 10 months, 1 week ago

1. What is the vision -> Business mission, vision goals and objectives

2. Where are we now -> Perform baseline assessments (knowing the start point)

3. where do we want to be -> Define measurable targets (knowing end point)

4. How do we get there -> Define the improvement plan

5. take action -> execute improvement plan

6. Did we get there -> evaluate metrics and KPIs -> How do we keep the moment going?

upvoted 12 times

☐ 👤 **Dragon1Khan** `Highly Voted 👍` 2 years ago

it is trick question and is not about PLAN or how to Plan or when to plan. It is about when to implement a plan! So the ans is C. See the logic from ITIL V4:

4.6.1.4 Step 4: How do we get there? a plan for addressing the challenges of the initiative can be created. The plan for Step 4 can be a straightforward and direct route to completing a single simple improvement, or it may be more involved.

4.6.1.5 Step 5: Take action: In Step 5 the plan for the improvement is acted upon. This could involve a traditional waterfall-style approach, but it could be more appropriate to follow an Agile approach by experimenting, iterating, changing directions, or even going back to previous steps.

upvoted 5 times

☐ 👤 **hgh8790** `Most Recent ⊙` 11 months, 3 weeks ago

La respuesta es la la C.

paso 5: tomar acción

▢ En este paso, se actúa sobre el plan de mejora.

▢ Las prácticas de ITIL

upvoted 1 times

☐ 👤 **MrTargaryen** 1 year ago

`Selected Answer: C`

Answer is C

Take action = execute improvement actions

Did we get there = evaluate metrics and KPIs

I think the tricky part of this question is the word "Implemented" because it is past tense.

upvoted 3 times

☐ 👤 **dufad** 1 year, 9 months ago

C -Take action

Absolutely correct

upvoted 2 times

☐ 👤 **HopsWaterBarley** 1 year, 11 months ago

Interesting. the only step that is not a question.

upvoted 1 times

☐ 👤 **Izlu** 2 years, 3 months ago

`Selected Answer: C`

C- Take Action - Take Action for Improvement

upvoted 1 times

⊟ 👤 **Concordant** 2 years, 4 months ago

A is correct.

upvoted 1 times

⊟ 👤 **certgreed** 2 years, 4 months ago

correct answer is C

upvoted 1 times

⊟ 👤 **_yanellisv_** 2 years, 5 months ago

How do we get there?

This step focuses on defining the required action to be taken to improve the target set by "where do we want to be" step

For example: defining the approach / plan for achieving the 85% for customer satisfaction by considering all the factors which are required to achieve 85%

Take action:

This step focuses on executing the proposed plan from step "how do we get there" and implementing all those actions planned.

For example, implementing the plan defined to achieve 85% customer satisfaction

upvoted 2 times

⊟ 👤 **bigpete975** 2 years, 6 months ago

C is correct.

upvoted 1 times

⊟ 👤 **duRENdal** 2 years, 7 months ago

Why not B? How do we get there? - execute improvements actions

upvoted 1 times

⊟ 👤 **SaviorSV** 2 years, 5 months ago

plan implement, is execute , not a plan

upvoted 1 times

⊟ 👤 **Vandana_kulakrni** 2 years, 10 months ago

which is correct answer? is it Take action or did we get there?

upvoted 1 times

⊟ 👤 **TPMStudy** 9 months ago

Take action

as the "implemented" is past tense, you can think "what is the next step ?" but in fact, you're still in step "take action".

tricky for me too

upvoted 1 times

⊟ 👤 **makowskim3** 2 years, 10 months ago

C is correct.

upvoted 3 times

Which is the BEST example of a standard change?

A. The review and authorization of a change requested by a customer

B. The implementation of a critical software patch in response to a vendor security issue

C. The installation of a software application in response to a service request

D. The replacement of a component in response to a major incident

Suggested Answer: *C*

Community vote distribution

C (100%)

👤 **MrTargaryen** `Highly Voted 👍` 1 year ago

`Selected Answer: C`

For me answer is C, using the elimination process technique

A - Normal change "for review"

B - Emergency change "critical software patch"

C - Standard change "normall this is pre-approved"

D - Emergency change "major incident"

upvoted 8 times

👤 **MarcusWG86** `Highly Voted 👍` 1 year, 4 months ago

5.2.4 Change enablement

Standard changes: These are low-risk, pre-authorized changes that are well understood and fully documented, and can be implemented without needing additional authorization. They are often initiated as service requests, but may also be operational changes. When the procedure for a standard change is created or modified, there should be a full risk assessment and authorization as for any other change. This risk assessment does not need to be repeated each time the standard change is implemented; it only needs to be done if there is a modification to the way it is carried out.

upvoted 5 times

👤 **celomomo** `Most Recent ⊘` 10 months, 3 weeks ago

C. A standard change is a type of change that is pre-authorized and routine, with a well-defined process for execution that has a low level of risk and has been approved in advance. It is typically used for changes that are repetitive, low impact, and have been proven to be successful through experience.

upvoted 3 times

👤 **skypp** 1 year, 2 months ago

I have been working on many CHGs over the years ...

'B' mentined the "critical" so it means an Emergency change -> as soon as possible

in case of 'D' I guess a Normal change would be fine -> if you make any change you need a nornal CHG an should be approved on the CAB.

in 'A' two phase of the change workflow mentined about the Change Management lifecycle

so only 'C' remains, but would notice that application installation allowed only if it's on the "green list" and it's widely used in your organization.

upvoted 2 times

👤 **Ansisy** 1 year, 8 months ago

`Selected Answer: C`

5.2.16 Service request management - Fulfilment of service requests may include changes to services or their components; usually these are standard changes

upvoted 1 times

Which statement about the automation of service requests is CORRECT?

    A. Service requests that cannot be automated should be handled as incidents

    B. Service requests and their fulfilment should be automated as much as possible

    C. Service requests that cannot be automated should be handled as problems

    D. Service requests and their fulfilment should be carried out by service desk staff without automation

Suggested Answer: *B*

Community vote distribution

B (100%)

Ansisy `Highly Voted 👍` 8 months, 1 week ago

`Selected Answer: B`

5.2.16 - service request mgmt - Service requests and their fulfilment should be standardized and automated to the greatest degree possible.

upvoted 7 times

---

certgreed `Most Recent ⊘` 1 year, 2 months ago

`Selected Answer: B`

correct answer is B

upvoted 1 times

Izlu 1 year, 3 months ago

`Selected Answer: B`

B. As solicitações de serviço e seu atendimento devem ser automatizados o máximo possível

upvoted 1 times

---

certgreed 1 year, 5 months ago

`Selected Answer: B`

correct answer is B

upvoted 1 times

---

bigpete975 1 year, 6 months ago

B is correct.

upvoted 1 times

Iyado 1 year, 8 months ago

B is Correct

upvoted 2 times

Which can act as an operating model for an organization?

A. The four dimensions of service management

B. The service value chain

C. The ITIL guiding principles

D. Continual improvement

Suggested Answer: *B*

Community vote distribution

B (100%)

□ 👤 **heerowiind** `Highly Voted 👍` 1 year, 3 months ago

`Selected Answer: B`

1.3.1 The ITIL SVS

The ITIL service value chain provides an operating model for the creation, delivery, and continual improvement of services.

upvoted 20 times

□ 👤 **Wallythekid** `Most Recent ⊘` 9 months, 3 weeks ago

La catena del valore dei servizi ITIL fornisce un modello operativo per la creazione, la fornitura e il miglioramento continuo dei servizi.

upvoted 1 times

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

A. Service level management

B. Change enablement

C. Service request management

D. Problem management

Suggested Answer: *A*

Community vote distribution

A (100%)

[−] 👤 **heerowiind** `Highly Voted 👍` 10 months ago

`Selected Answer: A`

5.2.15.1 Service level agreements

Surveys These can be from immediate feedback such as follow-up questions to incidents, or from more reflective periodic surveys that gauge feedback on the overall service experience. Both are event-based.

upvoted 21 times

[−] 👤 **HappyJo** `Highly Voted 👍` 7 months ago

Thank you team...this is the 2nd certification I did with your help after CBAP and I cleared with 83%....I will continue my relationship with you :)

upvoted 12 times

Which statement about change authorities is CORRECT?

    A. Change authorities are only required for authorizing emergency changes

    B. Change authorities are assigned when each change is deployed

    C. Change authorities are only required for authorizing normal changes

    D. Change authorities are assigned for each type of change and change model

Suggested Answer: *D*

Community vote distribution

D (100%)

👤 **Traktark** `Highly Voted 👍` 1 year ago

`Selected Answer: D`

The correct answer is: D. Change authorities are assigned for each type of change and change model.

Explanation: Change authorities are responsible for approving and authorizing changes within an organization. The level of authority and the specific roles assigned as change authorities may vary depending on the type of change and the change model being used. Different types of changes, such as emergency changes, normal changes, and standard changes, may require different levels of approval and authorization. The assignment of change authorities ensures that the appropriate individuals or groups are involved in the decision-making process for each type of change, following the established change management procedures.

upvoted 6 times

👤 **MrTargaryen** `Most Recent ⊘` 1 year ago

`Selected Answer: D`

Change authorities = Change Advisory Board (CAB) to review all changes.

upvoted 2 times

  👤 **meeko86** 6 days, 21 hours ago

  Thanks. i really need to remember this and then the explanation all make sense.

  upvoted 1 times

👤 **136898is42** 1 year, 11 months ago

`Selected Answer: D`

Standard changes are pre-authorized, someone had to approve the change.

upvoted 3 times

👤 **bigpete975** 2 years, 6 months ago

D is correct.

upvoted 1 times

👤 **Goodak47** 2 years, 9 months ago

D is answer

upvoted 1 times

👤 **makowskim3** 2 years, 10 months ago

D or C? Standard is pre auth so rather C?

upvoted 1 times

  👤 **klezlil** 2 years, 7 months ago

  Even if standard change is pre-autorized, it needs to be authorized at least once. So the correct answer is D

  upvoted 1 times

  👤 **Zephaniah** 2 years, 10 months ago

  C not correct.. the word "only" eliminates it

  upvoted 3 times

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

A. Service request management

B. Service level management

C. Incident management

D. Change enablement

Suggested Answer: *C*

Community vote distribution

C (100%)

 fabrixb 9 months, 1 week ago

Selected Answer: C

C is correct for sure

upvoted 1 times

 Fund81 2 years, 5 months ago

Under 5.2.5 in CBK, key message - The purpose of the incident management practice is to minimize the negative impact of incidents by restoring normal service operation as quickly as possible.

upvoted 2 times

 bhallachetan 2 years, 7 months ago

Selected Answer: C

Incident management ensure to quickly restore services

upvoted 2 times

 Roro2011 3 years, 3 months ago

C. Incident management

upvoted 1 times

 bigpete975 3 years, 6 months ago

C is correct.

upvoted 1 times

 Henk1234 3 years, 10 months ago

C - It's correct. Also amazing!

upvoted 3 times

Which will NOT be handled as a service request?

A. The degradation of a service

B. The replacement of a toner cartridge

C. The provision of a laptop

D. A complaint about a support team

Suggested Answer: *A*

Community vote distribution

A (100%)

👤 **Deny** `Highly Voted 👍` 4 years, 1 month ago

A: the definition of incident --> handled by Incident Management

upvoted 8 times

👤 **MarcusWG86** `Highly Voted 👍` 1 year, 10 months ago

5.2.16 Service request management

Service requests are a normal part of service delivery and are not a failure or degradation of service, which are handled as incidents.

upvoted 7 times

👤 **NetMasterX** `Most Recent ⊘` 11 months, 1 week ago

The degradation of a service is first reported to the service desk via a service request and then to incident management. All answers are correct.

upvoted 2 times

👤 **MrTargaryen** 1 year, 6 months ago

`Selected Answer: A`

Answer is A, because this is handled by Incident Management.

upvoted 3 times

👤 **certgreed** 2 years, 8 months ago

`Selected Answer: A`

correct answer is A

upvoted 1 times

👤 **DChilds** 2 years, 11 months ago

Can someone explain how a complaint about a support team can be handled as a service request?

upvoted 2 times

👤 **Izlu** 2 years, 9 months ago

It is described in the book, complaint or praise can be dealt with by opening a ticket in the service desk

upvoted 6 times

👤 **jaroti2116** 2 years, 11 months ago

Continual improvements

upvoted 5 times

👤 **DChilds** 2 years, 8 months ago

Ah, I see. Much appreciated.

upvoted 1 times

👤 **bigpete975** 3 years ago

A is correct.

upvoted 1 times

👤 **LalithW** 3 years, 2 months ago

Degradation of a service needs to be raised via Change Management. So the given answer is correct.

upvoted 2 times

👤 **aldacumaph** 3 years, 4 months ago

Incident management handles interuption or degradation of service

KidCastaldo 4 years, 1 month ago

Given answer is correct. The degradation of a service would be handled as an incident, not a service request.

PKJO 4 years, 4 months ago

Is there anyone who can explain which would handle A?

Apurv_AU 3 years, 9 months ago

SD Team in form of a ticket / incident - its degradation simple

Farbod 4 years, 4 months ago

Incident management at first.

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

    A. A mobile phone enables a user to work remotely

    B. A password allows a user connect to a WiFi network

    C. A license allows a user to install a software product

    D. A service desk agent provides support to a user

Suggested Answer: *D*

Community vote distribution

D (86%)   14%

SandyIndia `Highly Voted 👍` 3 years, 11 months ago

A. A mobile phone enables a user to work remotely.

Goods.

B. A password allows a user connect to a WiFi network.

Access to resources.

C. A license allows a user to install a software product.

Access to resources.

D. A service desk agent provides support to a user.

Service action.

  upvoted 42 times

TheFivePips `Most Recent ⊘` 1 year ago

`Selected Answer: D`

Service actions are actions performed by the service provider to address the needs of the service consumer. In this case, providing support to a user is a direct service action performed by the service desk agent.

  upvoted 2 times

phamxuanha 1 year, 11 months ago

`Selected Answer: D`

service desk supporting is an activitt

  upvoted 2 times

Heavy_Object 2 years, 4 months ago

`Selected Answer: D`

The answer is D

  upvoted 2 times

Heavy_Object 2 years, 4 months ago

`Selected Answer: D`

Its D pal

  upvoted 1 times

ahmad90sy 2 years, 4 months ago

`Selected Answer: A`

A. A mobile phone enables a user to work remotely.

  upvoted 1 times

Fund81 2 years, 5 months ago

The definition of service action is , " Any action required to deliver a service output to a user. Service actions may be performed by a service provider resource, by service users, or jointly." in this case, the service desk agent (is the service provider/service users) providing the service outcome to the user.

  upvoted 2 times

mohammadonline 2 years, 9 months ago

Examples from the book - 2.3.2 Service offerings

Goods ===> 1. A mobile phone 2. A physical server

Access to resources ===> Access to the mobile network, or to network storage

Service actions===> 1. User support 2. Replacement of a piece of equipment

upvoted 2 times

☐ 👤 **Badsheeep** 3 years, 1 month ago

My answer is A

upvoted 1 times

☐ 👤 **BoxGhost** 3 years ago

Why? Answers A to C all indicate a user performing their day to day activities. D is the only answer which demonstrates a service provider providing serivce!

upvoted 3 times

☐ 👤 **bigpete975** 3 years, 6 months ago

D is correct.

upvoted 2 times

Which describes a CORRECT approach to change authorization?

A. Changes included in the change schedule are pre-authorized and do not need additional authorization

B. Normal changes should be assessed and authorized before they are deployed

C. Emergency changes should be authorized by as many people as possible to reduce risk

D. Normal changes are typically implemented as service requests and authorized by the service desk

Suggested Answer: *B*

Community vote distribution

B (100%)

☐ 👤 **Boxbot** `Highly Voted 👍` 1 year, 3 months ago

`Selected Answer: B`

5.2.4 Change enablement

Normal changes: These are changes that need to be scheduled, assessed, and authorized following a process. Change models based on the type of change determine the roles for assessment and authorization.

upvoted 8 times

☐ 👤 **ger19ph** `Most Recent ⊘` 11 months, 1 week ago

B is correct

upvoted 1 times

☐ 👤 **MarcusWG86** 1 year, 4 months ago

5.2.4 Change enablement

All changes should be assessed by people who are able to understand the risks and the expected benefits; the changes must then be authorized before they are deployed.

upvoted 2 times

☐ 👤 **MD2022abcd** 1 year, 5 months ago

I think it is B:

upvoted 2 times

☐ 👤 **bigpete975** 2 years, 6 months ago

B is correct.

upvoted 1 times

☐ 👤 **makowskim3** 2 years, 10 months ago

B - correct.

upvoted 1 times

Which statement about a service value stream is CORRECT?

A. It uses prescriptive inputs and outputs

B. It is a value chain activity

C. It integrates practices for a specific scenario

D. It is used to provide governance

Suggested Answer: *C*

Community vote distribution

C (63%) | B (37%)

☐ 👤 **Manix** `Highly Voted 👍` 2 years, 5 months ago

`Selected Answer: C`

page 59: To carry out a certain task, or respond to a particular situation, organizations create service value streams. These are specific combinations of activities and practices, and each one is designed for a particular scenario.

upvoted 15 times

☐ 👤 **zanie4** `Highly Voted 👍` 2 years, 3 months ago

`Selected Answer: B`

According to ITIL 4, the correct statement about a service value stream is B. It is a value chain activity.

A service value stream is a series of steps an organization uses to create and deliver a service to its customers. It represents the end-to-end flow of activities required to create and deliver value to the customer. The concept of a service value stream is borrowed from Lean and Agile methodologies and is used to identify waste, optimize flow, and improve the efficiency and effectiveness of service delivery.

A service value stream is not prescriptive in nature (option A). Instead, it is designed to be flexible and adaptable to different scenarios and situations (option C). Additionally, while governance is an important part of service management, a service value stream is not specifically used to provide governance (option D).

upvoted 10 times

☐ 👤 **TheFivePips** 1 year ago

In ITIL 4, the Service Value Chain consists of six key activities that form the core of the Service Value System (SVS). The six value chain activities are:
Plan
Improve
Engage
Design and Transition
Obtain/Build
Deliver and Support

As you can see, none of these are service value stream. The answer is C (which you agree with in your own answer)

upvoted 2 times

☐ 👤 **zeppie** `Most Recent ⊙` 7 months, 1 week ago

`Selected Answer: C`

To carry out a certain task or respond to a particular situation, organizations create service value streams. These are specific combinations of activities and practices, and each one is designed for a particular scenario. Once designed, value streams should be subject to continual improvement.

upvoted 1 times

☐ 👤 **TheFivePips** 1 year ago

`Selected Answer: C`

C. It integrates practices for a specific scenario

A service value stream is a series of steps an organization uses to create and deliver products and services to a service consumer. It integrates various practices and activities required to respond to a specific scenario or need, ensuring the efficient and effective delivery of value.

upvoted 1 times

☐ 👤 **Ssr_19** 1 year, 3 months ago

Selected Answer: C

Correct answer is C.

upvoted 1 times

☐ 👤 **Joshua_a** 1 year, 7 months ago

The Correct answer is C.

"TIL 4's definition of value stream is "a series of steps an organization undertakes to create and deliver products and services to consumers", all working across the ITIL 4 service value chain (SVC)."

source: https://www.axelos.com/resource-hub/blog/itil-4-value-streams-doing-right-things-for-customers

upvoted 2 times

☐ 👤 **alter_S** 1 year, 8 months ago

Selected Answer: C

4.5

To carry out a certain task or respond to a particular situation, organizations create service value streams. These are specific combinations of activities and practices, and each one is designed for a particular scenario. Once designed, value streams should be subject to continual improvement.

upvoted 2 times

☐ 👤 **[Removed]** 1 year, 11 months ago

Selected Answer: B

These are specific combinations of activities and practices, and each one is designed for a particular scenario.

Please note the word AND which means it needs both activities AND practices therefore it cannot be C.

upvoted 1 times

☐ 👤 **PCM_6969** 2 years ago

A value stream is a combination of the organisations value chain activities

upvoted 2 times

☐ 👤 **Yuraq** 2 years, 2 months ago

Selected Answer: C

Service value chain - The service value chain describes six activities that work together to take incoming demand and create corresponding value – by creating and managing the products and services which enable the service provider to co-create value with the service consumers.

A value stream is a specific journey through the service value chain, starting with demand and ending with value creation. There is only one value chain, but each organization may have many different value streams, and these are likely to be completely different to the value streams in another organization.

upvoted 3 times

☐ 👤 **michalse** 2 years, 4 months ago

I would say B

upvoted 1 times

☐ 👤 **MD2022abcd** 2 years, 5 months ago

i think c

upvoted 1 times

☐ 👤 **Sizabona** 2 years, 7 months ago

ITIL 4's definition of value stream is "a series of steps an organization undertakes to create and deliver products and services to consumers", all working across the ITIL 4 service value chain (SVC).

upvoted 2 times

☐ 👤 **Chris_Cain** 2 years, 8 months ago

Selected Answer: B

A value stream is a series of steps that an organization uses to create and deliver products and services to a service consumer. A value stream is a combination of the organization's value chain activities (see section 4.5 for more details on value chain activities and Appendix A for examples of value streams). 3.4.1

upvoted 2 times

☐ 👤 **Manix** 2 years, 8 months ago

SVS components can be sonfigured and reconfigured in multiple combinations in flexible way...

upvoted 2 times

👤 **Pcghosh** 2 years, 8 months ago

C is correct as Service Value Streams are specific combinations of activities and practices, and each one is designed for a particular scenario.

(Section 4.5 Axelos book)

upvoted 4 times

👤 **Pcghosh** 2 years, 8 months ago

A value Stream is a combination of the organization's value chain activities (Section 3.4.1 Key message)

upvoted 1 times

Which statement about outputs is CORRECT?

A. They consist of several outcomes

B. They capture customer demand for services

C. They contribute to the achievement of outcomes

D. They describe how the service performs

Suggested Answer: *C*

Community vote distribution

C (100%)

👤 **Ansisy** `Highly Voted 👍` 8 months, 1 week ago

`Selected Answer: C`

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

upvoted 12 times

Which is an example of a business related measurement?

    A. The number of passengers checked in

    B. The average time to respond to change requests

    C. The average resolution time for incidents

    D. The number of problems resolved

Suggested Answer: *A*

Community vote distribution

A (100%)

👤 **AbdulA1** `Highly Voted 👍` 3 years, 9 months ago

B, C and D are operational measures. A is correct answer from Business point of view

upvoted 35 times

    👤 **Ibandaso** 1 year, 3 months ago

    yes, agree

    upvoted 1 times

        👤 **nylalaiko** 10 months, 3 weeks ago

        yes, agree

        upvoted 1 times

👤 **Phuba** `Most Recent ⊘` 2 years, 5 months ago

A. The number of passengers checked in

upvoted 4 times

👤 **Izlu** 2 years, 9 months ago

`Selected Answer: A`

A - Business metrics and the rest are operational

upvoted 4 times

👤 **Concordant** 2 years, 10 months ago

All of these answers are correct.

upvoted 1 times

👤 **certgreed** 2 years, 11 months ago

`Selected Answer: A`

correct answer is A

upvoted 1 times

👤 **bigpete975** 3 years ago

A is correct.

upvoted 1 times

👤 **MoZari** 4 years, 1 month ago

nope, it is A

upvoted 3 times

👤 **JoopSL56** 4 years, 5 months ago

c is also oke

upvoted 1 times

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

Suggested Answer: *D*

Community vote distribution

D (100%)

☐ 👤 **MD2022abcd** `Highly Voted 👍` 1 year, 11 months ago

D is correct:

improve:

The value chain activity that ensures continual improvement of products, services, and practices across all value chain activities and the four dimensions of service management.

upvoted 9 times

☐ 👤 **jijuskim** `Most Recent ⊘` 6 months ago

`Selected Answer: D`

D is correct

upvoted 1 times

☐ 👤 **KimoKono** 9 months, 3 weeks ago

`Selected Answer: D`

D is correct

upvoted 2 times

☐ 👤 **RajeevSaraf** 1 year, 4 months ago

D. To continually improve all products and services across all value chain activities

upvoted 1 times

☐ 👤 **bigpete975** 3 years ago

D is correct.

upvoted 1 times

☐ 👤 **makowskim3** 3 years, 4 months ago

D - correct.

upvoted 1 times

Which includes governance, management practices, and continual improvement?

A. The service value system

B. The 'deliver and support' value chain activity

C. The 'focus on value' guiding principle

D. The 'value stream and processes' dimension

Suggested Answer: *A*

Community vote distribution

A (100%)

👤 **Ssr_19** 9 months ago

Selected Answer: A

Correct answer: A

upvoted 2 times

👤 **MrTargaryen** 1 year, 6 months ago

Selected Answer: A

Answer is A

Service Value System describes how all the components and activities of the organization work together as a system to enable value creation.

upvoted 4 times

👤 **bigpete975** 3 years ago

A is correct.

upvoted 3 times

What is the 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)

Suggested Answer: *B*

Community vote distribution

B (100%)

---

 nylalaiko 10 months, 3 weeks ago

Selected Answer: B

B is the answer

  upvoted 1 times

 Leacco99 1 year, 2 months ago

Reduction in QoS - Incident

One or more incident - Problem

Event

  upvoted 3 times

---

 bigpete975 3 years ago

B is correct.

  upvoted 4 times

 Bakayalo 3 years, 3 months ago

Repeated question : #221

  upvoted 3 times

---

 makowskim3 3 years, 4 months ago

B - correct.

  upvoted 2 times

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

Suggested Answer: *C*

Community vote distribution

C (100%)

👤 **KimoKono** 9 months, 3 weeks ago

Selected Answer: C

Service desk

upvoted 1 times

👤 **MarcusWG86** 1 year, 10 months ago

5.2.14 Service desk

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

upvoted 3 times

👤 **bigpete975** 3 years ago

C is correct.

upvoted 2 times

👤 **makowskim3** 3 years, 4 months ago

C - correct.

upvoted 1 times

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

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

Suggested Answer: *A*

Community vote distribution

A (100%)

👤 **Traktark** `Highly Voted 👍` 1 year ago

`Selected Answer: A`

The correct answer is: A. Organizations and people.

Explanation: The "Organizations and people" dimension of service management is primarily concerned with the people, skills, competencies, roles, and responsibilities within an organization. It focuses on understanding the organizational structure, defining roles and responsibilities, establishing governance, developing skills and competencies, and ensuring effective communication and collaboration among individuals and teams. This dimension recognizes that the success of service management depends on having the right people with the right skills and knowledge in place to support the delivery of services.

upvoted 5 times

👤 **MarcusWG86** `Most Recent ⊘` 1 year, 3 months ago

3.1 Organizations and people

The complexity of organizations is growing, and it is important to ensure that the way an organization is structured and managed, as well as its roles, responsibilities, and systems of authority and communication, is well defined and supports its overall strategy and operating model.

upvoted 3 times

👤 **showmiro** 1 year, 6 months ago

`Selected Answer: A`

A is correct

upvoted 1 times

👤 **Gadeliow** 1 year, 9 months ago

A is correct

upvoted 1 times

👤 **bigpete975** 2 years, 6 months ago

A is correct.

upvoted 2 times

👤 **makowskim3** 2 years, 10 months ago

A - correct.

upvoted 1 times

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

A. Collaborate and promote visibility

B. Start where you are

C. Focus on value

D. Keep it simple and practical

Suggested Answer: *A*

Community vote distribution

A (100%)

☐ 👤 **MrTargaryen** 1 year ago

Selected Answer: A

Answer is "A".

upvoted 1 times

☐ 👤 **bigpete975** 2 years, 6 months ago

A is correct.

upvoted 1 times

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

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

Suggested Answer: *A*

Community vote distribution

A (100%)

👤 **_elj** `Highly Voted 👍` 1 year, 10 months ago

`Selected Answer: A`

Ref. 5.2.14

It is also essential to understand that the service desk has a major influence on user experience and how the service provider is perceived by the users.

upvoted 11 times

👤 **BD12** `Most Recent ⊘` 1 year ago

C'est la réponse A

upvoted 1 times

👤 **ZERO99** 1 year, 8 months ago

A is correct

upvoted 1 times

👤 **sephereth** 1 year, 9 months ago

`Selected Answer: A`

A is correct

upvoted 1 times

👤 **bigpete975** 2 years, 6 months ago

A is correct.

upvoted 1 times

Which statement about service requests is CORRECT?

