

EXAMTOPICS

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Which element of the operating model refers to third parties contributing to value creation activities?

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

Suggested Answer: A

Currently there are no comments in this discussion, be the first to comment!

What does sustainability assure in the context of a service or product?

- A. The service will meet the agreed requirements
- B. The service will continually meet requirements for environmental responsibility
- C. The service delivers the required functionality to meet business needs
- D. The service supports the performance of the consumer

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Which of the following describes a sponsor within a consumer organization?

- A. A person or group that has its own functions and authorities
- B. A person or group that authorizes a change
- C. The role that defines the requirements for a service
- D. The role that authorizes the budget for service consumption

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Which of the following BEST describes an operating model?

- A. A set of rules that ensures consistent decision-making and accountability within the organization
- B. A recommendation that guides an organization's actions and decisions in all circumstances
- C. A set of organizational resources designed for performing specific work or achieving a particular objective
- D. A conceptual and visual representation of how an organization co-creates value with its customers

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

How do service providers contribute to the creation of service value for consumers?

- A. They reduce risks and provide resources through specialization
- B. They eliminate the need for consumers to use any resources
- C. They replace consumers' responsibilities with their own services
- D. They determine the financial outcomes for consumers directly

Suggested Answer: A

Currently there are no comments in this discussion, be the first to comment!

Which is the main form of service interaction between service consumers and digital services?

- A. Transfer of goods
- B. Delivery of goods
- C. Access to resources
- D. Service actions

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Why do many digital service providers aim to reduce or eliminate service actions?

- A. To strengthen direct personal engagement between users and support staff
- B. To ensure every service interaction is handled manually for better control
- C. To comply with financial and regulatory policies
- D. To streamline operations and increase consistency by relying more on automation

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Which chapter of a practice guide provides recommendations for the successful automation of the practice?

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

Suggested Answer: A

Currently there are no comments in this discussion, be the first to comment!

Which statement BEST describes service quality?

- A. The totality of characteristics of a service that determine its ability to satisfy stated needs
- B. The functionality provided by a product or service to meet a particular need
- C. A documented agreement between a service provider and a customer
- D. The assurance that a service will meet agreed requirements and is fit for use

Suggested Answer: A

Currently there are no comments in this discussion, be the first to comment!

What enables the digital product and service management activities of an organization?

- A. Value stream steps
- B. Management practices
- C. Vision and operating model
- D. Value chain

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

A team is gathering customer feedback and measuring current service response times to understand its existing performance. Which step of the continual improvement model does this activity represent?

- A. Where are we now?
- B. Take action
- C. Where do we want to be?
- D. What is the vision?

Suggested Answer: A

Currently there are no comments in this discussion, be the first to comment!

Which guiding principle emphasizes understanding how all parts of an organization function together as an integrated system?

- A. Think and work holistically
- B. Focus on value
- C. Keep it simple and practical
- D. Progress iteratively with feedback

Suggested Answer: A

Currently there are no comments in this discussion, be the first to comment!

Which of the following statements about the four dimensions of product and service management is CORRECT?

- A. Each dimension on its own is sufficient to achieve the desired outcomes
- B. All four dimensions are critical to effective and efficient facilitation of value
- C. All four dimensions apply only to product design and not to management practices
- D. All four dimensions focus mainly on the activities of the service value chain

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Which of the following BEST describes a release?

- A. The addition, modification, or removal of anything that could affect services
- B. A version of a product, service, or other configuration item made available for use
- C. An unplanned interruption to a service or reduction in the quality of a service
- D. A cause, or potential cause, of one or more incidents

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Which dimension of product and service management promotes conducting safe-to-fail experiments in complex situations?

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

Suggested Answer: A

Currently there are no comments in this discussion, be the first to comment!

Which activity has the purpose of developing, integrating, and testing digital products to transform designs into functional solutions?

- A. Support
- B. Build
- C. Discover
- D. Operate

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

What is the role of governance within the ITIL Service Value System?

- A. To define and manage process activities for service delivery
- B. To perform day-to-day service operations
- C. To ensure organizational activities are directed and controlled
- D. To provide detailed technical guidance for service design

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Which of the following statements about value streams is INCORRECT?

- A. Value streams are enabled and supported by the organization's value chain
- B. Value streams should exclude suppliers
- C. Value streams continue to evolve over time
- D. Value streams can involve multiple practices

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Which term BEST describes a group of people that has its own functions with responsibilities, authorities, and relationships to achieve its objectives?

- A. Organization
- B. Partnership
- C. Culture
- D. Service Journey

Suggested Answer: A

Currently there are no comments in this discussion, be the first to comment!

Which dimension of digital product and service management ensures whoever is working in an organization has sufficient skills to support anticipated needs?

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

Suggested Answer: A

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