A. Complex service requests should be dealt with as normal changes

B. Service requests that require simple workflows should be dealt with as incidents

C. Service requests require workflows that should use manual procedures and avoid automation

D. Service requests are usually formalized using standard procedures for initiation, approval and fulfilment

Suggested Answer: *D*

Community vote distribution

D (100%)

👤 **El_Capitan** `Highly Voted 👍` 2 years, 4 months ago

Since service requests are pre-defined and pre-agreed as a normal part of
service delivery, they can usually be formalized, with a clear, standard procedure for
initiation, approval, fulfilment, and management. Some service requests have very
simple workflows, such as a request for information.

upvoted 9 times

👤 **Traktark** `Most Recent ⊘` 1 year ago

`Selected Answer: D`

The correct answer is: D. Service requests are usually formalized using standard procedures for initiation, approval, and fulfillment.

Explanation: Service requests are specific user or customer requests for information, access to resources, or the fulfillment of a standard service. They typically follow a predefined process or workflow that involves initiation, approval, and fulfillment. These processes are documented and standardized to ensure consistent handling of service requests and to provide a structured approach to managing them. By using standard procedures, organizations can effectively manage and fulfill service requests in a timely and efficient manner.

upvoted 3 times

👤 **MrTargaryen** 1 year ago

`Selected Answer: D`

D is the most obvious answer.

upvoted 2 times

👤 **BD12** 1 year ago

D est correct!

upvoted 1 times

👤 **RickSanchez69** 1 year, 8 months ago

Explain why A?

upvoted 1 times

👤 **ZERO99** 1 year, 8 months ago

A is correct

upvoted 1 times

👤 **bigpete975** 2 years, 6 months ago

D is correct.

upvoted 1 times

👤 **dadageer** 2 years, 10 months ago

nothing else is making sense so yes D

upvoted 2 times

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

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

Suggested Answer: *B*

Community vote distribution

B (100%)

☐ 👤 **heamgu** `Highly Voted 👍` 4 years, 3 months ago

The purpose of the deployment management practice is to move new or changed hardware, software, documentation, processes, or any other component to live environments. It may also be involved in deploying components to other environments for testing or staging.

upvoted 17 times

☐ 👤 **Aman__G** `Highly Voted 👍` 1 year, 9 months ago

key words

Deployment management live or other enviroment

Release management features available for use

upvoted 8 times

☐ 👤 **ManikRoy** `Most Recent ⏱` 1 year ago

`Selected Answer: B`

The purpose of the deployment management practice is to move new or changed hardware, software, documentation, processes, or any other component to LIVE environments.

The purpose of the release management practice is to make new and changed

services and features available for use.

upvoted 3 times

☐ 👤 **BD12** 2 years ago

c'est B qui correct

upvoted 1 times

☐ 👤 **Ting3346** 2 years, 6 months ago

`Selected Answer: B`

the purpose of the deployment management practice is to moving new or changed hardware, software, documentation, processes or any other service component to live environment.

upvoted 4 times

☐ 👤 **dufad** 2 years, 9 months ago

B is correct

upvoted 1 times

☐ 👤 **bigpete975** 3 years, 6 months ago

B is correct.

upvoted 2 times

☐ 👤 **peppe** 3 years, 12 months ago

B is correct

upvoted 2 times

☐ 👤 **Atsedea** 4 years, 3 months ago

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

upvoted 4 times

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

A. Organizations and people

B. Information and technology

C. Partners and suppliers

D. Value streams and processes

Suggested Answer: *C*

Community vote distribution

C (100%)

☐ 👤 **MarcusWG86** `Highly Voted 👍` 1 year, 3 months ago

3.3 Partners and suppliers

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

upvoted 6 times

☐ 👤 **bitskeb** `Most Recent ⊙` 6 months, 2 weeks ago

`Selected Answer: C`

Partners and suppliers

upvoted 1 times

☐ 👤 **BD12** 1 year ago

la relation qu'une organisation entretient avec d'autres organisations impliquées dans la conception, le développement, le déploiement, la livraison, le support et/ou l'amélioration continue du service.

upvoted 1 times

☐ 👤 **Ting3346** 1 year, 6 months ago

`Selected Answer: C`

the relationship an organization has with other organizations that are involved in the design, development, deployment, delivery, support and/or continual improvement of service.

upvoted 1 times

☐ 👤 **daekum** 2 years, 3 months ago

C seems to be correct as it is referring to the relationship

Partners & Suppliers

"The relationship with partners and suppliers is usually defined based on what the organization needs. "

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

upvoted 4 times

Which of these activities is carried out as part of 'problem management'?

A. Creating incident records

B. Diagnosing and resolving incidents

C. Escalating incidents to a support team for resolution

D. Trend analysis of incident records

Suggested Answer: *D*

Community vote distribution

D (85%) | B (15%)

Ansisy `Highly Voted 👍` 2 years, 2 months ago

`Selected Answer: D`

5.2.8 - Problem Management - Problem identification activities identify and log problems. These include: performing trend analysis of incident records

upvoted 13 times

jtphenom 1 year ago

Thank you! What is your source material, please?

upvoted 1 times

MD2022abcd `Highly Voted 👍` 1 year, 11 months ago

Answer is D:

5.2.8 Problem identification activities identify and log problems. These include:

performing trend analysis of incident records

detection of duplicate and recurring issues by users, service desk, and technical support staff during major incident management, identifying a risk that an incident could recur

analysing information received from suppliers and partners

analysing information received from internal software developers, test teams, and project teams.

upvoted 5 times

NetMasterX `Most Recent ⊘` 1 year ago

I reread the answers and D it is.

upvoted 1 times

NetMasterX 1 year ago

`Selected Answer: B`

Two answers to this question. B and D. B is the root of PRB Mgmt.

upvoted 2 times

BPrdyH7FHi8YqnxjN 9 months, 2 weeks ago

That's not correct, B is for incident management, not for problem management

upvoted 1 times

bigpete975 3 years ago

D is correct.

upvoted 1 times

What must always be done before an activity is automated?

    A. Check that the activity has already been optimized

    B. Check that suitable new technology has been purchased

    C. Ensure that DevOps has been successfully implemented

    D. Ensure the solution removes the need for human intervention

Suggested Answer: *A*

Community vote distribution

A (70%)	D (30%)

👤 **MarcusWG86** `Highly Voted 👍` 1 year, 9 months ago

4.3.7 Optimize and automate

Optimization means to make something as effective and useful as it needs to be. Before an activity can be effectively automated, it should be optimized to whatever degree is possible and reasonable.

upvoted 10 times

👤 **BPrdyH7FHi8YqnxjN** `Most Recent ⊙` 9 months, 2 weeks ago

`Selected Answer: A`

A is correct, before automating it must be optimized

upvoted 2 times

👤 **Shazid** 1 year ago

A. Check that the activity has already been optimized

upvoted 1 times

👤 **_poli_** 1 year ago

`Selected Answer: A`

4.3.7 - Optimize and automate --> Optimization means to make something as effective and useful as it needs to be. Before an activity can be effectively automated, it should be optimized to whatever degree is possible and reasonable.

upvoted 1 times

👤 **NetMasterX** 1 year ago

`Selected Answer: A`

Tuff one! D seems true as well.

upvoted 1 times

👤 **LeeVee** 1 year ago

`Selected Answer: A`

People, Process and Tools. A

upvoted 1 times

👤 **farouk450** 1 year, 2 months ago

`Selected Answer: D`

Before automating an activity, it's essential to ensure that the solution can effectively and reliably perform the task without the need for human intervention. This means that the automation should be able to handle the entire process or task independently, from start to finish, with minimal to no human interaction.

The other options (A, B, and C) are important considerations but not necessarily prerequisites for automation

upvoted 3 times

👤 **MrTargaryen** 1 year, 6 months ago

`Selected Answer: A`

Adding vote for "A"

upvoted 1 times

👤 **certgreed** 2 years, 8 months ago

`Selected Answer: A`

correct answer is A

upvoted 1 times

☐ 👤 **Izlu** 2 years, 9 months ago

A is right (Simplify and optimize before automating.)

upvoted 1 times

☐ 👤 **Concordant** 2 years, 10 months ago

D is correct. Automating something that's incorrect is just a problem in the making.

upvoted 1 times

☐ 👤 **bigpete975** 3 years ago

A is correct.

upvoted 1 times

☐ 👤 **aldacumaph** 3 years, 4 months ago

Optimize the process before automating ...

upvoted 4 times

What is a change schedule PRIMARILY used for?

    A. To help plan emergency changes

    B. To help authorize standard changes

    C. To help assign a change authority

    D. To help manage normal changes

Suggested Answer: *D*

Community vote distribution

D (84%) | Other

 RaymondChan `Highly Voted 👍` 2 years, 3 months ago

`Selected Answer: D`

The change schedule is used to help plan changes, assist in communication, avoid conflicts, and assign resources.

D seems correct.

upvoted 11 times

 Traktark `Highly Voted 👍` 1 year, 10 months ago

`Selected Answer: D`

The correct answer is D. To help manage normal changes. A change schedule is a tool used in ITIL change management to help manage normal changes to IT services and infrastructure. It provides a structured approach to planning, reviewing, and implementing changes, and is used to coordinate changes, minimize the risk of disruption, and ensure that changes are made in a consistent and controlled manner. The change schedule is primarily used to manage normal changes, although it may also be used to help plan emergency changes. Other activities in change management include change assessment and approval, change implementation and testing, and change evaluation and closure.

upvoted 5 times

 NetMasterX `Most Recent ⊘` 11 months, 1 week ago

`Selected Answer: A`

Standard and Normal changes are all in the Change Schedule. When implementing an Emergency change you should look to see what other changes are scheduled for conflicts.

upvoted 1 times

 MrTargaryen 1 year, 6 months ago

`Selected Answer: D`

I was originally going with C but when I read the comments, I think D is more closer.

Analysis:

Standard change - pre-approved

Emergency change - does not need to discussed in scheduled call, urgent.

Normal change - normally assessed in the call with change authority

upvoted 3 times

 Soshiraz 1 year, 9 months ago

`Selected Answer: D`

C'est certain que ce n est pas C...

upvoted 1 times

 RhinoSauvage 1 year, 11 months ago

`Selected Answer: D`

FSC is primarily used for NORMAL changes

upvoted 1 times

 WanessaZisa 1 year, 11 months ago

`Selected Answer: D`

D is crrect

upvoted 1 times

bengy78 2 years, 1 month ago

Selected Answer: D

It should be D as emergency changes are not normally part of the change schedule "Emergency changes are not typically included in a change schedule, and the process for assessment and authorization is expedited to ensure they can be implemented quickly."

upvoted 1 times

Shank003 2 years, 2 months ago

Change schedule covers all normal, emergency and standard changes so not sure if D would be absolutely correct. It does assigns a change authority too so shouldn't it be C?

upvoted 1 times

Sizabona 2 years, 1 month ago

Emergency change is not scheduled.

upvoted 1 times

mac89 2 years, 3 months ago

Selected Answer: C

Not C ?

upvoted 3 times

sephereth 2 years, 3 months ago

i think D. is still the right answer, "The change schedule is used to help plan changes, assist in communication, avoid conflicts, and assign resources." reads like managing change.

Normal change = "A change that needs to be scheduled, assessed, and authorized following a standard process."

upvoted 1 times

Which role approves the cost of services?

A. User

B. Change authority

C. Sponsor

D. Customer

Suggested Answer: *C*

Community vote distribution

C (100%)

 👤 **8a5dd39** 6 months, 3 weeks ago

Selected Answer: C

User consumes the service, the Customer defines and owns the service, the Sponsor supports and provides the resources, and the Change Authority governs the process of change.

upvoted 2 times

 👤 **Ibandaso** 9 months ago

agree change cost = sponsor

upvoted 1 times

 👤 **Traktark** 1 year ago

Selected Answer: C

The correct answer is: C. Sponsor.

Explanation: The sponsor is the role responsible for approving the cost of services. They have the authority to review and authorize the financial aspects related to the delivery and ongoing operation of services. The sponsor ensures that the costs associated with the provision of services align with the organization's overall budget and strategic goals.

upvoted 3 times

 👤 **JerryMemoFash** 1 year, 2 months ago

C is the right answer

upvoted 1 times

 👤 **dufad** 1 year, 9 months ago

Sponsor: A person who authorizes budget for service consumption

C= correct

upvoted 1 times

 👤 **certgreed** 2 years, 2 months ago

Selected Answer: C

correct answer is C

upvoted 1 times

 👤 **Izlu** 2 years, 3 months ago

C - Yes

upvoted 1 times

 👤 **Pudu_vlad** 2 years, 4 months ago

Selected Answer: C

C is correct.

upvoted 1 times

 👤 **a4212crew** 2 years, 5 months ago

Selected Answer: C

Sponsor: Role to allocate budget

upvoted 1 times

bigpete975 2 years, 6 months ago

C is correct.

upvoted 2 times

makowskim3 2 years, 10 months ago

C is correct.

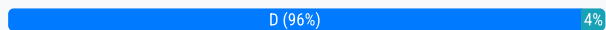Sponsor - The role that authorizes budget for service consumption.

upvoted 1 times

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

A. Schedule, assess, authorize

B. Diagnose, investigate, resolve

C. Initiate, approve, fulfil

D. Acknowledge, classify, own

Suggested Answer: *C*

Community vote distribution

D (96%)   4%

□ 👤 **chmielo** `Highly Voted 👍` 4 years, 10 months ago

Should be D

upvoted 24 times

□ 👤 **xoyar93528** `Highly Voted 👍` 4 years, 5 months ago

Answer is D

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

upvoted 19 times

□ 👤 **oaraujo** `Most Recent ⊙` 7 months, 3 weeks ago

`Selected Answer: C`

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

upvoted 1 times

□ 👤 **Who_Am_I** 11 months, 2 weeks ago

`Selected Answer: D`

D. Acknowledge, classify, own

The service desk acknowledges the receipt of issues, queries, and requests, classifies them to understand the nature and urgency, and takes ownership to ensure they are addressed appropriately.

upvoted 2 times

□ 👤 **dharmaitil** 1 year, 2 months ago

Acknowledge, classify, own

upvoted 1 times

□ 👤 **Jagged24** 1 year, 3 months ago

I initially thought D but the question revolves around requests and Service requests are usually formalized using standard procedures for initiation, approval and fulfilment therefore C is correct.

upvoted 1 times

□ 👤 **NetMasterX** 1 year, 5 months ago

`Selected Answer: D`

Come on admins fix the answer.

upvoted 2 times

□ 👤 **robn** 1 year, 6 months ago

`Selected Answer: D`

Agree with D

upvoted 1 times

□ 👤 **BhargavSaiN** 1 year, 7 months ago

D is right 100%

upvoted 1 times

Joshua_a 1 year, 7 months ago

Someone knows why is C? I am trying to understand why.

Trying to understand I have broken into pieces below:

Initiate = Maybe because is the first contact.

Approve = Approve the support entry.

fulfill = Because attended the demand

Someone can help with explanation? Because in my opinion, D makes more sense.

upvoted 1 times

Keneji 1 year, 8 months ago

Selected Answer: D

The answer should be D.

upvoted 2 times

Abdulwahab2023 1 year, 8 months ago

Selected Answer: D

answer d

upvoted 1 times

alter_S 1 year, 8 months ago

Selected Answer: D

5.2.14 / pg. 149

Service desks provide a clear path for users to report issues, queries, and requests, and have them acknowledged, classified, owned, and actioned. How this practice is managed and delivered may vary from a physical team of people on shift work to a distributed mix of people connected virtually, or automated technology and bots. The function and value remain the same, regardless of the model.

upvoted 3 times

jtphenom 1 year, 6 months ago

What book is this from? I am new here.

Also, do all of these sites give a bunch of wrong answers? I've got a test exam with 418 questions in it and I keep finding wrong answers!

upvoted 1 times

shwetsna 1 year, 8 months ago

hey, its option D

upvoted 1 times

WilsonChan1995 1 year, 9 months ago

Selected Answer: D

Should be D

upvoted 1 times

lokez21 1 year, 9 months ago

Selected Answer: D

D should be correct answer.

Ack, classify and Own(so it can be closed).

upvoted 1 times

MABSR 1 year, 9 months ago

Selected Answer: D

Page 100 says "Have them acknowledged, classified, owned, and actioned.

upvoted 2 times

Which describes the utility of a service?

A. A service that is fit for use

B. A service that meets its service level targets

C. A service that increases constraints on the consumer

D. A service that supports the performance of the consumer

Suggested Answer: *D*

Community vote distribution

D (88%) | 12%

☐ 👤 **SandyIndia** `Highly Voted 👍` 3 years, 5 months ago

A. A service that is fit for use.

Warranty.

B. A service that meets its service level targets.

Service Level Management.

C. A service that increases constraints on the consumer.

Wrong. Utility remove constraints from the consumer.

D. A service that supports the performance of the consumer.

Utility.

upvoted 40 times

☐ 👤 **babati** `Highly Voted 👍` 3 years, 11 months ago

D

To have utility, a service must either support the performance of the consumer and/or remove constraints from the consumer.

upvoted 12 times

☐ 👤 **NetMasterX** `Most Recent ⊘` 11 months, 1 week ago

`Selected Answer: A`

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

upvoted 1 times

☐ 👤 **celomomo** 1 year, 4 months ago

`Selected Answer: D`

D. A service that supports the performance of the consumer.

The utility of a service is defined by its ability to support the consumer's performance and help them achieve their desired outcomes efficiently and effectively.

upvoted 3 times

☐ 👤 **Traktark** 1 year, 6 months ago

`Selected Answer: D`

The utility of a service refers to its ability to support the performance of the consumer. It focuses on the value and benefits that the service provides to the consumer in terms of meeting their needs, objectives, and desired outcomes. Utility is about delivering the functionality and features that enable the consumer to perform their tasks, achieve their goals, or solve their problems. It is not specifically related to meeting service level targets or increasing constraints on the consumer. Instead, it emphasizes the value and usefulness of the service in supporting the consumer's activities and enabling them to accomplish their desired results.

upvoted 1 times

☐ 👤 **Circumstantial_Evidence** 1 year, 10 months ago

The "U's" don't go together.

Utility doesn't go with fit for USE

upvoted 6 times

☐ 👤 **RhinoSauvage** 1 year, 11 months ago

Selected Answer: D

performance is about utility

upvoted 3 times

☐ 👤 **wesleydonelli** 1 year, 11 months ago

Utilidade: a funcionalidade oferecida por um produto ou serviço para atender à
uma necessidade específica. A utilidade pode ser resumida como "o que o serviço
faz" e pode ser usada para determinar se ele é "adequado à finalidade". Para ter
utilidade, um serviço deve suportar o desempenho do consumidor ou remover
restrições do consumidor. Muitos serviços atuam de ambas as formas acho que as respostas A e D sao validas

upvoted 1 times

☐ 👤 **SentaSama** 2 years, 1 month ago

Selected Answer: D

Utility is the functionality offered by a product or service to meet a particular need. Utility perhaps answers 'what the service does' or whether a
service is 'fit for purpose'. To have utility, a service must either support the performance of the consumer and/or remove constraints from the
consumer.
Warranty, on the other hand, is the assurance that a product or service will meet agreed requirements. Warranty answers 'how the service performs' or
whether a service is 'fit for use'. Warranty often relates to service levels aligned with the needs of service consumers, such as availability, capacity,
security, and continuity.

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

upvoted 3 times

☐ 👤 **Leintje** 2 years, 1 month ago

Selected Answer: D

A service that is "fit for use" (That is WARRANTY).
Fit for purpose is Utility.

Correct answer is D

upvoted 3 times

☐ 👤 **DH333** 1 year, 1 month ago

Sharp reading!! This comment did it for me.

upvoted 1 times

☐ 👤 **nickanme** 2 years, 2 months ago

Selected Answer: A

Utility is the functionality offered by a product or service to meet a particular need.

upvoted 1 times

☐ 👤 **ekoetter** 2 years ago

Your wrong, fit for use is warranty

upvoted 1 times

☐ 👤 **Gadeliow** 2 years, 3 months ago

Selected Answer: D

D is correct

upvoted 1 times

☐ 👤 **certgreed** 2 years, 8 months ago

Selected Answer: D

correct answer is D

upvoted 1 times

☐ 👤 **Concordant** 2 years, 10 months ago

A and D are both valid answers.

upvoted 2 times

☐ 👤 **bigpete975** 3 years ago

D is correct.

upvoted 1 times

☐ 👤 **cmcardenas1** 3 years, 3 months ago

D; CONFIRMADO: La utilidad puede ser resumida como lo que hace el servicio y puede ser usado para determinar si un servicio es "apto para el proposito"

Para tener utilidad un servicio debe soportar el desempeño del consumidor eliminar las restricciones del consumidor.

upvoted 1 times

⊟ 👤 **dean1984kirsten** 3 years, 7 months ago

A says "fit for use" and not "fit for purpose" as per the handbook, so the only correct possibility here is

D:r support the performance of the consumer

upvoted 1 times

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

A. To maximize the number of successful service and product changes

B. To ensure accurate information about the configuration of services is available

C. To set clear business-based targets for service levels

D. To ensure that suppliers and their performance are managed appropriately

Suggested Answer: *C*

Community vote distribution

C (100%)

☐ 👤 **heerowiind** `Highly Voted 👍` 10 months ago
`Selected Answer: C`
A. To maximize the number of successful service and product changes = change enablement
B. To ensure accurate information about the configuration of services is available = service configuration management
C. To set clear business-based targets for service levels = service level
D. To ensure that suppliers and their performance are managed appropriately = supplier management
upvoted 12 times

☐ 👤 **certgreed** `Most Recent ⊘` 1 year, 2 months ago
`Selected Answer: C`
correct answer is C
upvoted 1 times

☐ 👤 **bigpete975** 1 year, 6 months ago
C is correct.
upvoted 1 times

☐ 👤 **Bakayalo** 1 year, 9 months ago
Repeated question #144
upvoted 2 times

☐ 👤 **makowskim3** 1 year, 10 months ago
C is right.
The purpose of the service level management 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
upvoted 4 times

Which usually requires a team of representatives from many stakeholder groups?

A. Fulfilling a service request

B. Authorizing an emergency change

C. Logging a new problem

D. Investigating a major incident

Suggested Answer: *D*

Community vote distribution

D (100%)

⊟ 👤 **RedCloud** `Highly Voted 👍` 3 years, 6 months ago

D is correct. "and all major incidents—often require a temporary team to work together to identify the resolution. This team may include representatives of many stakeholders, including the service provider, suppliers, users, and others."

upvoted 19 times

⊟ 👤 **Traktark** `Highly Voted 👍` 1 year ago

`Selected Answer: D`

Investigating a major incident usually requires a team of representatives from many stakeholder groups. Major incidents are significant disruptions or outages that have a severe impact on the business or users. Due to their critical nature, they often require a coordinated effort from various stakeholders, including IT teams, service owners, business representatives, and other relevant parties. This collaborative approach ensures that the incident is properly analyzed, appropriate actions are taken, and effective communication is maintained throughout the incident resolution process. By involving representatives from different stakeholder groups, the investigation can benefit from diverse perspectives and expertise, leading to a more comprehensive understanding and resolution of the incident.

upvoted 6 times

⊟ 👤 **gooddoctor** `Most Recent ⊘` 3 months ago

`Selected Answer: D`

D - The most complex incidents, and all major incidents, often require a temporary team to collaborate to identify the resolution. This team may include representatives of many stakeholders, including the service provider, suppliers, users, and so on

upvoted 1 times

⊟ 👤 **MrTargaryen** 1 year ago

`Selected Answer: D`

D - usually for gathering people from different teams.

upvoted 1 times

⊟ 👤 **heerowiind** 1 year, 10 months ago

`Selected Answer: D`

D is correct

upvoted 1 times

⊟ 👤 **certgreed** 2 years, 2 months ago

`Selected Answer: D`

correct answer is D

upvoted 3 times

⊟ 👤 **Concordant** 2 years, 4 months ago

B is correct.

upvoted 2 times

⊟ 👤 **bigpete975** 2 years, 6 months ago

D is correct.

upvoted 1 times

⊟ 👤 **Hanso1** 3 years, 7 months ago

The Answer is D

upvoted 1 times

☐ 👤 **Hanso1** 3 years, 7 months ago

This is where swarming comes in incident management

upvoted 3 times

☐ 👤 **Matt4456** 3 years, 8 months ago

Why it is not 'B'- Authorizing an emergency change'? Could anyone help to explain?

upvoted 1 times

☐ 👤 **Benjieygen** 3 years, 7 months ago

Authorizing wouldn't be a complete team. Just the person who needs to approve the change.

upvoted 4 times

☐ 👤 **Hanso1** 3 years, 7 months ago

This is where swarming comes in incident management

upvoted 3 times

☐ 👤 **Matt4456** 3 years, 8 months ago

Why it is not 'B'- Authorizing an emergency change'? Could anyone help to explain?
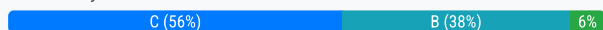
☐ 👤 **Benjieygen** 3 years, 7 months ago

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

    A. Plan

    B. Design and transition

    C. Obtain/build

    D. Deliver and support

Suggested Answer: *C*

Community vote distribution

C (56%)	B (38%)	6%

👤 **BobbyFlash** `Highly Voted 👍` 4 years, 8 months ago

Obtain/Build

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/

upvoted 35 times

  👤 **KidCastaldo** 4 years, 7 months ago

  Not "Obtain/Build". Your quote is correct but you are missing what the quesion is asking.

  upvoted 2 times

    👤 **RedCloud** 4 years, 6 months ago

    The question is specifically asking about "components", components are not deliver and support, they are full services by the time they get to the deliver and support activity.
    Answer is Obtain/Build.

    upvoted 5 times

👤 **Goseu** `Highly Voted 👍` 4 years, 6 months ago

Good answer C is correct .
Guys who support D , please compare the below
Obtain/Build
The purpose of this value chain activity is to ensure that service components are available when and where they are needed, and meet agreed specifications.

Deliver and Support
The purpose of this value chain activity is to ensure that services are delivered and supported according to agreed specifications and stakeholders' expectations.

upvoted 21 times

  👤 **dean1984kirsten** 4 years, 1 month ago

  Keyword giveaway here is "service components"

  upvoted 5 times

👤 **cibernauta** `Most Recent ⊙` 1 month, 1 week ago

`Selected Answer: C`

The "Obtain/Build" activity in the ITIL Service Value Chain is responsible for:

Ensuring that service components are available and meet agreed specifications before they are transitioned into live environments.

This includes:

Acquiring hardware, software, or other components

Building or configuring them

Verifying that they meet functional and non-functional requirements

🔴 Why not the others?
A. Plan
✖ Focuses on strategy, governance, and aligning direction — not component readiness.

B. Design and transition
✖ Ensures solutions are designed and transitioned properly, but it relies on components from obtain/build.

D. Deliver and support
✖ Focuses on live operations and user support, not ensuring component specs are met during creation.
upvoted 2 times

⊟ 👤 **mhndx3** 2 months, 2 weeks ago

Selected Answer: B

In ITIL 4, the Design and Transition activity within the Service Value Chain is responsible for:

Ensuring that products and services meet quality, performance, and functional requirements — i.e., they are designed correctly and transitioned smoothly into live environments.

🔵 This includes:

Designing new or changed services

Validating that components match agreed specifications

Planning deployment and release

Managing changes effectively

✅ Therefore, ensuring service components meet specifications is exactly what this activity is meant to do.
upvoted 1 times

⊟ 👤 **gooddoctor** 3 months ago

Selected Answer: C

C - The purpose of the obtain/build value chain activity is to ensure that service components are available when and where they are needed, and meet agreed specifications.
upvoted 1 times

⊟ 👤 **AmmarYasserEid** 3 months, 1 week ago

Selected Answer: C

D. Deliver and support :ensure that service meet stackholders' expectation and the agreed specification
upvoted 1 times

⊟ 👤 **keylavvale** 3 months, 2 weeks ago

Selected Answer: C

According to ITIL 4, page 110, the purpose of the "Obtain/Build" activity in the Service Value Chain (SVC) is to ensure that service components are available when and where needed and meet the agreed specifications.

Covers the acquisition, development, or customization of service components.
Ensures that created or purchased items comply with established requirements.
Includes the integration of internal and external components for final service delivery.
Incorrect alternatives:
upvoted 1 times

⊟ 👤 **OllieJimm** 3 months, 4 weeks ago

Selected Answer: C

obtain/build value chain activity
"The purpose of the obtain/build value chain activity is to ensure that service components are available when and where they are needed and meet

agreed specifications".

upvoted 1 times

eff9a21 6 months, 2 weeks ago

Selected Answer: C

Obtain/Build: Ensure service components are available when needed, and meet agreed specifications

upvoted 1 times

Rbenno01 6 months, 2 weeks ago

Selected Answer: B

The Design and transition value chain activity ensures that products and services meet the agreed specifications, including quality, performance, and other criteria, before they are released into live environments.

upvoted 1 times

Yogi365 6 months, 3 weeks ago

Selected Answer: B

The Design and Transition activity in the value chain ensures that service components meet agreed specifications. This activity focuses on designing services and service components to meet requirements, as well as transitioning them into the live environment in a controlled manner.

upvoted 2 times

haverner 7 months ago

Selected Answer: B

The "Design and Transition" activity in the Service Value Chain ensures that service components and products are designed and transitioned to meet agreed-upon specifications, quality standards, and stakeholder expectations. This activity focuses on ensuring that services are fit for purpose and ready for operation.

Breakdown of other options:
A. Plan: Incorrect. The "Plan" activity focuses on setting the strategic direction and ensuring shared understanding, not ensuring components meet specifications.
C. Obtain/build: Incorrect. This activity involves acquiring or creating service components, but it does not ensure they meet agreed specifications (that happens during "Design and Transition").
D. Deliver and support: Incorrect. This activity focuses on delivering services to customers and providing ongoing support, not validating specifications.

When the question is about meeting agreed specifications or preparing for operational readiness, think of "Design and Transition."

upvoted 3 times

oaraujo 7 months, 3 weeks ago

Selected Answer: C

Deliver and support is the value chain activity that ensures services are delivered and supported according to agreed specifications and stakeholders' expectations.

upvoted 1 times

Who_Am_I 11 months, 2 weeks ago

Selected Answer: B

B. Design and transition

The "Design and transition" value chain activity ensures that service components meet agreed specifications by focusing on the creation, modification, and transition of new or changed services to meet customer expectations and business needs.

upvoted 4 times

mabidin 1 year, 2 months ago

Design and Transition:

Focus: Designing services and verifying their implementation.
Specification: Define specifications during design and verify during transition.
Lifecycle Stage: Early stages, planning and preparing for deployment.
Obtain/Build:

Focus: Acquiring or building resources and components.
Specification: Ensure components adhere to agreed specifications.
Lifecycle Stage: Later stages, implementing and deploying services.

upvoted 1 times

🗖 👤 **dharmaitil** 1 year, 2 months ago

Obtain/build

upvoted 1 times

🗖 👤 **KimoKono** 1 year, 3 months ago

Selected Answer: C

C. Obtain/build

The purpose of the obtain and build activity is to ensure that service components are available when and where they are needed and meet agreed specifications while Design and transition are to ensure that products and services continually meet stakeholder's expectations for quality, costs, and time to market.

upvoted 1 times

What includes governance as a component?

    A. Practices

    B. The service value chain

    C. The service value system

    D. The guiding principles

Suggested Answer: *C*

Community vote distribution

C (100%)

DChilds `Highly Voted` 3 years, 5 months ago

Governance is one component of 5 that make up the service value system.

Guiding Principles
Recommendations that can guide an organization in all circumstances, regardless of changes in its goals, strategies, type of work, or management structure
Governance
The means by which an organization is directed and controlled
Service Value Chain
A set of interconnected activities that an organization performs to deliver a valuable product or service to its consumers and to facilitate value realization
Practices
Sets of organizational resources designed for performing work or accomplishing an objective
Continual Improvement
A recurring organizational activity performed at all levels to ensure that an organization's performance continually meets stakeholders' expectations

Source: https://www.bmc.com/blogs/itil-service-value-system/#:~:text=What%20is%20the%20ITIL%20service,SVS%20are%20opportunity%20and%20demand.

upvoted 9 times

heerowiind `Highly Voted` 2 years, 10 months ago

`Selected Answer: C`

Service Value System (SVS) :
Guiding principle
Governance
Service Value Chain
Practices
Continual Improvement

upvoted 5 times

along901143 `Most Recent` 10 months, 4 weeks ago

C is correct answer

upvoted 1 times

Traktark 2 years ago

`Selected Answer: C`

The correct answer is C. The service value system.

The service value system is a key component of ITIL (IT Infrastructure Library) and encompasses all the elements that are necessary to enable value creation through the provision of services. It consists of interconnected components that work together to support the delivery of services and the achievement of organizational objectives.

upvoted 1 times

certgreed 3 years, 2 months ago

correct answer is C

upvoted 1 times

⊟ 👤 **Concordant** 3 years, 4 months ago

D is correct.

upvoted 1 times

⊟ 👤 **bigpete975** 3 years, 6 months ago

C is correct.

upvoted 2 times

⊟ 👤 **klezlil** 3 years, 7 months ago

C - https://www.bmc.com/blogs/itil-governance/

upvoted 3 times

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

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

Suggested Answer: *D*

Community vote distribution

D (100%)

EricSon `Highly Voted 👍` 3 years, 3 months ago

[5.2.8] Many problem management activities rely on the knowledge and experience of staff, rather than on following detailed procedures. People responsible for diagnosing problems often need the ability to understand complex systems, and to think about how different failures might have occurred. Developing this combination of analytical and creative ability requires mentoring and time, as well as suitable training.

upvoted 12 times

Traktark `Most Recent ⊘` 1 year ago

`Selected Answer: D`

The practice that requires people who understand complex systems and have creative and analytical skills is D. Problem management.

Problem management is the practice focused on identifying and resolving the root causes of incidents and preventing future incidents from occurring. It involves analyzing incidents, conducting investigations, and identifying underlying problems in complex systems. To effectively perform problem management, individuals with a deep understanding of complex systems and the ability to think creatively and analytically are crucial.

These individuals need to be able to analyze incident data, identify patterns and trends, and apply problem-solving techniques to uncover the root causes of issues. They should possess strong analytical skills to assess complex situations, identify potential solutions, and make informed decisions on how to address the underlying problems.

While other practices such as change enablement, service level management, and service request management may also require certain skills and knowledge, it is problem management that specifically relies on individuals with a deep understanding of complex systems and the ability to approach problems in a creative and analytical manner.

upvoted 3 times

Fund81 1 year, 5 months ago

D is the correct answer.
Under 5.2.8, Many problem management activities rely on the knowledge and experience of staff, rather than on following detailed procedures. People responsible for diagnosing problems often need the ability to understand complex systems, and to think about how different failures might have occurred. Developing this combination of analytical and creative ability requires mentoring and time, as well as suitable training.

upvoted 3 times

---

certgreed 2 years, 2 months ago

`Selected Answer: D`

correct answer is D

upvoted 1 times

---

bigpete975 2 years, 6 months ago

D is correct.

upvoted 1 times

What is the definition of a known error?

    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 incident

    C. A problem that has been analyzed and has not been resolved

    D. Any change of state that has significance for the management of a service or other configuration item (CI)

Suggested Answer: *C*

Community vote distribution

C (100%)

⊟ 👤 **heerowiind** `Highly Voted 👍` 10 months ago

`Selected Answer: C`

A. An unplanned interruption to a service, or reduction in the quality of a service = incident

B. A cause, or potential cause, of one or more incident = problem

C. A problem that has been analyzed and has not been resolved = known error

D. Any change of state that has significance for the management of a service or other configuration item (CI) = event

upvoted 11 times

⊟ 👤 **Alpha9** `Highly Voted 👍` 2 years, 7 months ago

B is the definition of an Error

C is the definition of a Known Error

upvoted 9 times

    ⊟ 👤 **halim80** 1 year, 9 months ago

    No, B is problem

    upvoted 4 times

⊟ 👤 **certgreed** `Most Recent ⊘` 1 year, 2 months ago

`Selected Answer: C`

correct answer is C

upvoted 1 times

⊟ 👤 **El_Capitan** 1 year, 4 months ago

"Many problem management activities rely on the knowledge and experience of staff, rather than on following detailed procedures. People responsible for diagnosing problems often need the ability to understand complex systems, and to think about how different failures might have occurred. Developing this combination of analytical and creative ability requires mentoring and time, as well as suitable training."

upvoted 1 times

    ⊟ 👤 **El_Capitan** 1 year, 4 months ago

    Answer is D...

    upvoted 1 times

        ⊟ 👤 **El_Capitan** 1 year, 4 months ago

        Whoops - Question 168 (disregard)

        upvoted 1 times

⊟ 👤 **Harrysa** 1 year, 5 months ago

B is a problem why is this even being mentioned as an answer? honestly

upvoted 1 times

⊟ 👤 **bigpete975** 1 year, 6 months ago

C is correct.

upvoted 1 times

⊟ 👤 **Fijiindio** 2 years, 9 months ago

c is the answer

upvoted 3 times

katkatkat 2 years, 9 months ago

It's C. A known error is defined as a problem that has been analyzed but not resolved

upvoted 3 times

OmLeTzBooM 2 years, 10 months ago

C is the answer

upvoted 6 times

mrvitamilks 2 years, 10 months ago

i think b

upvoted 1 times

chmielo 2 years, 10 months ago

B is a definition of a problem. C is a known error

upvoted 9 times

KidCastaldo 2 years, 7 months ago

NOT B. Clearly everyone else here agrees with correct answer "C" Known Error

upvoted 3 times

Apurv_AU 2 years, 3 months ago

Yes, i.e. why when you log a Problem Record as next step you also log a Known Error Record in KEDB until issue is not resolved so that if such incidents occur the SD can look up KEDB and deploy recommended workaround for the Known Error

Hope that explains better

upvoted 1 times

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

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

Suggested Answer: *B*

Community vote distribution

B (100%)

☐ 👤 **chunrix** `Highly Voted 👍` 2 years, 3 months ago

B.

4.3.5

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. It requires 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.

upvoted 6 times

☐ 👤 **along901143** `Most Recent ⊘` 10 months, 4 weeks ago

`Selected Answer: B`

Think and work holistically.

Requires end-to-end visibility of how demand is captured and translated into outcomes.

upvoted 1 times

☐ 👤 **Lycosa** 1 year, 10 months ago

`Selected Answer: B`

Correct. It requires end-to-end visibility into how demand is captured and translated into results.

upvoted 1 times

☐ 👤 **IELOPES** 2 years, 6 months ago

Correct. It requires end-to-end visibility into how demand is captured and translated into results.

upvoted 1 times

☐ 👤 **Chazery** 2 years, 9 months ago

Correct, it requires end to end visibility of how demand is captured n translated into outcomes

upvoted 3 times

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

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

Suggested Answer: *C*

Community vote distribution

C (100%)

☐ 👤 **MarcusWG86** `Highly Voted 👍` 2 years, 3 months ago

5.2.7 Monitoring and event management

Definition: Event

Any change of state that has significance for the management of a service or other configuration item (CI). Events are typically recognized through notifications created by an IT service, CI, or monitoring tool.

upvoted 7 times

☐ 👤 **anisssa1** `Most Recent ⊙` 3 months ago

`Selected Answer: C`

Event - Any change of state that has significance for the management of configuration item (CI) or service

upvoted 1 times

☐ 👤 **DesKir** 6 months ago

`Selected Answer: C`

Definition: Event

Any change of state that has significance for the management of a service or other configuration item

upvoted 1 times

☐ 👤 **along901143** 10 months, 4 weeks ago

`Selected Answer: C`

Event - Any change of state that has significance for the management of configuration item (CI) or service

upvoted 1 times

☐ 👤 **certgreed** 3 years, 2 months ago

`Selected Answer: C`

correct answer is C

upvoted 3 times

☐ 👤 **lzlu** 3 years, 3 months ago

C - Evento

upvoted 3 times

☐ 👤 **bigpete975** 3 years, 6 months ago

C is correct.

upvoted 3 times

Which dimension considers data security and privacy?

A. Organizations and people

B. Information and technology

C. Partners and suppliers

D. Value streams and processes

Suggested Answer: *B*

Community vote distribution

B (100%)

   HanadiAA 7 months, 3 weeks ago

B is correct answer.

upvoted 1 times

   MarcusWG86 1 year, 9 months ago

3.2 Information and technology

Other industries or countries may have regulations that impose constraints on the collection and management of data of multinational corporations. For example, in the US the Health Insurance Portability and Accountability Act of 1996 provides data privacy and security provisions for safeguarding medical information.

upvoted 3 times

   a_chernev 2 years, 1 month ago

Selected Answer: B

B is correct

upvoted 2 times

   heerowiind 2 years, 3 months ago

Selected Answer: B

B is correct

upvoted 1 times

   certgreed 2 years, 8 months ago

Selected Answer: B

correct answer is B

upvoted 1 times

   bigpete975 3 years ago

B is correct.

upvoted 1 times

Which term relates to service levels aligned with the needs of service consumers?

A. Service management

B. Warranty

C. Cost

D. Utility

Suggested Answer: *B*

Community vote distribution

B (100%)

⊟ 👤 **babati** `Highly Voted 👍` 3 years, 11 months ago

Warranty answers 'how the service performs' or whether a service is 'fit for use'. Warranty often relates to service levels aligned with the needs of service consumers, such as availability, capacity, security, and continuity.

upvoted 17 times

⊟ 👤 **JonHin** `Most Recent ⊘` 7 months, 3 weeks ago

ITIL v4 Foundation exam which vendor sponsor this exam ?

PeopleCert-Axelos or Exin Vendor ?

Thanks

upvoted 1 times

⊟ 👤 **HanadiAA** 7 months, 3 weeks ago

I answered it as A is correct answer

upvoted 1 times

⊟ 👤 **Fund81** 1 year, 11 months ago

Under 2.5.4, Warranty often relates to service levels aligned with the needs of service consumers.

upvoted 3 times

⊟ 👤 **CazGotcha** 1 year, 11 months ago

`Selected Answer: B`

Ref: 2.5.4

Warranty often relates to service levels aligned with the needs of service consumers. This may be based on a formal agreement, or it may be a marketing message or brand image.

upvoted 3 times

⊟ 👤 **a_chernev** 2 years, 1 month ago

`Selected Answer: B`

B is correct

upvoted 2 times

⊟ 👤 **certgreed** 2 years, 8 months ago

`Selected Answer: B`

correct answer is B

upvoted 1 times

⊟ 👤 **bigpete975** 3 years ago

B is correct.

upvoted 1 times

⊟ 👤 **9ks2k** 3 years, 9 months ago

B is correct - "needs of service consumers"

upvoted 1 times

⊟ 👤 **xoyar93528** 3 years, 11 months ago

Correct Answer is A

upvoted 2 times

jim85 3 years, 11 months ago

B is correct: https://www.bmc.com/blogs/itil-key-concepts-service-management/

upvoted 6 times

Concordant 2 years, 10 months ago

Both answers are valid responses.

upvoted 1 times

jim85 3 years, 11 months ago

B is correct: https://www.bmc.com/blogs/itil-key-concepts-service-management/

upvoted 6 times

Concordant 2 years, 10 months ago

Both answers are valid responses.

upvoted 1 times

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

A. Scripts for collecting user information

B. Use of shift working patterns

C. Fulfilment of service requests

D. Creation of a temporary team

Suggested Answer: *A*

Community vote distribution

A (100%)

☐ 👤 **CazGotcha** `Highly Voted 👍` 1 year, 11 months ago

`Selected Answer: A`

Ref 5.2.5

There may be scripts for collecting information from users during initial contact, and this may lead directly to diagnosis and resolution of simple incidents.

upvoted 8 times

☐ 👤 **HanadiAA** `Most Recent ⊙` 7 months, 3 weeks ago

A. Scripts for collecting user information is my answer.

upvoted 1 times

☐ 👤 **alter_S** 1 year, 2 months ago

`Selected Answer: A`

5.2.5 /pg. 123

There should be a formal process for logging and managing incidents. This process does not usually include detailed procedures for how to diagnose, investigate, and resolve incidents, but can provide techniques for making investigation and diagnosis more efficient. There may be scripts for collecting information from users during initial contact, and this may lead directly to diagnosis and resolution of simple incidents. Investigation of more complicated incidents often requires knowledge and expertise, rather than procedural steps.

upvoted 1 times

☐ 👤 **jeham44032** 1 year, 10 months ago

Isn't it B?

upvoted 1 times

☐ 👤 **jeham44032** 1 year, 10 months ago

Working patterns are like Knowledge Articles right?

upvoted 1 times

☐ 👤 **certgreed** 2 years, 8 months ago

`Selected Answer: A`

correct answer is A

upvoted 3 times

☐ 👤 **bigpete975** 3 years ago

A is correct.

upvoted 1 times

☐ 👤 **makowskim3** 3 years, 4 months ago

Is it correct?

upvoted 1 times

☐ 👤 **Bakayalo** 3 years, 3 months ago

I m not sure whether A is right or else but B,C & D are definitely not fit the requirement

upvoted 2 times

What are guiding principles?

    A. A set of interconnected activities that help an organization deliver a valuable service

    B. A description of one or more services that help address the needs of a target consumer group

    C. A set of specialized organizational capabilities for enabling value for customers

    D. Recommendations that help an organization when adopting a service management approach

Suggested Answer: *D*

Community vote distribution

D (100%)

☐ 👤 **SandyIndia** `Highly Voted 👍` 3 years, 11 months ago

A. A set of interconnected activities that help an organization deliver a valuable service

Service Value Chain

B. A description of one or more services that help address the needs of a target consumer group

service offering

C. A set of specialized organizational capabilities for enabling value for customers

Service management

D. Recommendations that help an organization when adopting a service management approach

Guiding Principles

  upvoted 44 times

☐ 👤 **Raalex** `Most Recent ⊘` 5 months, 1 week ago

`Selected Answer: D`

A makes sense as well...

  upvoted 1 times

☐ 👤 **kerimkara** 7 months ago

`Selected Answer: A`

Keep it simple

  upvoted 1 times

☐ 👤 **MD2022abcd** 2 years, 5 months ago

Answer is D

  upvoted 1 times

☐ 👤 **Concordant** 3 years, 4 months ago

All of the answers provide some form of value to a company. There is no right answer to this question. Just varying degrees of appropriateness.

  upvoted 1 times

  ☐ 👤 **tundekakaaki** 2 years, 6 months ago

  Answer is D though.. definition wise

    upvoted 1 times

☐ 👤 **certgreed** 3 years, 4 months ago

`Selected Answer: D`

correct answer is D

  upvoted 1 times

☐ 👤 **bigpete975** 3 years, 6 months ago

D is correct.

  upvoted 1 times

☐ 👤 **meneyn** 4 years ago

I would say D is correct (deducting from the phrase below):

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

  upvoted 3 times

Zhubajie 4 years, 1 month ago

Is D the correct answer?

upvoted 3 times

makowskim3 3 years, 10 months ago

Yes, D is correct.

upvoted 3 times

Zhubajie 4 years, 1 month ago

Is D the correct answer?

upvoted 3 times

makowskim3 3 years, 10 months ago

Yes, D is correct.

upvoted 3 times

Which approach is CORRECT when applying the guiding principle 'keep it simple and practical'?

A. Only add controls and metrics when they are needed

B. Design controls and metrics first, then remove those not adding value

C. Design controls and metrics and add them individually until all are implemented

D. Only add controls and metrics that are required for compliance

Suggested Answer: *B*

Community vote distribution

A (79%) | B (21%)

☐ 👤 **R1_SH** [Highly Voted 👍] 3 years, 8 months ago

A is correct

When designing or improving service management, it is better to start with an uncomplicated approach and then carefully add controls, activities, or metrics when it is seen that they are truly needed.

upvoted 28 times

☐ 👤 **genvita** 1 year, 2 months ago

It's correct but "Only add" is not the key of this principle. You have to eliminate all not pratical.

So the correct answer is B.

upvoted 1 times

☐ 👤 **PaulG26** [Highly Voted 👍] 2 years, 2 months ago

Selected Answer: B

Keep it simple and practical

If a process, service, action or metric fails to provide value or produce a useful outcome,

eliminate it. In a process or procedure, use the minimum number of steps necessary to

accomplish the objective(s). Always use outcome-based thinking to produce practical

solutions that deliver results.

upvoted 8 times

☐ 👤 **aabdelja** [Most Recent ⊘] 10 months, 4 weeks ago

A is correct

When designing or improving service management, it is better to start with an uncomplicated approach and then carefully add controls, activities, or

metrics when it is seen that they are truly needed.

upvoted 1 times

☐ 👤 **shwetsna** 1 year, 2 months ago

its option A

upvoted 3 times

☐ 👤 **Steaz** 1 year, 3 months ago

Selected Answer: A

Keep it simple and practical:

Only add when needed = practical

Only add needed thigs = keeping it simple.

upvoted 2 times

☐ 👤 **celomomo** 1 year, 4 months ago

Selected Answer: A

A. Only add controls and metrics when they are needed.

This approach aligns with the principle of avoiding unnecessary complexity and focusing on practicality in designing controls and metrics that

provide meaningful value to the organization and its processes.

upvoted 1 times

☐ 👤 **Traktark** 1 year, 6 months ago

The correct approach when applying the guiding principle 'keep it simple and practical' is A. Only add controls and metrics when they are needed.

The guiding principle 'keep it simple and practical' emphasizes the importance of avoiding unnecessary complexity and focusing on practical solutions. When applying this principle, it is recommended to only introduce controls and metrics that are necessary and directly contribute to the desired outcomes or objectives.

Option A states that controls and metrics should only be added when they are needed. This approach aligns with the principle by promoting simplicity and avoiding the addition of unnecessary elements. By carefully considering the need for controls and metrics, organizations can avoid excessive complexity and streamline their processes.

Option B suggests designing controls and metrics first and then removing those that do not add value. While it may seem logical to design everything upfront and then remove unnecessary elements, this approach can lead to over-engineering and unnecessary complexity.

upvoted 5 times

👤 **Prasadmehta** 1 year, 9 months ago

A is Correct

upvoted 1 times

👤 **zanie4** 1 year, 9 months ago

The correct approach when applying the guiding principle "keep it simple and practical" in ITIL 4 is A. Only add controls and metrics when they are needed. This principle emphasizes the importance of avoiding unnecessary complexity and bureaucracy in processes and procedures. Therefore, it is essential to only add controls and metrics when they are necessary and add value to the service management processes. This approach ensures that the organization does not waste resources, time, and effort on unnecessary controls or metrics that do not contribute to achieving business objectives.

upvoted 3 times

👤 **BestRK** 1 year, 9 months ago

A. The correct approach when applying the guiding principle 'keep it simple and practical' is to only add controls and metrics when they are needed. The principle emphasizes the importance of simplicity and practicality in service management, and encourages organizations to avoid unnecessary complexity or bureaucracy. By only adding controls and metrics when they are needed, organizations can avoid wasting resources on unnecessary activities, and can focus on delivering value to their customers. This approach allows organizations to maintain a lean and agile approach to service management, which is essential for delivering value in today's fast-paced business environment.

upvoted 3 times

👤 **TheMasta** 1 year, 10 months ago

A makes sense

upvoted 1 times

👤 **RhinoSauvage** 1 year, 11 months ago

Add metrics ONLY if necessary

upvoted 1 times

👤 **Manix** 2 years, 2 months ago

"It is better to start with an uncomplicated approach and then carefully

add controls, activities, or metrics when it is seen that they are truly needed." Ref

4.3.6.1

upvoted 2 times

👤 **Shank003** 2 years, 2 months ago

A is correct.

upvoted 1 times

👤 **summy12** 2 years, 2 months ago

A is the correct answer for applying the guiding principle

upvoted 1 times

👤 **CK_** 2 years, 2 months ago

should be A

upvoted 1 times

👤 **heerowiind** 2 years, 3 months ago

A is correct

upvoted 1 times

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

   A. To protect the information needed by the organization to conduct its business

   B. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors

   C. To align the organization's practices and services with changing business needs through the ongoing identification and improvement of services

   D. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

Suggested Answer: *B*

Community vote distribution

B (100%)

☐ 👤 **meneyn** Highly Voted 👍 2 years ago

Confirm B. ITIL 4:

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.

   upvoted 7 times

☐ 👤 **heerowiind** Highly Voted 👍 10 months ago

Selected Answer: B

A. To protect the information needed by the organization to conduct its business = information security

B. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors = problem management

C. To align the organization's practices and services with changing business needs through the ongoing identification and improvement of services = continual improvement

D. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible = incident

   upvoted 5 times

☐ 👤 **cleonleon** Most Recent ⊙ 10 months, 1 week ago

B Is correct

   upvoted 1 times

☐ 👤 **APAmalaysia** 10 months, 3 weeks ago

Answer is B

problem management

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.

   upvoted 2 times

☐ 👤 **certgreed** 1 year, 5 months ago

Selected Answer: B

correct answer is B

   upvoted 1 times

☐ 👤 **bigpete975** 1 year, 6 months ago

B is correct.

   upvoted 1 times

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

    A. Change enablement

    B. Service level management

    C. Problem management

    D. Service desk

Suggested Answer: *D*

Community vote distribution

D (100%)

👤 **MarcusWG86** `Highly Voted 👍` 1 year, 9 months ago

5.2.14 Service desk

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.

upvoted 6 times

👤 **nylalaiko** `Most Recent ⊘` 10 months, 3 weeks ago

`Selected Answer: D`

D is the answer

upvoted 1 times

👤 **bigpete975** 3 years ago

D is correct.

upvoted 3 times

Which is a purpose of release management?

A. To protect the organization's information

B. To handle user-initiated service requests

C. To make new and changed services available for use

D. To move hardware and software to live environments

Suggested Answer: *C*

Community vote distribution

C (100%)

👤 **Pinha** `Highly Voted 👍` 1 year, 2 months ago

`Selected Answer: C`

A. To protect the organization's information --> Information Security Management

B. To handle user-initiated service requests --> Service Request Management

C. To make new and changed services available for use --> Release Management

D. To move hardware and software to live environments --> Deployment Management

upvoted 16 times

👤 **heerowiind** `Most Recent ⊘` 10 months ago

`Selected Answer: C`

Correct answer is C

upvoted 1 times

👤 **bigpete975** 1 year, 6 months ago

C is correct.

upvoted 1 times

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

    A. A current state assessment that is carried out at the start of an improvement initiative

    B. The identification of all interested parts at the start of an improvement initiative

    C. An improvement initiative that is broken into a number of manageable sections

    D. An assessment of how all the parts of an organization will affect an improvement initiative

Suggested Answer: *C*

  APAmalaysia `Highly Voted 👍` 10 months ago

Answer C:

Progress iteratively with feedback: Resist the temptation to do everything at once. Even huge initiatives must be accomplished iteratively. By organizing work into smaller, manageable sections that can be executed and completed in a timely manner, the focus on each effort will be sharper and easier to maintain.

  upvoted 11 times

  mhndx3 `Most Recent ⊙` 2 months, 2 weeks ago

`Selected Answer: C`

The guiding principle "Progress iteratively with feedback" in ITIL 4 emphasizes:

 Break work into smaller, manageable pieces and use feedback at each step to guide the next action.

Key recommendations include:

Avoid trying to do everything at once

Deliver value early and often

Use feedback to validate progress and adjust direction

 Therefore, breaking initiatives into smaller steps with checkpoints for feedback is the core recommendation of this principle.

  upvoted 1 times

  bigpete975 1 year, 6 months ago

C is correct.

  upvoted 1 times

  RylandN 1 year, 9 months ago

C is correct

  upvoted 1 times

Which guiding principle considers customer and user experience?

    A. Collaborate and promote visibility

    B. Focus on value

    C. Start where you are

    D. Keep it simple and practical

Suggested Answer: *B*

PKTK `Highly Voted 👍` 2 years, 4 months ago

The focus on value principle encompasses many perspectives, including the experience of customers and users.

upvoted 7 times

haverner `Most Recent ☉` 7 months ago

`Selected Answer: B`

The guiding principle "Focus on value" emphasizes understanding and optimizing the value of services from the perspective of the customer and user. It considers their needs, expectations, and experience to ensure the service delivers meaningful outcomes.

upvoted 2 times

lbandaso 1 year, 9 months ago

answer B

upvoted 1 times

bigpete975 3 years, 6 months ago

B is correct.

upvoted 3 times

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

      A. Service requests are usually normal changes that can be implemented quickly without authorization

      B. Emergency changes are changes that must be fully tested and fully documented prior to implementation

      C. Standard changes are changes that need to be scheduled, assessed and authorized following a standard process

      D. Emergency changes are changes that must be implemented as soon as possible and therefore authorization is expedited

Suggested Answer: *D*

 👤 **MarcusWG86** `Highly Voted 👍` 1 year, 3 months ago

5.2.4 Change enablement

Emergency changes These are changes that must be implemented as soon as possible; for example, to resolve an incident or implement a security patch. Emergency changes are not typically included in a change schedule, and the process for assessment and authorization is expedited to ensure they can be implemented quickly.

  upvoted 9 times

    👤 **lbandaso** 9 months ago

    yes, correct D

      upvoted 1 times

 👤 **RaphaelC** `Most Recent ⊘` 1 year, 4 months ago

The correct answer is C

  upvoted 1 times

 👤 **bigpete975** 2 years, 6 months ago

D is correct.

  upvoted 1 times

 👤 **KidCastaldo** 3 years, 7 months ago

Given answer is correct. "D" is correct.

  upvoted 2 times

 👤 **shadex** 3 years, 10 months ago

D is correct

  upvoted 3 times

 👤 **OmLeTzBooM** 3 years, 10 months ago

C is the answer

  upvoted 1 times

    👤 **TcanCmon** 3 years, 9 months ago

    That is normal change

      upvoted 7 times

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

    A. Define measurable targets

    B. Perform baseline assessments

    C. Execute improvement actions

    D. Evaluate measurements and metrics

Suggested Answer: *D*

Community vote distribution

D (100%)

☐ 👤 **heerowiind** `Highly Voted 👍` 1 year, 10 months ago

`Selected Answer: D`

4.6 continual improvement

did we get there? = evaluate metrics and KPIs

upvoted 7 times

☐ 👤 **dvrvrzl** `Highly Voted 👍` 8 months, 1 week ago

A. Define measurable targets > Where do we want to be

B. Perform baseline assessments > Where we are now

C. Execute improvement actions > Take action

D. Evaluate measurements and metrics > Did we get there

upvoted 5 times

☐ 👤 **Traktark** `Most Recent ⊘` 1 year ago

`Selected Answer: D`

The correct answer is D. Evaluate measurements and metrics.

In the "did we get there?" step of the continual improvement model, the key activity is to evaluate measurements and metrics. This involves assessing the data collected during the improvement initiative to determine if the desired outcomes and targets have been achieved. The evaluation of measurements and metrics helps to gauge the success of the improvement actions and provides insights into the effectiveness of the changes implemented.

The continual improvement model is a structured approach to driving improvement in an organization. It consists of several steps, including:

What is the vision?

Where are we now?

Where do we want to be?

How do we get there?

Did we get there?

How do we keep the momentum going?

upvoted 3 times

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

    A. Utility

    B. Asset

    C. Cost

    D. Outcome

Suggested Answer: *C*

Community vote distribution

C (100%)

☐ 👤 **aldacumaph** `Highly Voted 👍` 1 year, 10 months ago

From the service consumer's perspective, there are two types of costs involved in the service relationship

○ Cost removed from the consumer by the service (part of the value proposition). This may include costs of staff, technology, and other resources, which the consumer does not need to provide

Cost imposed on the consumer by the service (the cost of service consumption). The total cost consuming a. service includes the price charged by the service provider (if applicable), plus other costs such as staff training, costs of network utilization, procurement, etc. Some consumers describe this as what they have to "invest" to consume the service

   upvoted 11 times

☐ 👤 **cleonleon** `Most Recent ⊙` 10 months, 1 week ago

C is correct

   upvoted 1 times

☐ 👤 **certgreed** 1 year, 5 months ago

`Selected Answer: C`

correct answer is C

   upvoted 1 times

☐ 👤 **bigpete975** 1 year, 6 months ago

C is correct.

   upvoted 1 times

☐ 👤 **RZ71** 2 years, 5 months ago

Answer is C. See 2.5.2.

   upvoted 4 times

☐ 👤 **feed_cat** 2 years, 5 months ago

can someone tell me why C is correct?

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

   upvoted 2 times

   ☐ 👤 **Apurv_AU** 2 years, 3 months ago

   Just go by logic reading the question: A service delivered by a customer: as part of CSI can remove 'Costs' by automating (for e.g) and can impose 'Costs' by let's say recommending to monitor some additional components in customer environments which weren't monitored earlier but by buying additional license for monitoring tool (Imposing cost) can deliver value and more efficient service.

   Hope that helps

     upvoted 5 times

     ☐ 👤 **Apurv_AU** 2 years, 3 months ago

     to a customer *

      upvoted 1 times

Question #94

Topic 1

What does 'change enablement' PRIMARILY focus on?

    A. Changes to service levels

    B. Changes to products and services

    C. Changes to organizational structure

    D. Changes to skills and competencies

Suggested Answer: *B*

👤 **haverner** 7 months ago

Selected Answer: B

Change Enablement (formerly known as Change Management in ITIL v3) focuses on ensuring that changes to products, services, or the infrastructure supporting them are effectively controlled. Its primary goal is to maximize successful outcomes while minimizing risks, disruptions, and service interruptions.

upvoted 2 times

👤 **KAMRANPT** 1 year, 4 months ago

B is correct

upvoted 1 times

👤 **MarcusWG86** 2 years, 3 months ago

5.2.4 Change enablement

It is important to distinguish change enablement from organizational change management. Organizational change management manages the people aspects of changes to ensure that improvements and organizational transformation initiatives are implemented successfully. Change enablement is usually focused on changes in products and services.

upvoted 4 times

👤 **bigpete975** 3 years, 6 months ago

B is correct.

upvoted 3 times

   👤 **daekum** 3 years, 3 months ago

   Yes B is correct and 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... Change enablement usually focuses on changes in products and services. https://www.bmc.com/blogs/itil-change-enablement/
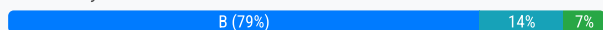
   upvoted 3 times

Which is handled as a service request?

A. An investigation to identify the cause of an incident

B. A compliment about an IT support team

C. The failure of an IT service

D. An emergency change to implement a security patch

Suggested Answer: *B*

Community vote distribution

B (79%) — 14% — 7%

☐ 👤 **chmielo** `Highly Voted 👍` 4 years, 10 months ago

B is the right answer

upvoted 24 times

☐ 👤 **Chofo** `Highly Voted 👍` 4 years, 10 months ago

Answer is B

upvoted 14 times

☐ 👤 **haverner** `Most Recent ⏱` 7 months ago

`Selected Answer: B`

A service request is defined as a formal request from a user for something to be provided. This includes routine requests such as information, advice, or access to a resource, and also includes feedback like compliments.

upvoted 2 times

☐ 👤 **srizoz** 1 year, 3 months ago

`Selected Answer: A`

In ITIL 4, an investigation to identify the cause of an incident would typically be handled as a service request. Service requests are defined as requests from users for information, advice, or for a standard change or access to an IT service. They are typically handled by the service desk and do not require a formal change process.

upvoted 1 times

> ☐ 👤 **johnbambo** 4 months, 3 weeks ago
>
> What an obviously wrong answer! - Incident investigation is part of incident management practice! Root cause analysis is part of problem management practice. Service requests are regarding only most basic and no impact events/activities like in this instance "a compliment" (which all who work in corpos know won't happen in real life situation).
>
> upvoted 1 times

☐ 👤 **vantz** 1 year, 9 months ago

Man, let me tell you something, this people is out of touch with reality, you do not open a ticket expecting to congratulate someone for their work, it is part of service request I know, but it is mostly to solve problems, provide RCA, etc....

upvoted 7 times

☐ 👤 **Jgrand** 2 years, 7 months ago

B …. C is an incident

upvoted 1 times

☐ 👤 **guglielmo3** 2 years, 10 months ago

`Selected Answer: C`

feedback and compliments are detail of service request , but you not open a service request for that

upvoted 2 times

> ☐ 👤 **Leintje** 2 years, 7 months ago
>
> ref 5.2.16 Service request management.
>
> "Service requests are a normal part of service delivery and are not a failure or degradation of service, which are handled as incidents. ... Service requests may include various activities, like routine service delivery actions, requests for information, requests for provision of a resource or service, requests for acces to a resource or service, feedback, compliments and complaints.
>
> upvoted 13 times

☐ 👤 **Pinha** 3 years, 2 months ago

Selected Answer: B

Service requests are a normal part of service delivery and are not a failure or degradation of service. Feedbacks, compliments and complaints are activities of service requests.

upvoted 8 times

☐ 👤 **shardas** 3 years, 3 months ago

cambien la respuesta que esta mal definida

upvoted 1 times

☐ 👤 **Frameff** 3 years, 4 months ago

Selected Answer: B

Each service request may include one or more of the following:...feedback, compliments and complaints (for example, complaints about a new interface or compliments to a support team)

upvoted 3 times

☐ 👤 **Adislaw** 3 years, 5 months ago

Selected Answer: B

looks like B

upvoted 1 times

☐ 👤 **bigpete975** 3 years, 6 months ago

B is correct.

upvoted 1 times

☐ 👤 **bgfrayman** 3 years, 8 months ago

B -> correct, because that could be anything except incident. When you need IT but nothing is broken, that is a Service Request, also as compliments/compliments

C -> failure of a.... that is an incident

upvoted 5 times

☐ 👤 **aldacumaph** 3 years, 10 months ago

--> B

SR handles escalations, compliments and feedback

Incidents for failure, interuption or degredation of IT service

upvoted 1 times

☐ 👤 **SandyIndia** 3 years, 11 months ago

A. An investigation to identify the cause of an incident.

Problem Management.

B. A compliment about an IT support team.

Service Request.

C. The failure of an IT service.

Incident.

D. An emergency change to implement a security patch.

Change Management.

upvoted 9 times

☐ 👤 **petercorn** 3 years, 11 months ago

5.2.16 Service request management

feedback, compliments, and complaints (for example, complaints about a new interface or compliments to a support team).

upvoted 1 times

☐ 👤 **TestTakerSuccessful** 4 years, 3 months ago

but how can a compliment be treated as service request. there is nothing to fix about it.

upvoted 1 times

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

    A. Using individual metrics that relate to the service catalogue

    B. Using bundled metrics to relate performance to outcomes

    C. Using single-system-based metrics that relate to outputs

    D. Using an agreement between the service provider and service supplier

Suggested Answer: *B*

Community vote distribution

B (100%)

👤 **KidCastaldo** `Highly Voted 👍` 3 years, 7 months ago

I agree...

5.2.15.1 Service level agreements

Some of the key requirements for successful SLAs include:

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

upvoted 5 times

👤 **Traktark** `Most Recent ⊘` 1 year ago

`Selected Answer: B`

The correct answer is: B. Using bundled metrics to relate performance to outcomes.

Explanation: A successful service level agreement (SLA) should include bundled metrics that provide a holistic view of service performance and relate to the desired outcomes of the service. Bundled metrics consider multiple aspects of service delivery and measure performance in terms of the value and results achieved, rather than focusing solely on individual metrics or single-system-based metrics. By using bundled metrics, the SLA can capture the overall performance and effectiveness of the service in meeting the agreed-upon objectives and outcomes. This approach ensures that the SLA reflects the true value and impact of the service from the perspective of the customer or service consumer.

upvoted 3 times

👤 **Frameff** 2 years, 4 months ago

`Selected Answer: B`

SLA should relate to defined outcomes and not simply operational metrics.

upvoted 3 times

👤 **bigpete975** 2 years, 6 months ago

B is correct.

upvoted 2 times

👤 **aldacumaph** 2 years, 10 months ago

SLA should be bundled with operational metrics and outcome (eg CX or BOI)

upvoted 3 times

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

    A. Using artificial intelligence

    B. Defining controls and procedures

    C. Using formal roles and responsibilities

    D. Working with an integrator to manage relationships

Suggested Answer: *D*

Community vote distribution

D (100%)

🗹 👤 **SandyIndia** `Highly Voted 👍` 2 years, 11 months ago

A. Using artificial intelligence.

Information & Technology.

B. Defining controls and procedures.

Value Streams & Processes.

C. Using formal roles and responsibilities.

Organizations & People.

D. Working with an integrator to manage relationships.

Partners & Suppliers.

  upvoted 41 times

🗹 👤 **MarcusWG86** `Highly Voted 👍` 1 year, 3 months ago

3.3 Partners and suppliers

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

  upvoted 5 times

🗹 👤 **Traktark** `Most Recent ⊘` 1 year ago

`Selected Answer: D`

The correct answer is: D. Working with an integrator to manage relationships.

Explanation: The 'partners and suppliers' dimension of service management focuses on establishing and managing relationships with external entities, such as partners and suppliers, to support the delivery of services. This dimension involves collaborating with external organizations to ensure effective integration, coordination, and cooperation in delivering value to customers. Working with an integrator to manage relationships is a key aspect of this dimension, as it involves establishing a strategic partnership or engaging with a third-party entity that can help manage the relationships with various partners and suppliers. This helps ensure that the organization can effectively leverage external capabilities and resources to deliver high-quality services to its customers.

  upvoted 1 times

🗹 👤 **BD12** 1 year ago

A. Utilisation de l'intelligence artificielle. Informatique. B. Définir les contrôles et les procédures. Chaînes de valeur et processus. C. Utiliser des rôles et des responsabilités formels. Organisations et personnes. D. Travailler avec un intégrateur pour gérer les relations. Partenaires & Fournisseurs.

  upvoted 1 times

🗹 👤 **bigpete975** 2 years, 6 months ago

D is correct.

  upvoted 3 times

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

      A. Problem management

      B. Service level management

      C. Incident management

      D. Service request management

Suggested Answer: *C*

---

  hbtri2009 `Highly Voted 👍` 4 years, 6 months ago

Modern IT service management tools can provide automated matching of incidents to other incidents, problems, or known errors, and can even provide intelligent analysis of incident data to generate recommendations for helping with future incidents.

upvoted 17 times

    FA_ 4 years ago

    Agreed

    upvoted 1 times

  MD2022abcd `Highly Voted 👍` 2 years, 5 months ago

answer c:

5.2.5 - Incident management

Modern IT service management tools can provide automated matching of incidents to other incidents, problems, or known errors, and can even provide intelligent analysis of incident data to generate recommendations for helping with future

incidents.

upvoted 9 times

  cibernauta `Most Recent ⊘` 1 month, 1 week ago

`Selected Answer: A`

The ITIL 4 guidance states that:

"Problem management typically uses tools for collaboration, trend analysis, and automated matching of symptoms to known errors or previous incidents."

This helps with:

Identifying recurring issues

Diagnosing root causes more efficiently

Enabling proactive problem resolution

Why not the others?

B. Service level management: Focuses on managing SLAs, service reviews, and customer expectations — not primarily about automation or matching symptoms.

C. Incident management: Aims to restore service quickly but doesn't typically focus on automated matching of symptoms (although it might use tools to support resolution, it's not the focus).

D. Service request management: Deals with predefined, standard requests (e.g., access requests), and doesn't typically involve automated symptom matching or deep collaboration tools.

upvoted 1 times

  haverner 7 months ago

`Selected Answer: C`

Incident Management focuses on restoring normal service operation as quickly as possible to minimize impact on business operations.

upvoted 1 times

  bigpete975 3 years, 6 months ago

C is correct.

upvoted 2 times

  RedCloud 4 years, 6 months ago

UCertify material also contains this under incident management

"There may also be a need for good collaboration tools so that people working on an incident can collaborate effectively."

upvoted 3 times

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

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

Suggested Answer: *C*

Community vote distribution

C (82%) | B (18%)

☐ 👤 **samit3011** `Highly Voted 👍` 3 years, 11 months ago

Gaining access should be required a service request therefore service request management is right answer.

upvoted 59 times

☐ 👤 **EwoudXD** `Highly Voted 👍` 3 years, 11 months ago

agreed with Samit3011

upvoted 9 times

☐ 👤 **Traktark** `Most Recent ⊘` 1 year ago

`Selected Answer: C`

The correct answer is: C. Service request management.

Explanation: Service request management is the practice that focuses on handling user requests for access to services, information, or specific actions. It provides a standardized and efficient process for users to submit their requests and ensures that the appropriate actions are taken to fulfill those requests. In the given scenario, if a user needs access to an application, they can submit a service request through the service request management process. The request will then be evaluated, authorized, and fulfilled according to the established procedures and controls.

upvoted 2 times

☐ 👤 **dufad** 1 year, 9 months ago

C is the right answer

upvoted 1 times

☐ 👤 **Mario00000** 1 year, 9 months ago

Correct C.

upvoted 1 times

☐ 👤 **fabulous_success** 1 year, 10 months ago

The answer is C

upvoted 1 times

☐ 👤 **Crazy_mig** 1 year, 10 months ago

Gaining access will need service request

upvoted 1 times

☐ 👤 **jsingh26** 2 years ago

`Selected Answer: C`

Gaining access to an application, a user submits a ticket first, therefore, the answer should be C

upvoted 2 times

☐ 👤 **jj0097** 2 years ago

`Selected Answer: C`

Obviously it's C

upvoted 3 times

☐ 👤 **[Removed]** 2 years, 1 month ago

`Selected Answer: B`

After the request is submitted, service request management will eventually submit a standard change request to change enablement (CCB). So providing the access is really up to change enablement. If the CCB evaluates and finally approves, the access is provided to the requester. If the CCB think it's too risky they can disapprove and no access is provided. So, it's really up to the Change enablement practice, not Service request management

upvoted 2 times

☐ 👤 **ktmkamran** 2 years ago

I think the question is incorrect, because the question is which service would "help" a user get access, and then it is C- Service Request Mgmt. If the question was which service is responsible for granting access to users, B would be acceptable.

Therefore, the current question is misleading.

upvoted 3 times

☐ 👤 **[Removed]** 2 years, 1 month ago

After the request is submitted, service request management will eventually submit a standard change request to the change enablement (CCB). So providing the access is really up to change enablement. If CCB evaluates and finally approves, the access is provided if they think it's too risky they can disapprove and no access is provided. So, it's really up to the Change enablement practive not Service request management

upvoted 1 times

☐ 👤 **chelvamc** 2 years, 2 months ago

Selected Answer: C

C is the answer

upvoted 2 times

☐ 👤 **velrisan** 2 years, 3 months ago

Selected Answer: C

C is the answer

upvoted 2 times

☐ 👤 **NiravPatel** 2 years, 3 months ago

Selected Answer: C

C is the right answer

upvoted 2 times

☐ 👤 **Concordant** 2 years, 4 months ago

C is correct.

upvoted 1 times

☐ 👤 **thotieboy** 2 years, 4 months ago

Access a defined request, it should be C

upvoted 2 times

☐ 👤 **Lilart** 2 years, 5 months ago

Selected Answer: C

C should be the right answer.

upvoted 1 times

What is used to link activities within the service value chain?

A. Service level agreements

B. Inputs, outputs and triggers

C. Opportunity, demand and value

D. Service desk

Suggested Answer: *B*

Community vote distribution

B (74%) — C (26%)

👤 **hobokabobo** `Highly Voted 👍` 4 years, 11 months ago

B. Input, Outputs and triggers: "Each activity transforms inputs into outputs." "Each activity receiving and providing triggers for further action."(Key Message)

C: doesn't make any sense.

upvoted 51 times

👤 **Yessir** `Highly Voted 👍` 4 years, 5 months ago

But the question is about the service value chain, not the service value system. The SVS has opportunity, demand, and value. The chain has inputs, outputs, and triggers.

upvoted 28 times

👤 **lis** `Most Recent ⊙` 8 months, 3 weeks ago

`Selected Answer: B`

Key message

The six value chain activities are:

●● plan

●● improve

●● engage

●● design and transition

●● obtain/build

●● deliver and support.

These activities represent the steps an organization takes in the creation of value. Each activity transforms
inputs into outputs. These inputs can be demand from outside the value chain or outputs of other activities.
All the activities are interconnected, with each activity receiving and providing triggers for further action.

upvoted 1 times

👤 **sonoluminescence** 1 year, 6 months ago

B: Inputs, outputs, and triggers are used. These elements connect the various activities, ensuring that the output of one activity can serve as the input or trigger to the next, creating a cohesive value chain.

upvoted 3 times

👤 **alter_S** 1 year, 8 months ago

`Selected Answer: B`

4.5 / pg. 58

These activities represent the steps an organization takes in the creation of value. Each activity transforms inputs into outputs. These inputs can be demand from outside the value chain or outputs of other activities. All the activities are interconnected, with each activity receiving and providing triggers for further action.

upvoted 1 times

👤 **Portimao999** 1 year, 10 months ago

B is correct

upvoted 1 times

👤 **celomomo** 1 year, 10 months ago

`Selected Answer: B`

Inputs, outputs, and triggers are indeed the elements used to link activities within the service value chain. They provide a structured way to understand the dependencies and interactions between various activities, ensuring the seamless flow of work and value creation.

upvoted 1 times

⊟ 👤 **CaptainPirate** 2 years, 2 months ago

SVC not SVS

upvoted 2 times

⊟ 👤 **antcruz** 2 years, 4 months ago

B is the right answer: These activities represent the steps an organization takes in the creation ofvalue. Each activity transforms inputs into outputs. These inputs can be

demand from outside the value chain or outputs of other activities. All the

activities are interconnected, with each activity receiving and providing

triggers for further action.

upvoted 5 times

⊟ 👤 **Traktark** 2 years, 4 months ago

Selected Answer: B

The correct answer is B. Inputs, outputs, and triggers. In ITIL, the service value chain is a series of interdependent activities that work together to deliver value to customers. Inputs, outputs, and triggers are used to link activities within the service value chain and ensure that each activity flows smoothly into the next. Inputs provide the necessary information and resources for an activity, outputs are the results of the activity, and triggers are events that initiate or terminate an activity. Service level agreements, opportunity, demand, and value, and the service desk are all important components of IT service management, but they are not used to link activities within the service value chain.

upvoted 4 times

⊟ 👤 **MD2022abcd** 2 years, 5 months ago

B i think

upvoted 1 times

⊟ 👤 **Fund81** 2 years, 5 months ago

B.

Under 4.5, These activities represent the steps an organization takes in the creation of value. Each activity transforms inputs into outputs. These inputs can be demand from outside the value chain or outputs of other activities. All the activities are interconnected, with each activity receiving and providing triggers for further action.

upvoted 2 times

⊟ 👤 **ahmad90sy** 2 years, 5 months ago

Selected Answer: B

So many wrong answers. How could it be more clear...

Key message

The six value chain activities are:

• plan

• improve

• engage

• design and transition

• obtain/build

• deliver and support.

These activities represent the steps an organization takes in the creation of value. Each activity transforms INPUTS into OUTPUTS. These inputs can be demand from outside the value chain or outputs of other activities. All the activities are interconnected, with each activity receiving and providing TRIGGERS for further action.

upvoted 5 times

⊟ 👤 **ahmad90sy** 2 years, 5 months ago

Selected Answer: B

nput, Outputs and triggers: "Each activity transforms inputs into outputs." "Each activity receiving and providing triggers for further action."(Key Message)

C: doesn't make any sens

upvoted 1 times

⊟ 👤 **Djuggernaut** 2 years, 5 months ago

B for sure!

upvoted 1 times

⊟ 👤 **JLOx** 2 years, 6 months ago

I'll go with B

upvoted 2 times

☐ 👤 **dxutl** 2 years, 7 months ago

B is the only possible answer as C describes SVS components, which are not 'within SVC'...

upvoted 1 times

Which two practices use workarounds?

- A. Change enablement and continual improvement

- B. Change enablement and problem management

- C. Problem management and incident management

- D. Incident management and continual improvement

Suggested Answer: *C*

Community vote distribution

C (100%)

---

 certgreed 8 months, 2 weeks ago

Selected Answer: C

correct answer is C

upvoted 2 times

 bigpete975 1 year ago

C is correct.

upvoted 1 times

 makowskim3 1 year, 4 months ago

C is correct.

upvoted 2 times

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

A. Meeting stakeholder expectations for time to market

B. Understanding the organization's service vision

C. Understanding stakeholder needs

D. Providing services to agreed specifications

Suggested Answer: *D*

Community vote distribution

D (100%)

⊟ 👤 **SandyIndia** `Highly Voted 👍` 2 years, 5 months ago

A. Meeting stakeholder expectations for time to market.

Design and Transition.

B. Understanding the organizationג€™s service vision.

Plan.

C. Understanding stakeholder needs.

Engage.

D. Providing services to agreed specifications.

Deliver and Support.

   upvoted 26 times

⊟ 👤 **R1_SH** `Highly Voted 👍` 2 years, 8 months ago

D is correct

Design and Transition: The purpose of the design and transition value chain activity is to ensure that products and services continually meet stakeholder expectations for quality, costs, and time to market.

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

   upvoted 14 times

⊟ 👤 **Fund81** `Most Recent ⊘` 11 months, 1 week ago

Under 4.5.6, The purpose of the deliver and support value chain activity is to ensure that services are delivered and supported according to agreed specifications and stakeholders' expectations.

   upvoted 1 times

⊟ 👤 **yukilee** 1 year, 8 months ago

`Selected Answer: D`

D for sure

   upvoted 1 times

⊟ 👤 **certgreed** 1 year, 8 months ago

`Selected Answer: D`

correct answer is D

   upvoted 1 times

⊟ 👤 **Concordant** 1 year, 10 months ago

D is the correct answer.

   upvoted 1 times

⊟ 👤 **DChilds** 1 year, 11 months ago

`Selected Answer: D`

Deliver and Support

Purpose To ensure that services are delivered and supported according to agreed specifications and stakeholders' expectations.

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

   upvoted 2 times

☐ 👤 **andy_99** 2 years ago

Selected Answer: D

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

upvoted 1 times

☐ 👤 **bigpete975** 2 years ago

D is correct.

upvoted 1 times

☐ 👤 **Yokota** 2 years ago

Selected Answer: D

Providing services to agreed specifications. --> Deliver and Support

upvoted 1 times

☐ 👤 **dadageer** 2 years, 4 months ago

correct answer is D

upvoted 1 times

☐ 👤 **aldacumaph** 2 years, 4 months ago

--> D. deliver and support

A. Meeting stakeholder expectations for time to market. --> Design and Transition.

B. Understanding the organizationג€™s service vision. --> Plan.

C. Understanding stakeholder needs. --> Engage.

D. Providing services to agreed specifications. --> Deliver and Support.

upvoted 4 times

☐ 👤 **PedroDon** 2 years, 6 months ago

Correct answer is D: Purpose To ensure that services are delivered and supported according to agreed specifications and stakeholders' expectations.

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

upvoted 3 times

☐ 👤 **viperrabbit** 2 years, 6 months ago

Answer should be D

upvoted 2 times

☐ 👤 **RdenB** 2 years, 6 months ago

The "time to mrket"is part of the "design and transition" activity and therefore confusing here.

upvoted 1 times

☐ 👤 **mikilik** 2 years, 8 months ago

D is correct:

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

upvoted 5 times

Which are elements of the service value system?

    A. Service provision, service consumption, service relationship management

    B. Governance, service value chain, practices

    C. Outcomes, utility, warranty

    D. Customer value, stakeholder value, organization

Suggested Answer: *B*

Community vote distribution

B (100%)

▫ 👤 **aldacumaph** `Highly Voted 👍` 2 years, 4 months ago

Service value system are

1. Guiding principles

2. Governance

3. Service value chain

4. Practices

5. Continual improvement

upvoted 13 times

▫ 👤 **OllieJimm** `Most Recent ⊙` 4 months, 1 week ago

`Selected Answer: B`

Someone put in an earlier answer for the Service Value System and its stuck in my head. So might do for you too!

Great Granma Sells PCs or Great Gatsby Sells PCs

So G G S P C

Great - Guiding principles

Granma - Governance

Sells - Service value chain

P - Practices

Cs - Continual improvement

upvoted 2 times

▫ 👤 **Fund81** 11 months, 1 week ago

Under 1.3.1, The core components of the ITIL SVS are:

• the ITIL service value chain

• the ITIL practices

• the ITIL guiding principles

• governance

• continual improvement.

upvoted 2 times

▫ 👤 **PHD_CHENG** 1 year, 4 months ago

`Selected Answer: B`

This is ITIL definition

upvoted 2 times

▫ 👤 **certgreed** 1 year, 11 months ago

`Selected Answer: B`

correct answer is B

upvoted 2 times

▫ 👤 **bigpete975** 2 years ago

B is correct.

upvoted 2 times

What is an incident?

A. The planned removal of an item that might affect a service

B. A result enabled by one or more outputs

C. A possible future event that could cause harm

D. A service interruption resolved by the use of self-help tools

Suggested Answer: *D*

Community vote distribution

D (100%)

□ 👤 **hobokabobo** `Highly Voted 👍` 3 years, 11 months ago

Incident is D, am interrution. (C is a risk and not an incident)

upvoted 31 times

□ 👤 **MrTargaryen** 1 year ago

Agreed

upvoted 1 times

□ 👤 **nerv** `Highly Voted 👍` 3 years, 8 months ago

quote from official book:

Some incidents will be resolved by the users themselves, using self-help. Use of specific self-help records should be captured for use in measurement and improvement activities.

D

upvoted 22 times

□ 👤 **Traktark** `Most Recent ⊙` 1 year ago

`Selected Answer: D`

An incident is a service interruption resolved by the use of self-help tools (Option D). In the context of IT service management, an incident refers to any unplanned event or interruption that causes or may cause a disruption to a service. It could be an unexpected system failure, software error, network outage, or any other event that impacts the normal functioning of a service. Incidents are typically reported by users or detected through monitoring systems. The primary objective of incident management is to restore normal service operation as quickly as possible, minimizing the impact on users and the business. Self-help tools, such as knowledge bases or automated troubleshooting guides, are often utilized to assist users in resolving incidents without the need for direct intervention from support staff.

upvoted 2 times

□ 👤 **Fund81** 1 year, 5 months ago

D

Under 5.2.5, Some incidents will be resolved by the users themselves, using self-help.

upvoted 2 times

□ 👤 **_Juliemol13** 1 year, 5 months ago

`Selected Answer: D`

Some incidents will be resolved by the users themselves, using self-help >> https://www.bmc.com/blogs/itil-incident-management/

upvoted 1 times

□ 👤 **fabulous_success** 1 year, 10 months ago

Option C sounds more of a Problem, while D is the correct answer

upvoted 2 times

□ 👤 **Crazy_mig** 1 year, 10 months ago

D for sure

upvoted 1 times

□ 👤 **PHD_CHENG** 1 year, 10 months ago

D looks correct

upvoted 1 times

☐ 👤 **cellophanedreams** 2 years, 2 months ago

Risk = "A possible event that could cause harm or loss, or make it more difficult to achieve objectives."

C = " A possible future event that could cause harm"

So C can't be answer, therefore D is.

upvoted 1 times

☐ 👤 **smiley2021** 2 years, 3 months ago

It should be D

upvoted 1 times

☐ 👤 **NiravPatel** 2 years, 3 months ago

This is correct because an interruption or a resolving future interruption must be considered as incident.

upvoted 1 times

☐ 👤 **marjieanne** 2 years, 5 months ago

should be d

upvoted 1 times

☐ 👤 **KOSACA** 2 years, 5 months ago

D sound more correct than C. Not all incident can be resolved by self-help tools but it is one of them

upvoted 2 times

☐ 👤 **bigpete975** 2 years, 6 months ago

D is correct.

upvoted 1 times

☐ 👤 **Milan11** 2 years, 8 months ago

D IS THE ANSWER

upvoted 2 times

☐ 👤 **SQLDON** 2 years, 10 months ago

The answer is =D

The Answer = C is not incident it is for risk (Risk is possible future event that could cause harm)

upvoted 2 times

☐ 👤 **SandyIndia** 2 years, 11 months ago

A. The planned removal of an item that might affect a service.

Change management

B. A result enabled by one or more outputs

Outcomes

C. A possible future event that could cause harm.

Problem cannot be resolved quickly, it is often useful to find and document a workaround for future incidents, based on an understanding of the problem.

D. A service interruption resolved by the use of self-help tools

Incidents interrupt normal service, focus is to relolve incident using tools like KB, temporary fix, or workaround.

upvoted 3 times

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

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

Suggested Answer: *A*

Community vote distribution

A (100%)

☐ 👤 **reddman** `Highly Voted 👍` 2 years, 2 months ago

Incident: an unplanned interruption to a service or a reduction in the quality of a service

Problem: A cause, or potential cause, of prior, current, or future incidents

Event: "An event can be defined as any change of state that has significance for the management of a Configuration Item (CI) or IT service. Events are typically recognized through notifications created by an IT service, CI, or monitoring tool." (correct answer)

Known Error: a problem that has been analyzed but has not yet been resolved

upvoted 15 times

  ☐ 👤 **MrTargaryen** 1 year, 6 months ago

  Great outline! Thanks!

  upvoted 2 times

☐ 👤 **Zonci** `Most Recent ⊘` 8 months, 3 weeks ago

`Selected Answer: A`

Event is the correct ans

upvoted 1 times

☐ 👤 **celomomo** 1 year, 4 months ago

A "change of state that has significance for the management of an IT service" is known as an "event" in the context of IT service management. The Answer is correct. A

upvoted 1 times

Which dimension includes the knowledge needed for the management of services?

    A. Organizations and people

    B. Information and technology

    C. Partners and suppliers

    D. Value streams and processes

Suggested Answer: *B*

Community vote distribution

B (100%)

SentaSama `Highly Voted` 2 years, 1 month ago

`Selected Answer: B`

Chapter 3.2

When applied to the SVS, the information and technology dimension includes the information and knowledge necessary for the management of services, as well as the technologies required. It also incorporates the relationships between different components of the SVS, such as the inputs and outputs of activities and practices.

upvoted 12 times

YUYUY `Most Recent` 10 months ago

The answer is D.

upvoted 1 times

Panda_man 1 year, 8 months ago

`Selected Answer: B`

from book " The technologies that support service management include, but are not limited to, workflow management systems, knowledge bases, inventory systems, "

upvoted 1 times

SheriffSheldon 1 year, 9 months ago

I am certain it's Organizations and People

upvoted 2 times

    Panda_man 1 year, 8 months ago

    In the book, under organizations and people it's not mentioned nowhere any kind of knowledge needed; so it's B

    upvoted 1 times

What is the PRIMARY use of a change schedule?

    A. To support the 'incident management' practice and improvement planning

    B. To manage emergency changes

    C. To plan changes and help avoid conflicts

    D. To manage standard changes

Suggested Answer: *C*

Community vote distribution

C (100%)

APAmalaysia `Highly Voted 👍` 2 years, 4 months ago

Answer C

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.

upvoted 7 times

Zonci `Most Recent ⏱` 8 months, 3 weeks ago

`Selected Answer: C`

correct answer is C

upvoted 1 times

Traktark 1 year, 6 months ago

`Selected Answer: C`

The primary use of a change schedule is to plan changes and help avoid conflicts (Option C). A change schedule provides a structured and organized approach for scheduling and coordinating changes within an organization's IT environment. It allows stakeholders to have visibility into upcoming changes, ensuring that there are no conflicts between different changes scheduled for the same time or resource. By maintaining a change schedule, organizations can effectively plan and prioritize changes, allocate necessary resources, and minimize the risk of disruptions or conflicts during implementation. It supports the overall change management process by providing a central repository for tracking and managing change activities.

upvoted 3 times

Izlu 2 years, 9 months ago

`Selected Answer: C`

C - is right

upvoted 1 times

certgreed 2 years, 11 months ago

`Selected Answer: C`

correct answer is C

upvoted 1 times

bigpete975 3 years ago

C is correct.

upvoted 1 times

meneyn 3 years, 6 months ago

C is correct:

The change schedule is used to help plan changes, assist in communication, avoid conflicts, and assign resources.

upvoted 3 times

Which guiding principle focuses on reducing costs and human errors?

A. Focus on value

B. Collaborate and promote visibility

C. Optimize and automate

D. Think and work holistically

Suggested Answer: *C*

Community vote distribution

C (100%)

---

 meneyn `Highly Voted 👍` 3 years ago

C is correct:

Opportunities for automation can be found across the entire organization. Looking for opportunities to automate standard and repeating tasks can help save the organization costs, reduce human error, and improve employee experiences.

upvoted 9 times

 lbandaso `Most Recent ⊙` 9 months ago

optimaze = reducing costs

upvoted 1 times

 certgreed 2 years, 4 months ago

`Selected Answer: C`

correct answer is C

upvoted 1 times

 bigpete975 2 years, 6 months ago

C is correct.

upvoted 1 times

Which guiding principle helps to ensure that each improvement effort has more focus and is easier to maintain?

- A. Start where you are
- B. Collaborate and promote visibility
- C. Progress iteratively with feedback
- D. Think and work holistically

Suggested Answer: *C*

Community vote distribution

C (100%)

👤 **numaffecrenne** `Highly Voted 👍` 2 years, 2 months ago

3. Progress iteratively with feedback

Resist the temptation to do everything at once. By organizing work into smaller, manageable sections (iterations) that can be executed and completed in a timely manner, the focus on each effort will be sharper and easier to maintain.

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

upvoted 14 times

👤 **aaaah9000123** `Most Recent ⏱` 11 months, 1 week ago

C is correct

upvoted 1 times

👤 **certgreed** 1 year, 11 months ago

`Selected Answer: C`

correct answer is C

upvoted 1 times

👤 **bigpete975** 2 years ago

C is correct.

upvoted 1 times

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

    A. Define measurable targets

    B. Perform baseline assessments

    C. Execute improvement actions

    D. Evaluate measurements and metrics

Suggested Answer: *D*

Community vote distribution

D (100%)

👤 **SandyIndia** `Highly Voted 👍` 3 years, 5 months ago

A. Define measurable targets.

Where Do We Want To Be?

B. Perform baseline assessments.

Where Are We Now?

C. Execute improvement actions.

How Do We Get There?

D. Evaluate measurements and metrics.

Did We Get There?

upvoted 19 times

    👤 **Bakayalo** 3 years, 3 months ago

    Wrong description:

    C: execute improvement plan - should be 'Take action ' instead

    upvoted 12 times

👤 **Zonci** `Most Recent ⏱` 8 months, 3 weeks ago

`Selected Answer: D`

A. Define measurable targets.

Where Do We Want To Be?

B. Perform baseline assessments.

Where Are We Now?

C. Execute improvement actions.

Take action

D. Evaluate measurements and metrics.

Did We Get There?

upvoted 2 times

👤 **certgreed** 2 years, 11 months ago

`Selected Answer: D`

correct answer is D

upvoted 1 times

👤 **bigpete975** 3 years ago

D is correct.

upvoted 1 times

👤 **Nkparks** 3 years, 4 months ago

Confirmed evaluate metrics and KPI's

upvoted 1 times

What is important for a 'continual improvement register' (CIR)?

- A. Improvement ideas are documented, assessed and prioritized
- B. Improvement ideas from many sources are kept in a single CIR
- C. Improvement ideas that are not being actioned immediately are removed from the CIR
- D. Improvement ideas are tested, funded and agreed

Suggested Answer: *A*

Community vote distribution

A (100%)

 Kay_High 7 months, 2 weeks ago

Selected Answer: A

A is correct

upvoted 1 times

---

 aaaah9000123 1 year, 5 months ago

A correct

upvoted 2 times

---

 cleonleon 1 year, 10 months ago

A is correct

upvoted 1 times

 APAmalaysia 1 year, 10 months ago

Answer A

Improvement ideas can also initially be captured in other places and through other practices, such as during project execution or software development activities. In this case, it is important to document for attention the improvement ideas that come up as part of ongoing continual improvement. As new ideas are documented, CIRs are used to constantly reprioritize improvement opportunities. The use of CIRs provides additional value because they help to make things visible.

upvoted 1 times

 Harrysa 2 years, 4 months ago

Yeh not everything is ITILV3 geezer

upvoted 2 times

---

 certgreed 2 years, 4 months ago

Selected Answer: A

correct answer is A

upvoted 1 times

---

 bigpete975 2 years, 6 months ago

A is correct.

upvoted 1 times

 EricSon 3 years, 3 months ago

[5.1.2] ...it is important to document for attention the improvement ideas that come up as part of ongoing continual improvement. As new ideas are documented, CIRs are used to constantly reprioritize improvement opportunities.

upvoted 3 times

---

 juniorayube 3 years, 3 months ago

itilv3?

upvoted 1 times

---

   bsobat 2 years, 9 months ago

Not everything is itilv3, lol

upvoted 4 times

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 by handling all agreed, user-initiated service requests

    D. To set clear business-based targets for service levels

Suggested Answer: *D*

Community vote distribution

D (100%)

□   👤 **heerowiind** `Highly Voted 👍` 1 year, 3 months ago

`Selected Answer: D`

A. To establish and nurture the links between the organization and its stakeholders = relationship management

B. To ensure that the organization's suppliers and their performance are managed appropriately = supplier management

C. To support the agreed quality of a service by handling all agreed, user-initiated service requests = service request

D. To set clear business-based targets for service levels = service level

  upvoted 15 times

□   👤 **Fund81** `Most Recent ⊘` 11 months, 1 week ago

D.

Under 5.2.15, The purpose of the service level management practice is to set clear business-based targets for service levels, and to ensure that delivery of services is properly assessed, monitored, and managed against these targets.

  upvoted 1 times

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

A. Service management

B. Practices

C. A value stream

D. Service level management

Suggested Answer: *C*

Community vote distribution

C (100%)

☐ 👤 **hobokabobo** `Highly Voted 👍` 3 years, 11 months ago

C: Its the definition of a value stream.

upvoted 31 times

☐ 👤 **Always** `Highly Voted 👍` 3 years, 11 months ago

C is the correct answer. A VALUE STREAM is a series of steps an organization undertakes to create and deliver products and services to service consumers. It combines the organization's value chain activities.

upvoted 31 times

☐ 👤 **Kay_High** `Most Recent ⊘` 7 months, 2 weeks ago

`Selected Answer: C`

A is correct

upvoted 1 times

☐ 👤 **DH333** 7 months, 2 weeks ago

hehe, you "High" or something?

upvoted 1 times

☐ 👤 **Fund81** 1 year, 5 months ago

C.

Under 3.4.1, A value stream is a series of steps that an organization uses to create and deliver products and services to a service consumer. A value stream is a combination of the organization's value chain activities

upvoted 4 times

☐ 👤 **heerowiind** 1 year, 10 months ago

`Selected Answer: C`

C is correct answer

upvoted 1 times

☐ 👤 **guglielmo3** 1 year, 10 months ago

`Selected Answer: C`

Its the definition of a value stream

upvoted 1 times

☐ 👤 **certgreed** 2 years, 2 months ago

`Selected Answer: C`

correct answer is C

upvoted 1 times

☐ 👤 **lzlu** 2 years, 3 months ago

`Selected Answer: C`

C. Um fluxo de valor

upvoted 1 times

☐ 👤 **shardas** 2 years, 3 months ago

pongan C de una vez..

upvoted 1 times

👤 **Concordant** 2 years, 4 months ago

Both C and D are correct responses.

upvoted 1 times

👤 **DChilds** 2 years, 5 months ago

Selected Answer: C

The service value chain is an operating model which helps you describe how a VALUE STREAM (the delivery process of a service) flows across various activities from demand to supply.

Source: https://info.axiossystems.com/blog/itil4-value-streams-and-processes

upvoted 2 times

👤 **BLYBOI** 2 years, 5 months ago

Selected Answer: C

A value stream is a series of steps that an organization uses to create and deliver products and services to a service consumer. A value stream is a combination of the organization's value chain activities.

upvoted 3 times

👤 **bigpete975** 2 years, 6 months ago

C is correct.

upvoted 1 times

👤 **TrucNha** 2 years, 6 months ago

Selected Answer: C

c is the answer

upvoted 1 times

👤 **[Removed]** 2 years, 6 months ago

ExamTopics:

The answer provided "D" has been proven to be wrong and will now make me doubt many questions in this web resource.

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

upvoted 1 times

👤 **kkrassniqi** 2 years, 6 months ago

Selected Answer: C

It is C:

The very definition of Value Stream and Processes tells itself:

A value stream is a series of steps that an organization uses to create and deliver products and services to a service consumer.

upvoted 2 times

👤 **bmrg1** 2 years, 7 months ago

C is the answer

upvoted 1 times

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

Suggested Answer: *B*

  SandyIndia `Highly Voted` 3 years, 11 months ago

Some organizations use a technique called swarming to help manage incidents. This involves many different stakeholders working together initially, until it becomes very clear which of them is best placed to continue and which can move on to other tasks.

  upvoted 12 times

  Fund81 `Highly Voted` 2 years, 5 months ago

B

Under 5.2.5, Some organizations use a technique called swarming to help manage incidents. This involves many different stakeholders working together initially, until it becomes clear which of them is best placed to continue and which can move on to other tasks.

  upvoted 6 times

  Goena `Most Recent` 8 months, 2 weeks ago

`Selected Answer: B`

B is correct.

  upvoted 2 times

  bigpete975 3 years, 6 months ago

B is correct.

  upvoted 1 times

  aldacumaph 3 years, 10 months ago

Ok swarming

  upvoted 1 times

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

    A. Continual improvement participation should be limited to a small dedicated team

    B. It is the role of senior management to authorize improvement initiatives

    C. Training should be provided to those involved in continual improvement

    D. A single continual improvement register should be maintained by senior management

Suggested Answer: *B*

Community vote distribution

C (61%)   B (39%)

CazGotcha `Highly Voted 👍` 2 years, 5 months ago

Selected Answer: B

Ref: 5.1.2 - The answer is actually B. This is a trick question.
The highest levels of the organization need to take responsibility for embedding continual improvement into the way that people think and work. Without their leadership and visble commitment to continual improvement, attitudes, behaviour, and culture will not evolve to a point where improvements are considered in everything that is done, at all levels.

Training should be provided to staff members to "help them feel prepared to contribute" to continual improvement. Although everyone should contribute in some way, there should at least be a small team dedicated full-time to leading continual improvement efforts.

upvoted 11 times

> ☐ **ManikRoy** 1 year ago
>
> Your comment doesn't explain why It is the role of senior management to AUTHORIZE improvement initiatives rather embedding it into organizational culture.
>
> upvoted 3 times

---

scollyus `Highly Voted 👍` 2 years, 9 months ago

Selected Answer: C

Training and other enablement assistance should be provided to staff members to help them feel prepared to contribute to continual improvement.

upvoted 9 times

Ameer23 `Most Recent ⊙` 8 months, 1 week ago

Selected Answer: C

Training and other enablement assistance should be provided to staff members to help them feel prepared to contribute to continual improvement. as for the sentence before it didn`t refer to any authorization from managment

upvoted 1 times

ManikRoy 1 year ago

Selected Answer: C

Training and other enablement assistance should be provided to staff members to help them feel prepared to contribute to continual improvement.

upvoted 2 times

KimoKono 1 year, 3 months ago

Selected Answer: C

Training (Answer C) is a crucial aspect because it ensures that individuals involved in continual improvement understand the methodologies, tools, and processes required to effectively identify and implement improvements. while senior management must play a role in authorising this. however, it's not the sole responsibility of senior management in the context of the Continual Improvement practice.

upvoted 2 times

Gaja9387 1 year, 3 months ago

Answer is B,

upvoted 1 times

---

shwetsna 1 year, 8 months ago

Selected Answer: C

Training should be provided to those involved in continual improvement.

upvoted 2 times

celomomo 1 year, 10 months ago

C. Training should be provided to those who are involved in continual improvement efforts. It's essential that individuals understand the principles and methods of continual improvement to effectively contribute to identifying opportunities for enhancement and driving positive changes within the organization.

upvoted 1 times

SeanDai 1 year, 10 months ago

Selected Answer: C

B is not correct because the responsibility for authorizing improvement initiatives should not be limited to senior management alone. Continual improvement should be a collaborative effort involving individuals at all levels of the organization. While senior management may provide leadership and support, it is important to involve employees at all levels in identifying and implementing improvement initiatives.

upvoted 2 times

sidarok 1 year, 11 months ago

Correct answer is C.

upvoted 1 times

Traktark 2 years ago

Selected Answer: C

The correct statement is C. Training should be provided to those involved in continual improvement.

Option B (It is the role of senior management to authorize improvement initiatives) is incorrect because while senior management plays a crucial role in supporting and championing improvement initiatives, continual improvement should involve contributions from employees at all levels.

Therefore, the correct answer is C. Training should be provided to those involved in continual improvement, as it emphasizes the importance of equipping individuals with the necessary knowledge and skills to contribute effectively to the improvement process.

upvoted 3 times

O_Lider7 2 years, 2 months ago

Selected Answer: B

B. The upper management has to authorize the implementation of an improvement initiative

upvoted 2 times

MD2022abcd 2 years, 5 months ago

c is the coorect answer i think

upvoted 1 times

heerowiind 2 years, 10 months ago

Selected Answer: C

5.1.2

Training and other enablement assistance should be provided to staff members to help them feel prepared to contribute to continual improvement.

upvoted 5 times

jamesadoor 2 years, 10 months ago

Selected Answer: C

Training and other enablement assistance should be provided to staff members to

help them feel prepared to contribute to continual improvement.

upvoted 1 times

bigpete975 3 years, 6 months ago

C is correct.

upvoted 1 times

Which does the ITIL service value system discourage?

    A. Coordinated authorities and responsibilities

    B. Organizational silos

    C. Interfaces among practices

    D. Organizational agility

Suggested Answer: *B*

---

 haverner 7 months ago

Selected Answer: B

The ITIL Service Value System (SVS) discourages organizational silos because they hinder collaboration, communication, and efficiency. Silos create barriers between departments or teams, leading to inefficiencies and a lack of alignment with the organization's overall goals.

upvoted 1 times

 HanadiAA 1 year, 1 month ago

B-Organizational silos

upvoted 2 times

 MarcusWG86 2 years, 3 months ago

4.1 Service value system overview

The architecture of the ITIL SVS specifically enables flexibility and discourages siloed working.

upvoted 2 times

 bigpete975 3 years, 6 months ago

B is correct.

upvoted 1 times

 Tonar 4 years, 5 months ago

Architecture of the ITIL SVS specifically enables flexibility and discourages siloed working.

upvoted 3 times

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

    A. A single SLA defines target service levels for multiple customers, so every customer sees reports about other customers' experiences

    B. The metrics in an SLA are focused on internal measures, so that reports show everything is good, while the customer is not satisfied

    C. SLA targets change very frequently, so that each report includes new measures and trends cannot be analyzed

    D. Introducing SLAs for a service enables customers to see that the service provider is doing a really good job, so this improves satisfaction

Suggested Answer: *B*

  👤 **Nene171** `Highly Voted 👍` 3 years, 8 months ago

The watermelon SLA effect means that metrics look green in the outside, but in fact are red in the inside. It happens when a service provider misses out business functionalities and outcomes that are important for the customer

upvoted 15 times

  👤 **haverner** `Most Recent ⊘` 7 months ago

`Selected Answer: B`

The 'watermelon SLA' effect occurs when the SLA metrics focus on internal performance measures (like uptime or resolution times) that appear green (successful) in reports, but the customer's actual experience and satisfaction (the "inside" of the watermelon) is poor (red). This highlights a disconnect between internal measures and customer-perceived value.

upvoted 2 times

  👤 **bigpete975** 3 years, 6 months ago

B is correct.

upvoted 3 times

Which practice includes conducting regular reviews to ensure that services are still appropriate and relevant?

A. Service level management

B. Service desk

C. Continual improvement

D. Change enablement

Suggested Answer: *A*

Community vote distribution

A (100%)

⊟ 👤 **rulezztim** `Highly Voted 👍` 8 months, 1 week ago

`Selected Answer: A`

Service level management provides the end-to-end visibility of the organization's services. To achieve this, service level management:

- establishes a shared view of the services and target service levels with customers

- ensures the organization meets the defined service levels through the collection,

analysis, storage, and reporting of the relevant metrics for the identified services

- performs service reviews to ensure that the current set of services continues to meet the needs of the organization and its customers

- captures and reports on service issues, including performance against defined service levels.

upvoted 7 times

⊟ 👤 **bigpete975** `Most Recent ⊙` 1 year, 6 months ago

A is correct.

upvoted 3 times

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

Suggested Answer: *B*

Community vote distribution

B (100%)

---

heerowiind `Highly Voted 👍` 10 months ago

`Selected Answer: B`

A. A possible event that could cause harm or loss, or make it more difficult to achieve objectives = risk

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 = service

C. A tangible or intangible deliverable of an activity = output

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 = service relationship management

upvoted 19 times

---

bigpete975 `Most Recent ⊙` 1 year, 6 months ago

B is correct.

upvoted 3 times

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

1. Standardization and automation

2. Providing a variety of channels for access

3. Establishing a shared view of targets

4. Policies for approvals

    A. 1 and 2

    B. 2 and 3

    C. 3 and 4

    D. 1 and 4

Suggested Answer: *D*

Community vote distribution

D (64%) | A (36%)

 Eleftheriia `Highly Voted 👍` 1 year, 3 months ago

It cannot be A, because as referred in the book 'Service desks provide a variety of channels for access', therefore this is part of the Service Desk practice and not part of Service Request management

upvoted 7 times

 zaaza `Highly Voted 👍` 1 year, 10 months ago

D, why?

- Service requests and their fulfillment should be standardized and automated to the

greatest degree possible

- Policies should be established regarding what service requests will be fulfilled with

limited or even no additional approvals so that fulfillment can be streamlined

upvoted 7 times

    PythonWolf 10 months, 2 weeks ago

NO additional approvals. The D answer states "Policies FOR approvals".

Therefore the answer has to be A.

upvoted 3 times

 edwardpogi `Most Recent ⏱` 8 months, 2 weeks ago

`Selected Answer: A`

A. 1 and 2

Standardization and automation: This is crucial for streamlining the process of service request management, making it more efficient and consistent. Providing a variety of channels for access: It's important to offer multiple channels for users to make service requests, ensuring accessibility and convenience

upvoted 2 times

 Gaja9387 9 months, 1 week ago

D.

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

● Policies should be established regarding what 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 should be clearly set, based on what the organization

can realistically deliver.

upvoted 1 times

 LeeVee 1 year ago

`Selected Answer: D`

Its D. Standardization, Automation and Limited Approvals. SRM guidelines

upvoted 3 times

😑 👤 **heerowiind** 2 years, 3 months ago

Selected Answer: D

D is correct

upvoted 1 times

😑 👤 **bigpete975** 3 years ago

D is correct.

upvoted 1 times

😑 👤 **Stelbitg** 3 years ago

The correct answer is D

upvoted 1 times

What is required by all service desk staff?

A. Excellent technical knowledge

B. Root cause analysis skills

C. Demonstration of emotional intelligence

D. Knowledge of telephony technology

Suggested Answer: *C*

Community vote distribution

C (100%)

☐ 👤 **60d08b7** 7 months, 2 weeks ago

Selected Answer: C

C is correct

upvoted 1 times

☐ 👤 **Fund81** 1 year, 11 months ago

C

Under 5.2.14, In particular, they need to demonstrate excellent customer service skills such as empathy, incident analysis and prioritization, effective communication, and emotional intelligence

upvoted 2 times

☐ 👤 **heerowiind** 2 years, 3 months ago

Selected Answer: C

c is correct

upvoted 1 times

☐ 👤 **bigpete975** 3 years ago

C is correct.

upvoted 1 times

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

- A. Relationship management

- B. Change enablement

- C. Supplier management

- D. Service desk

Suggested Answer: *D*

Community vote distribution

D (100%)

⊟ 👤 **aaaah9000123** 11 months, 1 week ago

key is User and D is correct

upvoted 1 times

⊟ 👤 **liquidzer0** 1 year, 5 months ago

Selected Answer: D

Keyword "user".

upvoted 1 times

⊟ 👤 **bigpete975** 2 years ago

D is correct.

upvoted 1 times

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

Suggested Answer: *D*

Community vote distribution

D (100%)

👤 **KM** `Highly Voted 👍` 2 years, 5 months ago

The answer is D (Continual Improvement).

Approaches

Approaches to continual improvement include, for example:

Lean methods for providing perspectives on the elimination of waste

Agile methods for focusing on making improvements incrementally at a cadence

DevOps methods for working holistically and ensuring that improvements are not only designed well but applied effectively

upvoted 35 times

👤 **Gadeliow** `Most Recent ⊙` 9 months ago

D is correct

upvoted 1 times

👤 **heerowiind** 10 months ago

`Selected Answer: D`

D is correct

upvoted 1 times

👤 **136898is42** 11 months ago

`Selected Answer: D`

Continual Improvement

upvoted 1 times

👤 **chelvamc** 1 year, 2 months ago

`Selected Answer: D`

my answer is also D

upvoted 1 times

👤 **Pudu_vlad** 1 year, 4 months ago

`Selected Answer: D`

Ans is D

upvoted 2 times

👤 **sTryogetOn** 1 year, 5 months ago

`Selected Answer: D`

D is correct, please update.

upvoted 3 times

👤 **bigpete975** 1 year, 6 months ago

D is correct.

upvoted 1 times

👤 **Prevator** 1 year, 7 months ago

`Selected Answer: D`

D is Correct

upvoted 2 times

□ 👤 **aldacumaph** 1 year, 10 months ago

--> D. Continual improvement like DevOps

upvoted 1 times

□ 👤 **[Removed]** 1 year, 11 months ago

D is correct

upvoted 1 times

□ 👤 **Akanksha137** 2 years ago

what is the correct answer?

upvoted 1 times

□ 👤 **wilign** 2 years, 1 month ago

D

Continual improvement records improvement opportunities in the continual improvement register (CIR) - a written document, spreadsheet or database.

Each idea is:•Documented•Assessed•Prioritised•Implemented if appropriate•Reviewed

Methods and techniques include:•Lean•Multi-phase project•Maturity assessments•DevOps•Balanced scorecard•Incremental or agile improvements•Quick wins•SWOT analysis

upvoted 2 times

□ 👤 **EricSon** 2 years, 3 months ago

Ans is D

[5.1.2] Approaches to continual improvement can be found in many places. Lean methods provide perspectives on the elimination of waste. Agile methods focus on making improvements incrementally at a cadence. DevOps methods work holistically and ensure that improvements are not only designed well, but applied effectively. Although there are a number of methods available, organizations should not try to formally commit to too many different approaches. It is a good idea to select a few key methods that are appropriate to the types of improvement the organization typically handles and to cultivate those methods. In this way, teams will have a shared understanding of how to work together on improvements to facilitate a greater amount of change at a quicker rate.

upvoted 3 times

□ 👤 **A_Salem** 2 years, 3 months ago

C. Wrong. 5.2.15 Service level management:

The practice requires pragmatic focus on the whole service and not simply its constituent parts; for example, (simple individual metrics) (such as percentage system availability) (should not be taken to represent the whole service).

Operational metrics These are the (low-level) indicators of various operational

activities

So operational metrics is not an aim for SLM. Its aim is Business metrics

D. Correct.

upvoted 2 times

□ 👤 **tosinosu** 2 years, 3 months ago

One of the key words here is Change. I think the answer is Service level management

upvoted 1 times

□ 👤 **Diligence** 2 years, 5 months ago

yes this should be continual improvement

upvoted 2 times

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

 A. Relationship management

 B. Change enablement

 C. Release management

 D. Monitoring and event management

Suggested Answer: *B*

Community vote distribution

B (100%)

 ◻ 👤 **techqn** `Highly Voted 👍` 1 year, 8 months ago
`Selected Answer: B`
"The Goal of the Change Enablement Practice To maximize the number of successful product and service changes by ensuring that risks are properly assessed, authorizing changes, and managing a change schedule
upvoted 11 times

 ◻ 👤 **MarcusWG86** `Most Recent ⊘` 9 months, 2 weeks ago
5.2.4 Change enablement
The purpose of the change enablement practice is to maximize the number of successful service and product changes by ensuring that risks have been properly assessed, authorizing changes to proceed, and managing the change schedule.
upvoted 4 times

 ◻ 👤 **Pinha** 1 year, 8 months ago
`Selected Answer: B`
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.
upvoted 2 times

 ◻ 👤 **bigpete975** 2 years ago
B is correct.
upvoted 1 times

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

A. Service level management

B. Relationship management

C. Continual improvement

D. Service desk

Suggested Answer: *D*

Community vote distribution

D (100%)

□ 👤 **lbandaso** 9 months ago

service desk = requests arranged, explained and coordinated

upvoted 1 times

□ 👤 **Azuresheikh7** 1 year, 1 month ago

Selected Answer: D

D is right

upvoted 1 times

□ 👤 **PythonWolf** 1 year, 2 months ago

Selected Answer: D

Answer D - Service Desk

Explanation:

5.2.14

With increased automation and the gradual removal of technical debt, the focus of the service desk is to provide support for 'people and business' rather than simply technical issues. Service desks are increasingly being used to get various matters arranged, explained, and coordinated, rather than just to get broken technology fixed, and the service desk has become a vital part of any service operation.

upvoted 3 times

□ 👤 **bigpete975** 2 years, 6 months ago

D is correct.

upvoted 1 times

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

Suggested Answer: *A*

☐ 👤 **SandyIndia** [Highly Voted 👍] 3 years, 4 months ago

A. Understanding which service requests can be accomplished with limited approvals.

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

B. Creating new workflows for every service request.

Leverage existing workflow models whenever possible to improve efficiency and maintainability.

C. Separating requests relating to service failures from the degradation of services.

Service requests are a normal part of service delivery, not a failure or degradation of service, which are handled as incidents.

D. Eliminating service requests which have complex workflows.

Service requests may have simple workflows or quite complex workflows.

upvoted 11 times

   ☐ 👤 **makowskim3** 3 years, 4 months ago

   so... A?

   upvoted 1 times

      ☐ 👤 **Rick0120** 3 years, 4 months ago

      D is correct

      upvoted 1 times

         ☐ 👤 **makowskim3** 3 years, 4 months ago

         No you are wrong!

         A - correct.

         Policies should be established regarding what service requests will be fulfilled with limitedor even no additional approvals so that fulfilmentcan be streamlined

         upvoted 5 times

☐ 👤 **Horus123** [Most Recent ⊙] 3 months, 3 weeks ago

[Selected Answer: A]

A is correct

upvoted 1 times

☐ 👤 **gnq0327** 9 months, 4 weeks ago

A is the right answer

upvoted 1 times

☐ 👤 **bigpete975** 3 years ago

A is correct.

upvoted 1 times

Which statement about outcomes is CORRECT?

    A. They are deliverables provided to service consumers

    B. They allow service consumers to achieve a desired result

    C. They provide products to service providers based on outputs

    D. They co-create value for service providers by reducing costs and risks

Suggested Answer: *B*

Community vote distribution

B (100%)

👤 **Traktark** `Highly Voted 👍` 1 year, 5 months ago

`Selected Answer: B`

The correct statement about outcomes is B. They allow service consumers to achieve a desired result.

Outcomes are the ultimate goals of a service. They are what the service consumer wants to achieve by using the service. Outcomes are typically expressed in terms of business benefits, such as increased sales, reduced costs, or improved customer satisfaction.

Outputs are the deliverables that are produced by a service. They are the products of the service, such as software, reports, or documents. Outputs are not the same as outcomes. Outputs are the things that are produced by the service, while outcomes are the benefits that are achieved by using the service.

upvoted 8 times

👤 **david20220411** `Most Recent ⊙` 9 months, 1 week ago

B correct

upvoted 1 times

👤 **Domdom120** 2 years, 2 months ago

`Selected Answer: B`

- The outcomes are what the business wants or needs to achieve.

- The outputs are the actions or items that contribute to achieving an outcome.

B is the only option referencing a "result".

upvoted 3 times

👤 **bigpete975** 3 years ago

B is correct.

upvoted 1 times

👤 **RylandN** 3 years, 3 months ago

Is the correct answer B or C?

upvoted 1 times

👤 **Bakayalo** 3 years, 3 months ago

why not C?

upvoted 1 times

👤 **Test_Study** 3 years, 3 months ago

All outcomes do not help achieve a desired result. There are some negative outcomes as well. Whether desired or not the outcomes are provided by the Service Provider to the Service Consumer.

upvoted 1 times

👤 **kaspi4s** 3 years, 4 months ago

As stated in book by AXELOS:

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

upvoted 1 times

👤 **dadageer** 3 years, 4 months ago

B is is the only option which seems correct

upvoted 1 times

⊟ 👤 **Vandana_kulakrni** 3 years, 4 months ago

which is correct answer here?

upvoted 3 times

⊟ 👤 **makowskim3** 3 years, 4 months ago

Is it correct?

upvoted 1 times

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

    A. Keep it simple and practical

    B. Collaborate and promote visibility

    C. Think and work holistically

    D. Optimize and automate

Suggested Answer: *A*

Community vote distribution

A (100%)

  MarcusWG86 `Highly Voted` 9 months, 2 weeks ago

4.3.6 Keep it simple and practical

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

  upvoted 6 times

  rulezztim `Highly Voted` 1 year, 2 months ago

`Selected Answer: A`

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

  upvoted 5 times

  BethSea `Most Recent` 1 year, 1 month ago

`Selected Answer: A`

100% A

Though I did choose Think and Work Holistically, it makes more sense for it to be Keep it Simple and keep it practical

  upvoted 1 times

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

Suggested Answer: *C*

Community vote distribution

C (100%)

☐ 👤 **DanYendler2014** `Highly Voted 👍` 2 years ago

Supplier management is for the management of supplies

upvoted 6 times

☐ 👤 **JarnBarn** 8 months ago

I appreciate your logic.

upvoted 2 times

☐ 👤 **MarcusWG86** `Most Recent ⊙` 1 year, 3 months ago

5.1.13 Supplier management

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

upvoted 4 times

☐ 👤 **PKTK** 1 year, 3 months ago

C - To ensure that the organization's suppliers and their performances are managed appropriately to support the seamless provision of quality products and services.

upvoted 1 times

☐ 👤 **bigpete975** 2 years, 6 months ago

C is correct.

upvoted 1 times

☐ 👤 **Prevator** 2 years, 7 months ago

`Selected Answer: C`

C is Correct

upvoted 1 times

Identify the missing words 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

Suggested Answer: *B*

Community vote distribution

B (100%)

👤 **david20220411** 9 months, 1 week ago

B correct

upvoted 1 times

👤 **rulezztim** 2 years, 2 months ago

The service configuration management practice is for configuration services.

upvoted 1 times

👤 **bigpete975** 3 years ago

B is correct.

upvoted 1 times

👤 **Prevator** 3 years, 1 month ago

Selected Answer: B

B is Correct

upvoted 1 times

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

    A. Incident management

    B. Monitoring and event management

    C. Service level management

    D. IT asset management

Suggested Answer: *C*

Community vote distribution

C (100%)

👤 **rulezztim** `Highly Voted 👍` 8 months, 1 week ago

`Selected Answer: C`

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

upvoted 9 times

👤 **meeko86** `Most Recent ⊘` 3 days, 21 hours ago

`Selected Answer: C`

Service Level Management is an ITIL practice that aims to establish clear business-based objectives for service performance so that service delivery can be properly evaluated, monitored and managed. The main objective of SLM is to ensure that the services provided meet customer expectations and comply with established agreements.

The skills required by this practice are:

1. Business relationship management

2. Business networking

3. Business level analysis

4. Commercial and supplier management

upvoted 1 times

When should a workaround be created?

A. As soon as possible, once the incident is logged

B. After the resolution of a problem

C. When a problem cannot be resolved quickly

D. When a potential permanent solution has been identified

Suggested Answer: *C*

Community vote distribution

C (75%)	A (25%)
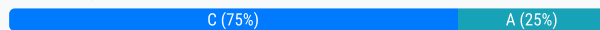
👤 **avay** `Highly Voted 👍` 3 years, 8 months ago

Correct answer is C :

When a problem cannot be resolved quickly, it is often useful to find and document a workaround for future incidents, based on an understanding of the problem

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

upvoted 19 times

  👤 **theman_themyth** 1 year, 3 months ago

  A is correct. Incident can not be resolved pernament >> solved by workarround >> many INC like that cause a Problem. So that mean Workarround was created before Problem is logged

  upvoted 2 times

👤 **mikilik** `Highly Voted 👍` 3 years, 8 months ago

Correct is A:

A workaround is a solution that reduces or eliminates the impact of an incident or problem for which a full resolution is not yet available. Some workarounds reduce the likelihood of incidents.

▪ Workarounds are documented in problem records

▪ Workarounds can be done at any stage, it doesn't need to wait for analysis to be complete

▪ If a workaround has been documented early in problem control, then this should be reviewed and improved after problem analysis is complete

upvoted 11 times

  👤 **kaspi4s** 3 years, 4 months ago

  you can`t logg workaround when incident is created.

  If workaround is found incident is closed. So C it is

  upvoted 5 times

  👤 **makowskim3** 3 years, 4 months ago

  For me still C is right.

  upvoted 3 times

    👤 **makowskim3** 3 years, 4 months ago

    If you are able to resolve a problem you don't have to create a workaround so A is wrong. Thus when you cannot fix the problem permanenty but you have a solution to remedate a problem you can create a workaround.

    upvoted 4 times

      👤 **krakoziabl** 3 years, 4 months ago

      definition: "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."

upvoted 1 times

    ☐ 👤 **makowskim3** 3 years, 4 months ago

So A? because

"This can be done at any stage,it doesn't need to wait for analysis to be complete"
upvoted 1 times

  ☐ 👤 **wpx** 2 years, 3 months ago

If the issue has a solution, it can not be called as a problem.
upvoted 1 times

☐ 👤 **HanadiAA** `Most Recent ⊙` 7 months, 3 weeks ago

C. When a problem cannot be resolved quickly is correct answer.
upvoted 1 times

☐ 👤 **aurelijus** 1 year ago

For those who chose A - if you would do this, you service would be full of workarounds :D You have to at least try to solve a problem first, don't give up to workarounds instantly..
upvoted 2 times

☐ 👤 **anirhait** 1 year, 3 months ago

CORRECT ANSWER C/ When a problem cannot be resolved quickly, it is often useful to find and document a workaround for future incidents,
upvoted 1 times

☐ 👤 **Steaz** 1 year, 3 months ago

`Selected Answer: C`

Must be C, if the incident has a resolution, no work-around is needed (this for option A). If the workaround already exists, it is probably a problem where the root-cause has not been fixed for. You only create work-arounds for problems/incidents you cannot fix right away and therefore are to complex.
upvoted 2 times

☐ 👤 **chrisirwin** 1 year, 3 months ago

C is correct.
upvoted 1 times

☐ 👤 **theman_themyth** 1 year, 3 months ago

A is correct.

Incident can not be resolved pernament >> solved by workarround >> many INC like that cause a Problem.

So that mean Workarround was created before Problem is logged.
upvoted 1 times

☐ 👤 **Only12go** 1 year, 3 months ago

Its A, incident vs problem. Problem is deeper than an incident, where as incidents create a problem. Workarounds can be introduced immediately.
upvoted 1 times

☐ 👤 **TryRaja** 1 year, 5 months ago

It seems both A And C, vaild for this question

But, C is very close one compare to A

Workaround is a temporary solution,it will be used when problem is not have a solution immediately and at the same time, mitigate the existing business impact and need to restore the service with minimal impact or recovery fully.
upvoted 1 times

☐ 👤 **natxu** 1 year, 6 months ago

`Selected Answer: A`

Workarounds can be done at any stage.

If it's been documented early in problem control, it should be reviewed and improved after problem analysis.
upvoted 1 times

☐ 👤 **PKTK** 1 year, 9 months ago

`Selected Answer: C`

I would go for C after reading the question again with more care.
upvoted 3 times

MD2022abcd 1 year, 11 months ago

Answer is C:

5.2.8) WHEN A PROBLEM CANNOT BE RESOLVED QUICKLY, it is often useful to find and document

a workaround for future incidents, based on an understanding of the problem.

Workarounds are documented in problem records. This can be done at any stage; it

doesn't need to wait for analysis to be complete. If a workaround has been

documented early in problem control, then this should be reviewed and improved

after problem analysis has been completed.

upvoted 4 times

    DH333 1 year, 1 month ago

    Chapter 5: ITIL management practices, page 131 describes this. Answer C is correct.

    upvoted 1 times

Chazery 2 years, 3 months ago

C because this answer is not against the statement that workaround can be create at any stages. It only says when the problem can't be solved

quickly.

upvoted 1 times

bigpete975 3 years ago

This is a tricky one. Generally, I would go for A, but the part "once the incident is logged" suggests that this is not the correct answer, as not all

Incidents need workarounds.

C is correct.

upvoted 5 times

What is a configuration item?

A. Any financially valuable component that can contribute to the 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

Suggested Answer: *C*

Community vote distribution

C (100%)

☐ 👤 **heerowiind** Highly Voted 👍 10 months ago

Selected Answer: C

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

B. Any change of state that has significance for the management of a service = event

C. Any component that needs to be managed in order to deliver an IT service = configuration item

D. A problem that has been analyzed but has not been resolved = known error

upvoted 10 times

Identify the missing words in the following sentence.

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

    A. existing information

    B. new methods

    C. additional measurements

    D. revised processes

Suggested Answer: *A*

Community vote distribution

A (100%)

□ 👤 **Bordewijk** 9 months ago

Selected Answer: A

Improvement starts, like in LEAN, with observing current practices. This complies with the guiding principle Start where you are!

upvoted 3 times

□ 👤 **PythonWolf** 1 year, 2 months ago

Selected Answer: A

Answer: A

Explanation:

4.3.2

In the process of eliminating old, unsuccessful methods or services and creating something better, there can be great temptation to remove what has been done in the past and build something completely new. This is rarely necessary, or a wise decision. This approach can be extremely wasteful, not only in terms of time, but also in terms of the loss of existing services, processes, people, and tools that could have significant value in the improvement effort. Do not start over without first considering what is already available to be leveraged.

4.3.2.1

Services and methods already in place should be measured and/or observed directly to properly understand their current state and what can be re-used from them. Decisions on how to proceed should be based on information that is as accurate as possible.

upvoted 3 times

□ 👤 **jgill01** 1 year, 7 months ago

Selected Answer: A

A is correct.

upvoted 2 times

□ 👤 **bigpete975** 2 years, 6 months ago

A is correct

upvoted 2 times

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

Suggested Answer: *A*

Community vote distribution

A (100%)

☐ 👤 **mikilik** `Highly Voted 👍` 3 years, 2 months ago

The change schedule is used to help plan changes, assist in communication, avoid conflicts and assign resources.

upvoted 19 times

☐ 👤 **PythonWolf** `Highly Voted 👍` 1 year, 2 months ago

`Selected Answer: A`

Answer A

Explanation: 5.2.4 Change control - Page 161

The change schedule is used to help plan changes, assist in communication, avoid conflicts, and assign resources.

upvoted 8 times

☐ 👤 **Bordewijk** `Most Recent ⊘` 9 months ago

`Selected Answer: A`

...and preventing conflicts with other (to be) planned changes

upvoted 1 times

☐ 👤 **TryRaja** 11 months ago

A is correct

upvoted 1 times

☐ 👤 **Apunasun** 1 year, 5 months ago

A IS CORRECT

upvoted 1 times

☐ 👤 **bigpete975** 2 years, 6 months ago

A is correct

upvoted 3 times

Question #136   *Topic 1*

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

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

Suggested Answer: *D*

Community vote distribution

D (100%)

 KM `Highly Voted` 3 years, 12 months ago

The answer is D.

About value streams and processes : As with the other dimensions of service management, the value streams and processes dimension is applicable to the SVS in general, as well as to specific products and services. In both these contexts, it defines the activities, workflows, controls, and procedures necessary to achieve agreed-upon objectives.

upvoted 21 times

 kamikadze 3 years, 11 months ago

I agree. D

upvoted 2 times

 Zonci `Most Recent` 8 months, 3 weeks ago

`Selected Answer: D`

D. Value streams and processes

upvoted 1 times

 Bordewijk 1 year, 3 months ago

`Selected Answer: D`

workflow is like processes (and value streams) about activities

upvoted 1 times

 TryRaja 1 year, 5 months ago

Definetly D.

As stated in book by AXELOS: 3.4

The fourth dimension of service management is value streams and processes.. It defines the activities, workflows, controls and procedures needed to achieve agreed objectives.

upvoted 2 times

 136898is42 2 years, 5 months ago

`Selected Answer: D`

Value streams and processes not information and technology.

upvoted 1 times

 jj0097 2 years, 6 months ago

`Selected Answer: D`

D is good

upvoted 1 times

 Roro2011 2 years, 9 months ago

D. Value streams and processes

upvoted 2 times

 china5000 2 years, 10 months ago

D. is the correct answer

upvoted 2 times

 SaviorSV 2 years, 11 months ago

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

upvoted 1 times

☐ 👤 **KOSACA** 2 years, 11 months ago

it defines the activities, workflows, controls, and procedures necessary to achieve agreed-upon objectives

upvoted 1 times

☐ 👤 **sTryogetOn** 2 years, 11 months ago

The answer is D.

upvoted 1 times

☐ 👤 **bigpete975** 3 years ago

D is correct

upvoted 2 times

☐ 👤 **sachi_j** 3 years, 2 months ago

B is very doubtful, i knew it was D.

upvoted 1 times

☐ 👤 **bsobat** 3 years, 3 months ago

how is it B hahaha, it should be D

upvoted 1 times

☐ 👤 **kaspi4s** 3 years, 4 months ago

Definetly D.

As stated in book by AXELOS: 3.4

The fourth dimension of service management is value streams and processes.. It defines the activities, workflows, controls and procedures needed to achieve agreed objectives.

upvoted 1 times

☐ 👤 **Vandana_kulakrni** 3 years, 4 months ago

which is correct answer/?

upvoted 1 times

☐ 👤 **Top_x5** 3 years, 4 months ago

The answer is D

The fourth dimension includes the value streams and processes. It is by no

means the least important because of its placement. Other dimensions have

to be understood if this dimension needs to deciphered.

In this dimension, the other three dimensions are put together and sewn

into a coordinated set of steps to co-create value. Service management elements such as processes, procedures, work activities, work

upvoted 1 times

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

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

Suggested Answer: *D*

Community vote distribution

D (100%)

☐ 👤 **Bordewijk** 9 months ago

Selected Answer: D

This is about improving or optimizing. These words are often used interchangably in exams

upvoted 1 times

☐ 👤 **TryRaja** 11 months ago

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

Key word here is performed as efficiently as possible?

So definitely answer is D

upvoted 3 times

☐ 👤 **PythonWolf** 1 year, 2 months ago

Selected Answer: D

4.3.7 - page 77

Optimization means to make something as effective and useful as it needs to be.

upvoted 3 times

☐ 👤 **rulezztim** 1 year, 8 months ago

Selected Answer: D

Before an activity can be effectively automated, it should be optimized to whatever degree is possible and reasonable.

upvoted 3 times

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

Suggested Answer: *D*

---

  jtphenom 1 year ago

Why isn't A also correct?

upvoted 1 times

  nejc2021 1 year, 10 months ago

Why isn't B also correct?

upvoted 1 times

    PythonWolf 1 year, 8 months ago

Changes to resolve incidents are authorized through the Change Authority. The Change Authority is responsible for evaluating, prioritizing, and approving or rejecting requests for changes to services or service components.

The Change Authority is typically made up of a group of people who have the authority and expertise to make decisions about changes. This can include members of the service desk, technical support staff, service owners, and business representatives.

When a request for a change is submitted to the Change Authority, it is evaluated based on its potential impact on the business and the service. The Change Authority will review the request and determine whether the proposed change is necessary, feasible, and cost-effective.

If the Change Authority approves the change, it will be scheduled and implemented according to established change management processes. If the Change Authority rejects the change, the requester will be notified and provided with an explanation for the rejection.

upvoted 3 times

  bigpete975 3 years ago

D is correct.

upvoted 1 times

  makowskim3 3 years, 4 months ago

D - correct.

upvoted 2 times

  Vandana_kulakrni 3 years, 4 months ago

Ans: D

upvoted 1 times

  SandyIndia 3 years, 4 months ago

Ensure incidents with highest business impact are resolved first.

upvoted 3 times

How should an organization prioritize incidents?

A. Ask the user for their preferred resolution timeframe

B. Assess the availability of the appropriate support team

C. Use an agreed classification which is based on the business impact of the incident

D. Create an order of incidents based on the dates and times when they were logged

Suggested Answer: *C*

Community vote distribution

C (100%)

☐ 👤 **Bordewijk** 9 months ago

Selected Answer: C

Prioritization is all about understanding the value to the business as a whole, not individual user only

upvoted 1 times

☐ 👤 **TryRaja** 11 months ago

C is correct

Since remaining are very prescetive

upvoted 1 times

☐ 👤 **Traktark** 11 months, 2 weeks ago

Selected Answer: C

The correct answer is C. Use an agreed classification which is based on the business impact of the incident.

The priority of an incident should be based on the impact it has on the business. This means considering factors such as the number of users affected, the severity of the disruption, and the financial impact.

An agreed classification system will help to ensure that incidents are prioritized consistently and fairly. This will help to ensure that the most important incidents are resolved first, and that the business is not adversely affected.

The other options are incorrect. Option A is incorrect because the user's preferred resolution timeframe may not be the most important factor in determining the priority of the incident. Option B is incorrect because the availability of the appropriate support team may not be the most important factor in determining the priority of the incident. Option D is incorrect because the dates and times when incidents were logged are not the most important factor in determining the priority of the incident.

upvoted 1 times

☐ 👤 **MarcusWG86** 1 year, 3 months ago

5.2.5 Incident management

Incidents are prioritized based on an agreed classification to ensure that incidents with the highest business impact are resolved first.

upvoted 2 times

☐ 👤 **MD2022abcd** 1 year, 5 months ago

C is correct

upvoted 1 times

☐ 👤 **Stanzi** 1 year, 10 months ago

It is C

upvoted 1 times

☐ 👤 **bigpete975** 2 years, 6 months ago

C is correct.

upvoted 1 times

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

Suggested Answer: *D*

Community vote distribution

D (100%)

Pinha `Highly Voted 👍` 2 years, 2 months ago

`Selected Answer: D`

A. To systematically observe services and service components --> Monitoring & Event Management

B. To protect the information needed by the organization to conduct its business --> Information Security Management

C. To be the entry point and single point of contact for the service provider with all of its users --> Service Desk

D. To identify, analyze, monitor, and continually improve links with stakeholders --> Relationship Management

upvoted 18 times

---

techqn `Highly Voted 👍` 2 years, 2 months ago

`Selected Answer: D`

""The purpose of the relationship management practice is to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels.

ANSWER--> It includes the identification, analysis, monitoring, and continual improvement of relationships with and between stakeholders.

After deciding to sign up here and then study to take the ITIL cert, I didnt even realize that I have been neck deep in this for the past 10-15 years now. I think a lot of us who work in IT and deal with Incidents, Requests, Changes and Change Control, CIs, Asset Management, Problem RCA and more, don't realize we are already living ITIL day to day. Funny that

Funny that

upvoted 5 times

Bordewijk `Most Recent ⊘` 9 months ago

`Selected Answer: D`

This is all about Stakeholder Management and therefore the relationship with stakeholders. Answer D!

upvoted 3 times

---

bigpete975 2 years, 6 months ago

D is correct.

upvoted 1 times

Question #141   *Topic 1*

Which statement about problems is CORRECT?

    A. Problems are not related to incidents

    B. Problems must be resolved quickly in order to restore normal business activity

    C. Problem analysis should focus on one of the four dimensions to achieve a fast diagnosis

    D. Problem prioritization involves risk assessment

> **Suggested Answer:** *D*
>
> *Community vote distribution*
>
> D (100%)

☐ 👤 **arek** `Highly Voted 👍` 3 years, 5 months ago

Correct Answer: D

  upvoted 11 times

☐ 👤 **RoxyLo** `Highly Voted 👍` 3 years, 3 months ago

correct answer is D, check the link attached to this question, it indicates is D, B is for Incident.

  upvoted 7 times

☐ 👤 **alter_S** `Most Recent ⊙` 8 months, 3 weeks ago

`Selected Answer: D`

5.2.8 / pg.131

Problems are prioritized for analysis based on the risk that they pose, and are managed as risks based on their potential impact and probability. It is not essential to analyse every problem; it is more valuable to make significant progress on the highest-priority problems than to investigate every minor problem that the organization is aware of.

  upvoted 3 times

☐ 👤 **Bordewijk** 9 months ago

`Selected Answer: D`

Problems are analyzed based on the risk they propose (see ITIL Foundation book 5.2.8)

  upvoted 2 times

☐ 👤 **APAmalaysia** 1 year, 10 months ago

Answer – D . Problem prioritization involves risk assessment.

Problems are prioritized for analysis based on the risk that they pose, and are managed as risks based on their potential impact and probability.

A. Problems are related to incidents, but should be distinguished as they are managed in different ways.

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

C. It is important to analyse problems from the perspective of all four dimensions of service management

  upvoted 6 times

☐ 👤 **Pikapika12638** 1 year, 10 months ago

`Selected Answer: D`

D should be prioritized based on risks

  upvoted 3 times

☐ 👤 **jj0097** 2 years ago

`Selected Answer: D`

I would say D

  upvoted 1 times

☐ 👤 **louisng** 2 years, 1 month ago

`Selected Answer: D`

D is correct

  upvoted 1 times

☐ 👤 **Roro2011** 2 years, 3 months ago

D. Problem prioritization involves risk assessment.

  upvoted 1 times

☐ 👤 **xman888888** 2 years, 5 months ago

Selected Answer: D

Definitely D

upvoted 1 times

☐ 👤 **bigpete975** 2 years, 6 months ago

D is correct.

upvoted 1 times

☐ 👤 **bgfrayman** 2 years, 8 months ago

definitely not B, incidents should be resolved as quickly as possible, problem managaement is slow and could cost time, so D should be correct here.

upvoted 3 times

☐ 👤 **SandyIndia** 2 years, 11 months ago

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.

upvoted 2 times

☐ 👤 **babati** 3 years, 5 months ago

Problems are:

>> prioritized for analysis based on the risk that they pose, and are managed as risks based on their potential impact and probability.

upvoted 7 times

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

Suggested Answer: *B*

Community vote distribution

C (83%)　　　　　　　　　　Other

⊟ 👤 **alter_S** `Highly Voted 👍` 1 year, 2 months ago

`Selected Answer: C`

Should be C

2.5.3 / pg.18

As with costs, there are two types of risk that are of concern to service consumers:

● risks removed from a consumer by the service (part of the value proposition). These may include failure of the consumer's server hardware or lack of staff availability. In some cases, a service may only reduce a consumer's risks, but the consumer may determine that this reduction is sufficient to support the value proposition

● risks imposed on a consumer by the service (risks of service consumption). An example of this would be a service provider ceasing to trade, or experiencing a security breach.

upvoted 9 times

⊟ 👤 **celomomo** `Highly Voted 👍` 1 year, 4 months ago

D. Cost of purchasing servers.

An IT service could potentially remove the risk of the cost of purchasing servers by providing a cloud-based or hosted service, where the service consumer doesn't need to invest in physical hardware. This approach aims to reduce the financial burden on the consumer, aligning with the concept of outsourcing infrastructure and cost savings.

upvoted 7 times

⊟ 👤 **Kevvie13** `Most Recent ⓞ` 9 months, 2 weeks ago

This question is so poorly worded..

upvoted 3 times

⊟ 👤 **LeeVee** 1 year ago

`Selected Answer: C`

C = risk

D = cost

Consumer balances the risk, cost of the service they consume

upvoted 1 times

⊟ 👤 **Mikkamakka29** 1 year, 1 month ago

`Selected Answer: D`

An IT service can remove the risk of the cost of purchasing servers from a service consumer by providing the necessary IT infrastructure as a service, thus eliminating the need for the consumer to invest in their own server hardware. This is common in cloud service models, such as Infrastructure as a Service (IaaS), where the consumer pays for server resources as needed without the capital expenditure of owning physical hardware.

upvoted 1 times

⊟ 👤 **anirhait** 1 year, 3 months ago

CORRECT ANSWER C / risks removed from a consumer by the service (part of the value proposition).

These may include failure of the consumer's server hardware

upvoted 1 times

⊟ 👤 **Bordewijk** 1 year, 3 months ago

This comes straight out of the ITIL Foundation book (5.2.3) and although A and B also seem right, the answer is C ("risks removed from a consumer [...] may include failure of the consumer's server hardware").

Answer A and B are risks imposed on the consumer.

upvoted 1 times

👤 **TryRaja** 1 year, 5 months ago

C should an answer

Since, customer is owning the hardware . So there is risk of hardware failure will happen during the service. So it will be removed in the service warranty or contract via service offering. Customer risk has been removed

upvoted 2 times

👤 **sidarok** 1 year, 5 months ago

Quite a wrong question, all of them could be removed.

upvoted 3 times

👤 **Abu_Talal** 1 year, 6 months ago

It's "C"

A. Service provider ceasing to trade --> risks imposed on a consumer by the service

B. Security breach --> risks imposed on a consumer by the service

C. Failure of server hardware --> risks removed from a consumer by the service OR ack of staff availability

D. Cost of purchasing servers -->

upvoted 6 times

👤 **EmarOliva** 1 year, 8 months ago

C is the correct answer

upvoted 3 times

👤 **Boxbot** 1 year, 9 months ago

2.5.3 Risks

As with costs, there are two types of risk that are of concern to service consumers:

• risks removed from a consumer by the service (part of the value proposition). These may include failure of the consumer's server hardware or lack of staff availability. In some cases, a service may only reduce a consumer's risks, but the consumer may determine that this reduction is sufficient to support the value proposition

• risks imposed on a consumer by the service (risks of service consumption). An example of this would be a service provider ceasing to trade, or experiencing a security breach.

upvoted 3 times

👤 **Maxima057** 1 year, 10 months ago

The correct answer is C:

(from ITIL book chapter 2.5.3 Risks: risks removed from a consumer by the service (part of the value proposition). These may include failure of the consumer's server hardware or lack of staff availability. In some cases, a service may only reduce a consumer's risks, but the consumer may determine that this reduction is sufficient to support the value proposition.

upvoted 2 times

👤 **MD2022abcd** 1 year, 11 months ago

I find C and D very similar . since I have to chose only one I will go with B.

I dont think it is a good question

upvoted 2 times

👤 **MD2022abcd** 1 year, 11 months ago

not sure how to change the comment .

C is more likely to be the answer.

security breach is imposed on the Consumer. cost could be imposed too.

upvoted 1 times

👤 **Aksiii** 2 years ago

C is correct

upvoted 1 times

👤 **IELOPES** 2 years ago

C is correct.

upvoted 1 times

👤 **dxutl** 2 years, 1 month ago

Selected Answer: C

C is correct since in the ITIL 4 Book, chapter 2.5.3 Risks it states that risks removed from the consumer by the service - may include failure of the server hardware or lack of staff availability.

upvoted 4 times

👤 **dxutl** 2 years, 1 month ago

Selected Answer: C

C is correct since in the ITIL 4 Book, chapter 2.5.3 Risks it states that risks removed from the consumer by the service - may include failure of the server hardware or lack of staff availability.

upvoted 4 times

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

        A. Understanding the organization's vision

        B. Understanding stakeholder needs

        C. Meeting stakeholder expectations

        D. Ensuring service components are available

Suggested Answer: *C*

Community vote distribution

C (100%)

👤 **SandyIndia** `Highly Voted 👍` 2 years, 11 months ago

A. Understanding the organizationג€™s vision.

Plan.

B. Understanding stakeholder needs

Engage.

C. Meeting stakeholder expectations.

Design and Transition.

D. Ensuring service components are available.

obtain/build.

  upvoted 40 times

👤 **mikilik** `Highly Voted 👍` 3 years, 2 months ago

Should be C

The purpose of the design and transition value chain activity is to ensure that products and services continually meet stakeholder expectations for quality, costs and time to market.

  upvoted 20 times

👤 **Bordewijk** `Most Recent ⊙` 9 months ago

`Selected Answer: C`

See ITIL Foundation Book 4.5.4

  upvoted 1 times

👤 **Alex84** 1 year, 9 months ago

`Selected Answer: C`

The value chain activity that ensures products and services continually meet stakeholder expectations for quality, costs, and time to market.

  upvoted 1 times

👤 **Roro2011** 2 years, 3 months ago

C. Meeting stakeholder expectations

  upvoted 3 times

👤 **Roro2011** 2 years, 4 months ago

C. Meeting stakeholder expectations

  upvoted 1 times

👤 **Smoothie4Sho** 2 years, 5 months ago

Correct answer is C - design and transition

The value chain activity that ensures products and services continually meet stakeholder expectations for quality, costs, and time to market. Referenced from Axelos Text book ITIL 4

  upvoted 1 times

👤 **Roro2011** 2 years, 5 months ago

C. Meeting stakeholder expectations

  upvoted 1 times

Lizarda2od 2 years, 5 months ago

Selected Answer: C

C is correct. D relates to "obtain/build"

upvoted 1 times

BLYBOI 2 years, 5 months ago

Selected Answer: C

C is correct

upvoted 1 times

bigpete975 2 years, 6 months ago

C is correct.

upvoted 1 times

LunchTime 2 years, 6 months ago

The correct answer is B "Design and Transition" as per the following link: https://www.beyond20.com/blog/what-is-the-itil-4-service-value-chain/

upvoted 1 times

   LunchTime 2 years, 6 months ago

   Sorry, I fat fingered this one. :(I meant to say that C is the correct answer, as also indicated by others here.

   upvoted 1 times

Vandana_kulakrni 2 years, 10 months ago

C. Meeting stakeholder expectations.

Design and Transition

upvoted 2 times

dadageer 2 years, 10 months ago

It is C

upvoted 1 times

exam67 2 years, 11 months ago

C is correct. D relates to "obtain/build"

upvoted 2 times

g13013 3 years, 1 month ago

The answer is C

upvoted 3 times

Crazey 3 years, 1 month ago

Design and Transition ensures that services and products meet stakeholder expectations, considering quality, cost and time-to-market. The primary focus is to take the requirements from Engage and provide specifications for Obtain/Build. This activity also delivers new and changed services and products to the Deliver and Support activity.

upvoted 4 times

   Crazey 3 years, 1 month ago

   Engage

   The Engage activity provides understanding of stakeholder needs, transparency, and good relationships with all stakeholders. This activity takes requirements from customers and transforms them into design requirements for the Design and Transition activity.

   upvoted 1 times

Which should be handled by 'service request management'?

    A. A request to implement a security patch

    B. A request to provide a laptop

    C. A request to resolve an error in a service

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

Suggested Answer: *B*

Community vote distribution

B (100%)

⊟ 👤 **SandyIndia** `Highly Voted 👍` 2 years, 11 months ago

A. A request to implement a security patch.

Change Management.

B. A request to provide a laptop.

Service Request.

C. A request to resolve an error in a service.

Problem management.

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

Relationship Management.

  upvoted 25 times

⊟ 👤 **heamgu** `Highly Voted 👍` 3 years, 2 months ago

Correct Answer is B.

Service request management is often confused with ITIL incident management. The distinction between the two is in how they are initiated: Service request management responds to requests for specific services such as resetting a password, setting up a new company laptop, or moving equipment from one location to another.

  upvoted 15 times

⊟ 👤 **Bordewijk** `Most Recent ⊙` 9 months ago

`Selected Answer: B`

This example is mentioned in the book in 5.2.16. Providing a laptop is usually a standard change and can therefore be handled by Service Request Management.

  upvoted 1 times

⊟ 👤 **_elj** 1 year, 10 months ago

`Selected Answer: B`

Ref. 5.2.16 Service request management

- a request for provision of a resource or service (for example, providing a phone or laptop to a user, or providing a virtual server for a development team)

  upvoted 2 times

⊟ 👤 **136898is42** 1 year, 11 months ago

`Selected Answer: B`

Requesting a laptop is service request management.

  upvoted 1 times

⊟ 👤 **jj0097** 2 years ago

`Selected Answer: B`

B of course

  upvoted 4 times

⊟ 👤 **shardas** 2 years, 3 months ago

arreglen la pregunta para que marque B

  upvoted 2 times

Roro2011 2 years, 4 months ago

B. A request to provide a laptop

upvoted 3 times

 Turb3n0id 2 years, 4 months ago

Correct B

upvoted 2 times

 panfok 2 years, 5 months ago

Selected Answer: B

B is correct.

upvoted 2 times

 bigpete975 2 years, 6 months ago

B is correct.

upvoted 2 times

 ewertowskip 2 years, 8 months ago

It's B.

upvoted 2 times

 Rinus83 2 years, 9 months ago

Correct is B

upvoted 2 times

 chay70 3 years, 1 month ago

based on the link provided, the answer is B.

upvoted 2 times

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

A. Governance

B. Service value chain

C. Guiding principles

D. Practices

Suggested Answer: *B*

👤 **El_Capitan** `Highly Voted 👍` 10 months, 3 weeks ago

The central element of the SVS is the service value chain, an operating model which outlines the key activities required to respond to demand and facilitate value realization through the creation and management of products and services

upvoted 12 times

👤 **bigpete975** `Most Recent ⊘` 1 year ago

B is correct.

upvoted 2 times

Which action is performed by a service provider?

    A. Requesting required service actions

    B. Authorizing budget for service consumption

    C. Ensuring access to agreed resources

    D. Receiving of the agreed goods

Suggested Answer: *C*

Community vote distribution

C (100%)

🗕 👤 **KM** `Highly Voted 👍` 3 years, 12 months ago

Answer is C

upvoted 26 times

🗕 👤 **A_Salem** `Highly Voted 👍` 3 years, 9 months ago

C. Correct. because SP provides the access to resources.

A. Wrong. Service request is a request from a user or a user's authorized representative.

B. Wrong. this is the consumers' sponsor role.

D. Wrong. the consumer receives the goods

upvoted 15 times

🗕 👤 **DUMBBB** `Most Recent ⊘` 8 months, 2 weeks ago

A. Requesting required service actions : service consumer

B. Authorizing budget for service consumption : sponsor

C. Ensuring access to agreed resources : service provider

D. Receiving of the agreed goods : service consumer

upvoted 1 times

🗕 👤 **_elj** 2 years, 4 months ago

`Selected Answer: C`

Ref. 2.4.1

Service provision includes ensuring access to resources for users

upvoted 3 times

🗕 👤 **136898is42** 2 years, 5 months ago

`Selected Answer: C`

A service provider ensures access to the resource "the service".

upvoted 1 times

🗕 👤 **Marianeiro** 2 years, 6 months ago

`Selected Answer: C`

C is the right answer

upvoted 1 times

🗕 👤 **arcadianlife** 2 years, 8 months ago

I am surprised that Examtopics publish many wrong answers. Having seen the contribution of different people here, I decided to do a small research about this question, and trust me the CORRECT answer is C. See the explanation below:

39) A service provider describes a package that includes a laptop with software, licenses, and support. What is this package an example of?

Answer is: service offering

i.e, combination of those items ensures access to agreed resources

Explanation: Service providers define combinations of goods, access to resources

and service actions, to address the needs of different consumer groups. These

combinations are called service offerings.

This an excerpt from a paid study pack.

upvoted 8 times

⊟ 👤 **shardas** 2 years, 9 months ago

por favor, es C arreglenlo.

upvoted 2 times

⊟ 👤 **Roro2011** 2 years, 9 months ago

C. Ensuring access to agreed resources

upvoted 2 times

⊟ 👤 **Lizarda2od** 2 years, 11 months ago

Selected Answer: C

C. Correct. because SP provides the access to resources.

A. Wrong. Service request is a request from a user or a user's authorized representative.

B. Wrong. this is the consumers' sponsor role.

D. Wrong. the consumer receives the goods

upvoted 4 times

⊟ 👤 **bigpete975** 3 years ago

C is correct.

upvoted 3 times

⊟ 👤 **Goodak47** 3 years, 3 months ago

C Correct

upvoted 3 times

⊟ 👤 **TVDang** 3 years, 3 months ago

A: service consumer

B: sponsor

C: service provider

d: service consumer

upvoted 2 times

⊟ 👤 **makowskim3** 3 years, 4 months ago

C or A?

upvoted 2 times

⊟ 👤 **coolfinesse** 3 years, 4 months ago

Access to resources granted or licensed to a consumer under agreed terms and conditions. The resources remain under the provider's control and can be accessed by the consumer only during the agreed service consumption period. Some of the example are access to the mobile network, or to the network storage or to a cloud environment etc. The ownership is not transferred to consumer, where the access is granted for the period of agreement (terms & condition) or license provided. The consumer can only access during the period of licence and terms & conditions.

upvoted 2 times

⊟ 👤 **Dhushaker** 3 years, 4 months ago

Service actions performed to address a consumer's needs. These actions are performed by the service provider according to the agreement with the consumer. Some of the examples are, user support like service desk, where the service actions are performed to fulfil the needs of the consumer. In this example of service desk, resolving the incidents of the users will be one of the service actions.

upvoted 2 times

⊟ 👤 **Sam_femi** 3 years, 6 months ago

Service Actions- Performed by the service provider to address a consumer's needs.

Performed according to an agreement with the consumer. A is correct

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

upvoted 1 times

Which step of the continual improvement model includes baseline assessments?

    A. Did we get there?

    B. Where are we now?

    C. What is the vision?

    D. Where do we want to be?

Suggested Answer: *B*

  SandyIndia `Highly Voted 👍` 1 year, 11 months ago

A. Did we get there?

Evaluate measurements and metrics.

B. Where are we now?

Perform baseline assessments.

C. What is the vision?

Business vision, strategy, goals and objectives.

D. Where do we want to be?

Define measurable targets.

  upvoted 29 times

  BananaSlug `Most Recent ⊘` 8 months, 1 week ago

B: Where are we now?

4.6.1.2 "If this step is skipped, the current state will not be understood and there will not be an objective baseline measurement. It will therefore be difficult to track and measure the effectiveness of the improvement activities, as the new state cannot be compared with a previous state at a later point."

  upvoted 2 times

  Gadeliow 9 months ago

the correct answer is B

  upvoted 1 times

  bigpete975 1 year, 6 months ago

B is correct.

  upvoted 1 times

  babati 2 years, 5 months ago

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.

  upvoted 1 times

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 tool used to help plan changes

      D. A way to manage the people aspects of change

Suggested Answer: *B*

Community vote distribution

B (100%)

  👤 **Bordewijk** 9 months ago

  Selected Answer: B

A person or a group of people authorizing a change. May be decentralized in a High Velocity Organization (e.g. Agile teams)

upvoted 2 times

  👤 **bigpete975** 2 years, 6 months ago

B is correct.

upvoted 1 times

  👤 **klezlil** 2 years, 7 months ago

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

upvoted 1 times

Which is NOT a component of the service value system?

A. The service value chain

B. Opportunity and demand

C. Continual improvement

D. Governance

Suggested Answer: *B*

⊟ 👤 **Greenham09** `Highly Voted 👍` 2 years, 3 months ago

Great - Guiding Principles

Grandma - Governance

Sells - SVC

P - Practices

C's - Continual Improvement

upvoted 34 times

⊟ 👤 **itelessons** 12 months ago

It is not the Grandma; it is the Great Gatsby who is selling the PCs...

upvoted 2 times

⊟ 👤 **bigpete975** `Most Recent ⊘` 3 years ago

B is correct.

upvoted 3 times

⊟ 👤 **Bakayalo** 3 years, 3 months ago

SVS :

Guiding principle

Governance

Service Value Chain

Practices

Continual Improvement

upvoted 3 times

⊟ 👤 **zaicnupagadi** 3 years, 4 months ago

Correct B. Opportunity and demand

upvoted 3 times

Which statement about service relationship management is CORRECT?

A. It focuses on the service actions performed by users

B. It requires the service consumer to create resources for the service provider

C. It requires co-operation of both the service provider and service consumer

D. It focuses on the fulfilment of the agreed service actions

Suggested Answer: *C*

⊟ 👤 **dvalsa** 8 months, 2 weeks ago

Selected Answer: C

Service relationship management emphasizes the collaborative partnership between service providers and service consumers. Effective service relationships require cooperation, communication, and alignment of expectations and needs from both parties to ensure the successful delivery and consumption of services.

upvoted 2 times

⊟ 👤 **TryRaja** 1 year, 11 months ago

C is correct

upvoted 2 times

⊟ 👤 **bigpete975** 3 years, 6 months ago

C is correct.

upvoted 1 times

What is the MOST important reason for prioritizing incidents?

A. To ensure that user expectations are realistic

B. To ensure that incidents with highest impact are resolved first

C. To help information-sharing and learning

D. To provide links to related changes and known errors

Suggested Answer: *B*

Community vote distribution

B (100%)

☐ 👤 **david20220411** 9 months, 1 week ago

B correct

upvoted 1 times

☐ 👤 **TryRaja** 1 year, 5 months ago

B is correct

upvoted 2 times

☐ 👤 **Traktark** 1 year, 5 months ago

Selected Answer: B

The most important reason for prioritizing incidents is B. To ensure that incidents with highest impact are resolved first.

This is because incidents with the highest impact are the ones that will have the biggest negative impact on the business. If these incidents are not resolved quickly, they can cause significant financial losses, productivity problems, or even damage to the organization's reputation.

upvoted 3 times

☐ 👤 **bigpete975** 3 years ago

B is correct.

upvoted 3 times

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

    A. Creating targets based on the percentage of uptime of a service

    B. Understanding the ongoing requirements of customers

    C. Using complex technical terminology in service level agreements (SLAs)

    D. Measuring low-level operational activities

Suggested Answer: *B*

 El_Capitan `Highly Voted` 3 years, 4 months ago

The activities of engaging and listening provide a great opportunity to build
improved relationships and to focus on what really needs to be delivered. It also
gives service delivery staff an experience-based understanding of the day-to-day
work that is done with their technology, enabling them to deliver a more business focused
service.

upvoted 6 times

 haverner `Most Recent` 7 months ago

`Selected Answer: B`

Service Level Management (SLM) ensures that IT services are aligned with the needs and expectations of customers. By understanding customers'
ongoing requirements, staff can deliver more business-focused services that address real needs and provide value.

upvoted 2 times

 TryRaja 1 year, 11 months ago

B is correct

upvoted 3 times

 bigpete975 3 years, 6 months ago

B is correct.

upvoted 1 times

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

A. Service request management

B. Service configuration management

C. Deployment management

D. Change enablement

Suggested Answer: *A*

Community vote distribution

A (100%)

👤 **Traktark** 11 months, 2 weeks ago

Selected Answer: A

The correct answer is: A. Service request management.

Explanation: The purpose of the 'service request management' practice is to handle pre-defined, user-initiated demands for services. It provides a standardized and efficient process for users to request access to services, information, or specific actions. The practice ensures that these requests are properly recorded, assessed, authorized, and fulfilled according to established procedures and controls.

In other words, service request management focuses on managing and fulfilling specific user requests for services, often in a structured and repeatable manner. It allows users to initiate and request various types of services without going through the formal change process, making it easier and quicker to access the services they need.

upvoted 1 times

👤 **El_Capitan** 2 years, 4 months ago

service request management practice

The practice of supporting the agreed quality of a service by handling all predefined, user-initiated service requests in an effective and user-friendly manner.

upvoted 3 times

👤 **bigpete975** 2 years, 6 months ago

A is correct.

upvoted 3 times

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

    A. Progress iteratively with feedback

    B. Collaborate and promote visibility

    C. Think and work holistically

    D. Keep it simple and practical

Suggested Answer: *D*

Community vote distribution

D (100%)

👤 **SandyIndia** `Highly Voted 👍` 2 years, 11 months ago

D. When analyzing a practice, process, service, metric, or other improvement targets, always ask whether it contributes to value creation. If value is not being created, then eliminate the unnecessary steps to simplify the process.

upvoted 17 times

  👤 **Tiger10** 2 years, 8 months ago

  pls explain. not sure why the answer D is correct

  upvoted 1 times

    👤 **Bakayalo** 2 years, 8 months ago

    In the event 'Start where you are " may be more appropriate but in this case 'Keep it simple and practical" Seems the nearest concept to it.

    upvoted 3 times

    👤 **JayBee65** 1 year, 10 months ago

    The above quote is taken from...

    4.3.6 Keep it simple and practical

    4.3.6.1 Judging what to keep

    When analysing a practice, process, service, metric, or other improvement target, always ask whether it contributes to value creation.

    upvoted 4 times

👤 **ewertowskip** `Highly Voted 👍` 2 years, 8 months ago

This should be Start where you are. I have no idea where this question is from :|

upvoted 6 times

  👤 **TryRaja** 11 months ago

  Yes, if it's one of the given choice, but it is not given,so

  Keep it simple and practical is more fitting answer for the question

  upvoted 1 times

👤 **celomomo** `Most Recent ⊘` 10 months, 2 weeks ago

C. Think and work holistically.

The guiding principle "Think and work holistically" emphasizes the importance of considering the entire system, including processes, resources, and interactions, to ensure that value is created efficiently and effectively. This involves identifying the valuable parts of existing processes and understanding how they contribute to the overall value stream.

upvoted 4 times

👤 **Traktark** 11 months, 2 weeks ago

`Selected Answer: D`

The correct answer is: D. Keep it simple and practical.

Explanation: The guiding principle "Keep it simple and practical" emphasizes that improvements should be straightforward, effective, and aligned with the value they provide. When applying this principle to an existing process, it involves evaluating which parts of the process contribute to value creation and should be retained, while also identifying areas where simplification or streamlining can be achieved. The goal is to avoid unnecessary

complexity and focus on practical solutions that bring the most significant benefits to the organization and its customers. This approach ensures that the process remains efficient, effective, and aligned with the overall business goals and objectives.

upvoted 4 times

🗖 👤 **Zeey** 1 year, 7 months ago

Answer is actually B. understand flow of work in progress("existing process"), identify bottlenecks("identifying how they contribute") and uncover waste.

upvoted 1 times

🗖 👤 **TryRaja** 11 months ago

No, answer is D

Keep it simple and practical.

upvoted 2 times

🗖 👤 **bigpete975** 2 years, 6 months ago

D is correct.

upvoted 1 times

🗖 👤 **LunchTime** 2 years, 6 months ago

D is correct. As per https://info.axiossystems.com/blog/itil4-keep-it-simple-and-practical: "Keep it simple and practical...Like focus on value, this principle is heavily focused on the prevention of waste. Waste correlates with complexity. Higher complexity means there are more opportunities for waste to creep into a system--and it requires more work to find an eliminate waste."

upvoted 3 times

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

A. To restore normal service operation as quickly as possible

B. To manage workarounds and known errors

C. To capture demand for incident resolution and service requests

D. To systematically observe services and service components

Suggested Answer: *D*

Community vote distribution

D (100%)

☐ 👤 **heerowiind** `Highly Voted 👍` 2 years, 4 months ago
A. To restore normal service operation as quickly as possible = Incident Management
B. To manage workarounds and known errors = Problem management
C. To capture demand for incident resolution and service requests = Service Desk
D. To systematically observe services and service components = Monitoring and Event Management
upvoted 10 times

☐ 👤 **david20220411** `Most Recent ⊙` 9 months, 1 week ago
`Selected Answer: D`
D correct
upvoted 1 times

☐ 👤 **Fund81** 1 year, 11 months ago
D
Under 5.2.7, The purpose of the monitoring and event management practice is to systematically observe services and service components, and record and report selected changes of state identified as events.
upvoted 3 times

☐ 👤 **bigpete975** 3 years ago
D is correct.
upvoted 1 times

☐ 👤 **O_lola** 3 years, 1 month ago
Should the answer not be C?
upvoted 1 times

☐ 👤 **Yokota** 3 years ago
monitoring = observe
upvoted 1 times

☐ 👤 **Djimajlo** 3 years, 1 month ago
"Key message: Purpose of the monitoring and event management practice is to systematically observe services and service components, and record and report selected changes of state identified as events."
upvoted 1 times

Which statement about outcomes is CORRECT?

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

B. Outcomes use activities to produce tangible or intangible deliverables

C. Outcomes give service consumers assurance of products or services

D. Outcomes help a service consumer to assess the cost of a specific activity

Suggested Answer: *A*

👤 **SandyIndia** `Highly Voted 👍` 3 years, 11 months ago

A.An outcome is a result for a stakeholder enabled by one or more outputs.

upvoted 6 times

👤 **haverner** `Most Recent ⊙` 7 months ago

`Selected Answer: A`

Focus on the relationship: Outputs → Outcomes → Value. Outputs are the "what," while outcomes are the "why" (the result or value).

upvoted 2 times

👤 **bigpete975** 3 years, 6 months ago

A is correct.

upvoted 1 times

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

A. Supplier management

B. Technical expertise

C. Event monitoring

D. Problem management

Suggested Answer: *A*

Community vote distribution

A (100%)

☐ 👤 **AlexNG** `Highly Voted 👍` 7 months ago

`Selected Answer: A`

5.2.15 - The skills and competencies for service level management include relationship management, business liaison, business analysis, and commercial/supplier management. The practice requires pragmatic focus on the whole service and not simply its constituent parts; for example, simple individual metrics (such as percentage system availability) should not be taken to represent the whole service.

upvoted 10 times

☐ 👤 **Sizabona** `Most Recent ⊘` 7 months, 4 weeks ago

Required SLM Skills and Competencies

The skills and competencies for SLM include relationship management, business liaison, business analysis, and commercial/supplier management due to the emphasis on engagement with the customer and all stakeholders involved in service management. Therefore, a holistic approach which focuses on the whole service and not simply its constituent parts is required. Simple individual metrics (such as percentage system availability) should not be taken to represent the whole service level, rather a view that incorporates customer perception and business outcomes must be the standard approach to SLM.

upvoted 1 times

☐ 👤 **bigpete975** 1 year, 6 months ago

A is correct.

upvoted 3 times

☐ 👤 **SandyIndia** 1 year, 11 months ago

A.The skills and competencies for SLM include relationship management, business liaison, business analysis, and commercial/supplier management due to the emphasis on engagement with the customer and all stakeholders involved in service management.

upvoted 3 times

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

A. Organizations should work through the steps of the model in the sequence in which they are presented

B. The flow of the model helps organizations to link improvements to its goals

C. The model is applicable to only certain parts of the service value system

D. Organizations should use an additional model or method to link improvements to customer value

Suggested Answer: *A*

Community vote distribution

B (81%)	A (19%)

👤 **EricSon** `Highly Voted 👍` 3 years, 3 months ago

Ans is B

[4.6] It is important to remember that the scope and details of each step of the model will vary significantly based on the subject and the type of improvement. It should be recognized that this model can serve as a workflow, but it can also be used simply as a high-level reminder of a sound thought process to ensure improvements are properly managed. *The flow seeks to ensure that improvements are linked to the organization's goals* and are properly prioritized, and that improvement actions produce sustainable results.

upvoted 33 times

👤 **_elj** `Highly Voted 👍` 1 year, 10 months ago

`Selected Answer: B`

Ref. 4.6

*The flow seeks to ensure that improvements are linked to the organization's goals and are properly prioritized, and that improvement actions produce sustainable results.

*The steps of this model do not need to be carried out in a linear fashion, and it may be necessary to re-evaluate and return to a previous step at some point.

upvoted 6 times

👤 **celomomo** `Most Recent ⊘` 10 months, 2 weeks ago

B. The flow of the model helps organizations to link improvements to its goals - This is correct. The continual improvement model is designed to help organizations align their improvement efforts with their goals and objectives, ensuring that changes and enhancements contribute to the achievement of these goals.

upvoted 1 times

👤 **martino30** 1 year, 2 months ago

A is OK :)

Use of the model increases the likelihood that ITSM initiatives will be successful, puts

a strong focus on customer value, and ensures that improvement efforts can be linked back to the organization's vision.

Hope that you see the difference between "the flow od the model seeks to ensure that improvements are linked..." and "The model seeks to ensure that improvements are linked..."

Even if you need to "re-evaluate and return to a previous step at some point." you would still go from 1st step just to check if it is still actual (that concludes working trough).

Finally - checking if improvements are linked to the organization's goals - for that you have 1st step, later -you would expect people to understand customer value / organization's vision rather than organization's goals :)

upvoted 1 times

👤 **MarcusWG86** 1 year, 3 months ago

4.6 Continual improvement; the answer is B

The steps of this model do not need to be carried out in a linear fashion, and it may be necessary to re-evaluate and return to a previous step at some point.

upvoted 3 times

👤 **antcruz** 1 year, 4 months ago

Answe is B - The flow seeks to ensure that improvements are linked to

the organization's goals and are properly prioritized, and that improvement actions

produce sustainable results.

upvoted 2 times

👤 **Traktark** 1 year, 4 months ago

Selected Answer: B

The correct answer is B. The flow of the model helps organizations to link improvements to its goals. The continual improvement model in ITIL provides a framework for organizations to systematically identify and implement improvements to their IT services. The flow of the model helps organizations to link improvements to its goals and ensure that they are aligned with the overall vision and objectives of the organization. Organizations are not required to work through the steps of the model in a specific sequence, nor is the model limited to certain parts of the service value system. The model can be used to identify and implement improvements across the entire service value system, and organizations should use the model itself, rather than an additional model or method, to link improvements to customer value.

upvoted 4 times

👤 **OBANSON** 1 year, 5 months ago

B IS THE CORRECT ANSWER

upvoted 1 times

👤 **MD2022abcd** 1 year, 5 months ago

B IS CORRECT " 4.6: The flow seeks to ensure that improvements are linked to the organization's goals and are properly prioritized, and that improvement actions produce sustainable results"

A is wrong " 4.6: The steps of this model do not need to be carried out in a linear fashion, and it may be necessary to re-evaluate and return to a previous step at some point."

upvoted 2 times

👤 **Manix** 1 year, 5 months ago

Selected Answer: B

Page 66: Use of the model ... ensures that improvement efforts can be lionked bac to the organization's vision. -> it's B

Page 67: An organization can adjust these steps to it's culture and goals. -> not A

upvoted 1 times

👤 **rulezztim** 1 year, 8 months ago

A is correct

upvoted 3 times

👤 **kimochi31** 1 year, 9 months ago

Selected Answer: A

Should be A. The continual improvement model should be done in a sequential form. How can you improve something if you don't assess "what is the vision?" 1st? Do you jump to "take action"? or where do we want to be? Of course you need to check what is your goal/vision FIRSTLY not on a random sequence.

upvoted 4 times

👤 **dipophysics** 1 year, 8 months ago

Hello, Kindly help with contribution user access

upvoted 1 times

👤 **Gadeliow** 1 year, 9 months ago

B is correct

upvoted 1 times

👤 **heerowiind** 1 year, 10 months ago

Selected Answer: B

Correct answer is B

upvoted 3 times

👤 **136898is42** 1 year, 11 months ago

Selected Answer: B

B is the correct answer. It is not a stringent model.

upvoted 1 times

👤 **Dr4mmma** 2 years, 1 month ago

Correct answer is B.

upvoted 5 times

👤 **Roro2011** 2 years, 3 months ago

B. The flow of the model helps organizations to link improvements to its goals

What is the definition of warranty?

    A. A means of identifying events that could cause harm or loss

    B. A means of determining whether a service is fit for purpose

    C. A means of identifying a result for a stakeholder

    D. A means of determining whether a service is fit for use

Suggested Answer: *D*

Community vote distribution

D (100%)

☐ 👤 **TryRaja** `Highly Voted 👍` 11 months ago

A. A means of identifying events that could cause harm or loss = Risk

B. A means of determining whether a service is fit for purpose = Utility

C. A means of identifying a result for a stakeholder= Outcome

D. A means of determining whether a service is fit for use = Warranty

So D is correct

upvoted 13 times

☐ 👤 **ITPS_SBG_7** `Highly Voted 👍` 2 years, 10 months ago

Answer is D.

Warranty
Assurance that a product or service will meet agreed requirements. Warranty can
be summarized as 'how the service performs' and can be used to determine
whether a service is 'fit for use'.

upvoted 5 times

☐ 👤 **WookieWoo** `Most Recent ⊘` 1 year, 6 months ago

`Selected Answer: D`

A - Risk

B - Utility

C - Outcome

upvoted 3 times

☐ 👤 **bigpete975** 2 years, 6 months ago

D is correct.

upvoted 1 times

☐ 👤 **dadageer** 2 years, 10 months ago

whats the difference between B and D?

upvoted 1 times

 ☐ 👤 **mazoshu** 2 years, 9 months ago

 B is for utility

 upvoted 5 times

☐ 👤 **SandyIndia** 2 years, 11 months ago

D. Warranty is Assurance that a product or service will meet the agreed requirments.

upvoted 3 times

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

    A. Change enablement

    B. Problem management

    C. Information security management

    D. Service configuration management

Suggested Answer: *C*

Community vote distribution

C (100%)

TryRaja 11 months ago

Answer occurs C

upvoted 1 times

AKatoch 11 months ago

Answer C

upvoted 1 times

eng_omari 1 year, 3 months ago

Selected Answer: C

The answer is c

upvoted 1 times

peah 1 year, 4 months ago

Information Security Management

upvoted 1 times

RickyQ 1 year, 5 months ago

The purpose of the information security management practice is to protect the

information needed by the organization to conduct its business, including the understanding and managing risks to confidentiality, integrity,

availability, authentication, and non-repudiation.

upvoted 2 times

Which statement about value creating activities is CORRECT?

A. Each value stream should be designed with a specific combination of service value chain activities

B. Service value chain activities have pre-determined dependencies on ITIL practices

C. A value stream is an operating model for creating value through products and services

D. Organizations should ensure that each value stream is applicable to many scenarios

Suggested Answer: *A*

Community vote distribution

A (81%) | C (19%)

👤 **Frameff** `Highly Voted 👍` 2 years, 10 months ago

`Selected Answer: A`

"To carry out a certain task or respond to a particular situation, organizations create service value streams. These are specific combinations of activities and practices, and each one is designed for a particular scenario."

On top of that, the value stream is not an operating model.

upvoted 10 times

👤 **Panda_man** `Highly Voted 👍` 1 year, 8 months ago

`Selected Answer: A`

According to the book should be A , while in the definition for value stream nowhere says it's an operating model

upvoted 5 times

👤 **KimoKono** `Most Recent ⊘` 9 months, 1 week ago

`Selected Answer: C`

ITIL defines value stream as a series of steps an organization undertakes to create and deliver products and services to consumers.

upvoted 1 times

👤 **Mikkamakka29** 1 year, 1 month ago

`Selected Answer: A`

Value streams are designed by combining different service value chain activities in a specific way to create value through the delivery of services or products. These combinations are tailored to achieve the objectives of a particular service or product and are not one-size-fits-all; they must be crafted to meet the unique circumstances and needs of each situation.

upvoted 3 times

👤 **celomomo** 1 year, 4 months ago

C. A value stream is an operating model for creating value through products and services.

upvoted 1 times

👤 **[Removed]** 1 year, 9 months ago

Should be C

upvoted 1 times

👤 **NomNom2** 1 year, 10 months ago

C. is correct.

In the context of ITIL 4, a value stream is a sequence of activities that creates and delivers a product or service to a customer. Value streams are used to identify the steps and processes required to deliver value, and to optimize the flow of work across the service value chain. Each value stream should be designed with a specific combination of service value chain activities, which are the key activities required to deliver value.

upvoted 2 times

   👤 **Panda_man** 1 year, 7 months ago

   Nope, value chain is operating model - not a value stream

   upvoted 2 times

👤 **Traktark** 1 year, 10 months ago

`Selected Answer: A`

According to ITIL, each value stream should be designed with a specific combination of service value chain activities to ensure that the desired outcomes and benefits are achieved efficiently and effectively. The service value chain is a sequence of activities that are performed to design, transition, deliver, and improve services. By designing each value stream with a specific combination of these activities, organizations can ensure that their services meet customer needs and business goals in the most efficient and effective manner possible.

upvoted 3 times

👤 **lo_01234_ol** 1 year, 11 months ago

Selected Answer: C

Creation of value: C.

upvoted 2 times

👤 **Manix** 1 year, 11 months ago

Selected Answer: C

Question is about Value creation, co C is better answer than A.

The central element of the SVS is the service value chain, an operating model which outlines the key activities required to respond to demand and facilitate value realization through the creation and management of products and services.

upvoted 2 times

👤 **BananaSlug** 2 years, 2 months ago

The answer is not C. 4.5 Service value chain "The central element of the SVS is the service value chain, an operating model which outlines the key activities required to respond to demand and facilitate value realization through the creation and management of products and services."

upvoted 3 times

👤 **Rifol** 2 years, 9 months ago

Letter A sagot dito boruto

upvoted 2 times

👤 **didigigi** 2 years, 10 months ago

Selected Answer: A

Aaaaaaa

upvoted 1 times

👤 **bigpete975** 3 years ago

A is correct.

upvoted 1 times

👤 **klezlil** 3 years ago

The value chain is an operating model, not the value stream, so I think A is correct.

upvoted 2 times

👤 **MDNowfal** 3 years, 1 month ago

Selected Answer: C

cccccccccccc

upvoted 1 times

👤 **RayG** 3 years, 1 month ago

answer A is correct.

"Service value streams are specific combinations of activities and practices, and each one is designed for a particular scenario."

upvoted 1 times

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

 A. Ensuring that stakeholder expectations for quality are met

 B. Ensuring that stakeholder needs are understood by the organization

 C. Ensuring that service components are available when needed

 D. Ensuring that services are operated to meet agreed specifications

Suggested Answer: *B*

Community vote distribution

B (100%)

□ 👤 **heerowiind** `Highly Voted 👍` 1 year, 10 months ago

A. Ensuring that stakeholder expectations for quality are met = Design and Transition

B. Ensuring that stakeholder needs are understood by the organization = Engage

C. Ensuring that service components are available when needed = Obtain/Build

D. Ensuring that services are operated to meet agreed specifications = Deliver and Support

upvoted 28 times

□ 👤 **Traktark** `Most Recent ⏱` 11 months, 2 weeks ago

`Selected Answer: B`

The correct answer is: B. Ensuring that stakeholder needs are understood by the organization.

Explanation: The 'engage' value chain activity is responsible for engaging with stakeholders to understand their needs, expectations, and requirements. It involves actively communicating and collaborating with stakeholders to gain insights into their specific needs and desired outcomes. By engaging with stakeholders effectively, the organization can ensure that its services are designed and delivered in a way that meets the expectations and requirements of its customers and other relevant stakeholders. This activity is essential for aligning the organization's services with the needs of its stakeholders, thereby increasing the likelihood of delivering valuable and customer-centric services.

upvoted 2 times

□ 👤 **bigpete975** 2 years, 6 months ago

B is correct.

upvoted 3 times

□ 👤 **Thilaganto** 2 years, 10 months ago

Yes i agree with option B

upvoted 1 times

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

A. Understanding what services help the service consumer

B. Reducing the number of steps in the customer experience

C. Assessing services to identify parts that can be reused

D. Identifying activities that can be achieved in smaller iterations

Suggested Answer: *A*

Community vote distribution

A (100%)

☐ **heerowiind** `Highly Voted 👍` 2 years, 4 months ago

A. Understanding what services help the service consumer = focus on value

B. Reducing the number of steps in the customer experience = keep it simple and practical

C. Assessing services to identify parts that can be reused = start where you are

D. Identifying activities that can be achieved in smaller iterations = progress iteratively with feedback

upvoted 9 times

☐ **Skeptiker** `Most Recent ⊘` 11 months, 3 weeks ago

`Selected Answer: A`

A is correct

upvoted 1 times

☐ **TryRaja** 1 year, 5 months ago

A is correct

upvoted 1 times

☐ **bigpete975** 3 years ago

A is correct.

upvoted 1 times

☐ **Quen** 3 years, 4 months ago

A for me, keyword is understand which is logically related to value

upvoted 1 times

Which is part of the definition of a customer?

A. The role that defines the requirements for a service

B. A means of enabling value co-creation

C. The role that authorizes budget for service consumption

D. A set of specialized organizational capabilities for enabling value

Suggested Answer: *A*

Community vote distribution

A (100%)

☐ **heerowiind** `Highly Voted 👍` 2 years, 4 months ago

A. The role that defines the requirements for a service = customer

B. A means of enabling value co-creation = service

C. The role that authorizes budget for service consumption - sponsor

D. A set of specialized organizational capabilities for enabling value = service management

upvoted 13 times

☐ **HeatSquad77** `Most Recent ⊙` 1 month, 1 week ago

`Selected Answer: A`

Answer is A

upvoted 1 times

☐ **Skeptiker** 11 months, 3 weeks ago

`Selected Answer: A`

A is the answer as a customer is the role that assumes responsibility for the outcomes and defines requirements.

upvoted 1 times

☐ **bigpete975** 3 years ago

A is correct.

upvoted 1 times

☐ **sunny0452** 3 years, 2 months ago

a person who defines the requirement for a service and take responsibility for the outcomes of the service consumption.

upvoted 2 times

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

A. Focus on value

B. Start where you are

C. Think and work holistically

D. Keep it simple and practical

Suggested Answer: *C*

🖃 👤 **Zephaniah** `Highly Voted 👍` 3 years, 10 months ago

C. having a holistic view of your system

upvoted 7 times

🖃 👤 **haverner** `Most Recent ⊙` 7 months ago

`Selected Answer: C`

When the question involves interconnectivity and system-wide impacts, the answer is "Think and work holistically."

upvoted 3 times

🖃 👤 **bigpete975** 3 years, 6 months ago

C is correct.

upvoted 1 times

Question #166   Topic 1

Identify the missing words in the following sentence:

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

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

Suggested Answer: *C*

Community vote distribution

B (97%)

☐ 👤 **[Removed]** `Highly Voted 👍` 3 years, 5 months ago

There should be a formal process for logging and managing incidents. B is correct

upvoted 13 times

☐ 👤 **Pcghosh** `Highly Voted 👍` 2 years, 3 months ago

`Selected Answer: B`

Section 5.2.5 Incident management - Page 123 first line clearly states - There should be a 'formal process' for logging and managing incidents.

upvoted 7 times

☐ 👤 **cibernauta** `Most Recent ⊘` 1 month, 1 week ago

`Selected Answer: C`

The correct answer is: C. detailed procedures

Full sentence:

The 'incident management' practice should maintain detailed procedures for logging and managing incidents.

Explanation:

The incident management practice involves logging, categorizing, prioritizing, and resolving incidents efficiently. To ensure consistency and effectiveness, it is essential to have detailed procedures in place that guide how incidents are handled from detection to resolution.

A. a dedicated team – While helpful, a dedicated team is not the focus of the sentence.

B. a formal process – Incident management is already a formal process; the question asks what it should maintain.

D. a value chain activity – This is part of the ITIL framework, not something maintained by the practice.

Thus, detailed procedures is the most accurate fit.

upvoted 1 times

☐ 👤 **Protocol0** 10 months, 3 weeks ago

`Selected Answer: B`

Choosing Between Formal Processes and Detailed Procedures:

Formal processes serve as the overarching framework, while detailed procedures fit within those processes.

Use formal processes when you need a high-level structure to guide incident management consistently.

Use detailed procedures when specific actions require precise instructions.

upvoted 4 times

☐ 👤 **aabdelja** 10 months, 3 weeks ago

B is correct

There should be a formal process for logging and managing incidents. This process does not usually include detailed procedures for how to diagnose, investigate, and resolve incidents, but can provide techniques for making investigation and diagnosis more efficient.

upvoted 1 times

👤 **Mikkamakka29** 1 year, 1 month ago

Selected Answer: B

The 'incident management' practice should maintain a formal process for logging and managing incidents. This emphasizes the need for a structured approach to ensure that incidents are handled consistently and effectively.

upvoted 3 times

👤 **farouk450** 1 year, 2 months ago

Selected Answer: B

B is correct

upvoted 3 times

👤 **Hassank123** 1 year, 3 months ago

Selected Answer: C

Thought it was C icl

upvoted 1 times

👤 **TryRaja** 1 year, 5 months ago

B is right answer

upvoted 1 times

👤 **Veeru_k23** 1 year, 6 months ago

Selected Answer: B

Answer B:

"There should be a formal process for logging and managing incidents." Ref 5.2.5

C is incorrect: "This process does NOT usually include detailed procedures for how to diagnose, investigate, and resolve incidents." Ref 5.2.5

upvoted 5 times

👤 **frederikverstraeten** 1 year, 6 months ago

Selected Answer: B

Formal process

upvoted 2 times

👤 **bdub16** 1 year, 6 months ago

Selected Answer: B

Formal process

upvoted 3 times

👤 **Panda_man** 1 year, 8 months ago

Selected Answer: B

It's B

upvoted 2 times

👤 **ech** 1 year, 8 months ago

incident management is a formal process that helps IT teams investigate, record, and resolve service interruptions or outages. I think B.

upvoted 1 times

👤 **ahmad90sy** 1 year, 11 months ago

Selected Answer: B

There should be a formal process for logging and managing incidents.

upvoted 2 times

👤 **Dulip** 1 year, 11 months ago

B is correct

upvoted 1 times

👤 **edachesunny** 2 years, 2 months ago

Selected Answer: B

Formal process

upvoted 2 times