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Question 1

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

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

Options:

A- Incident management

B- Service level management

C- Service request management

D- Change enablement

Answer:

C

Explanation:

The service request management practice supports the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner1.A service request is a request from a user or a user's authorized representative that initiates a service action that has been agreed as a normal part of service delivery2.A user wanting to know how to create a report is an example of a service request that can be handled by the service request management practice3. The other statements are not true because:

Incident management: The incident management practice restores normal service operation as quickly as possible after an interruption or reduction in quality of an IT service1.A user wanting to know how to create a report is not an incident, as it does not affect the availability or performance of a service2.

Service level management: The service level management practice sets clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets1.This practice does not directly handle user requests, but it may define the service level agreements (SLAs) and service level objectives (SLOs) that apply to them2.

Change enablement: The change enablement practice maximizes the number of successful service and product changes by ensuring that risks have been properly assessed, authorized, and managed within a schedule1.A change is the addition, modification, or removal of anything that could have a direct or indirect effect on IT services2.A user wanting to know how to create a report is not a change, as it does not alter the configuration or functionality of a service component2.Reference:ITIL Foundation - ITIL 4 Edition, page 16;ITIL 4 -- A Pocket Guide, page 37;ITIL 4 Practice Guide: Service Request Management, page 7.

Question 2

Question Type: **MultipleChoice**

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

Options:

A- Used to help plan changes, assist in communication avoid conflicts and assign resources

B- Used to select the right method, model or technique for identifying improvements

C- Used to track and manage improvement ideas from identification through to final action

D- Used to provide a formal description of one or more services designed to address the needs of a target consumer group

Answer:

C

Explanation:

The continual improvement practice aligns the organization's practices and services with changing business needs through the ongoing identification and improvement of services, service components, practices, or any element involved in the efficient and effective management of products and services1.A continual improvement register (CIR) is a tool used to track and manage improvement ideas from identification through to final action2.It helps to prioritize, monitor, and communicate the status of improvement initiatives3. The other statements are not true because:

Used to help plan changes, assist in communication avoid conflicts and assign resources: This describes the purpose of a change schedule, which is a tool used by the change enablement practice2.

Used to select the right method, model or technique for identifying improvements: This describes the purpose of a continual improvement model (CIM), which is a tool used by the continual improvement practice2.

Used to provide a formal description of one or more services designed to address the needs of a target consumer group: This describes the purpose of a service offering, which is an output of the engage activity of the service value chain1.Reference:ITIL Foundation - ITIL 4 Edition, page 15;ITIL 4 -- A Pocket Guide, page 34;ITIL 4 Practice Guide: Continual Improvement, page 9.

Question 3

Question Type: MultipleChoice

Which is the MOST LIKELY way of resolving major incidents?

Options:

A- Users establishing a resolution using serf-help

B- The service desk identifying the cause and a resolution

C- A temporary team working together to identity a resolution

D- A support team following detailed procedures for investigating the incident

Answer:

C

Explanation:

The incident management practice aims to minimize the negative impact of incidents by restoring normal service operation as quickly as possible1.A major incident is an incident that has a significant impact or urgency for the business and requires a high level of coordination and resources to resolve2.The most likely way of resolving major incidents is by forming a temporary team working together to identify a resolution, such as a major incident team or a swarming team3. The other statements are not true because:

Users establishing a resolution using self-help: Self-help is an option for users to resolve their own incidents with minimal or no assistance from the service provider, but it is not suitable for major incidents that require urgent and expert attention3.

The service desk identifying the cause and a resolution: The service desk is responsible for logging, categorizing, prioritizing, and escalating incidents, but it may not have the skills or authority to identify the cause and a resolution for major incidents that involve multiple teams or suppliers3.

A support team following detailed procedures for investigating the incident: A support team may follow detailed procedures for investigating the incident, but it may not be able to resolve major incidents that require cross-functional collaboration or escalation3.Reference:ITIL Foundation - ITIL 4 Edition, page 14;ITIL 4 -- A Pocket Guide, page 32;ITIL 4 Practice Guide: Incident Management, page 8.

Question 4

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

Options:

A- The language and terms used in the SLA should be commonly understood by all parties

B- Base the SLA on system-based metrics that are useful to the service provider

C- In order to promote consistent service, they should be be carried forward, unchanged, from one year to the next

D- Vague targets, such as those related to user experience should be avoided

Answer:

A

Explanation:

A service level agreement (SLA) is a documented agreement between a service provider and a customer that identifies both services required and the expected level of service1.A necessity to a successful SLA is that the language and terms used in the SLA should be commonly understood by all parties, to avoid ambiguity, confusion, and disputes2. The other statements are not true because:

Base the SLA on system-based metrics that are useful to the service provider: The SLA should be based on customer-based metrics that are meaningful to the customer and reflect the value of the service2.

In order to promote consistent service, they should be carried forward, unchanged, from one year to the next: The SLA should be reviewed and updated regularly to reflect changing business needs, customer expectations, and service performance2.

Vague targets, such as those related to user experience should be avoided: The SLA should include both quantitative and qualitative targets, such as those related to user experience, satisfaction, and perception, as well as availability, reliability, and security2.Reference:ITIL Foundation - ITIL 4 Edition, page 16;ITIL 4 -- A Pocket Guide, page 37;ITIL 4 Practice Guide: Service Level Management, page 8.

Question 5

Question Type: MultipleChoice

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

Options:

A- Service desk

B- Service level management

C- Incident management

D- Change enablement

Answer:

A

Explanation:

The service desk practice provides a single point of contact for users and customers to report issues, make requests, or seek guidance1.This practice guarantees that users have a range of access channels to choose from to report problems, such as phone, email, web portal, chatbot, or self-service2.This helps to improve user satisfaction, reduce frustration, and increase efficiency3.Reference:ITIL Foundation - ITIL 4 Edition, page 14;ITIL 4 -- A Pocket Guide, page 32;ITIL 4 Practice Guide: Service Desk, page 7.

Question 6

Question Type: **MultipleChoice**

Which of the following statements about change authorization is CORRECT?

Options:

A- Every time a standard change is requested a change authority is assigned

B- The technician making an emergency change can authorize such changes

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

D- Ensuring that changes are authorized after their deployment is done by the change authority

Answer:

C

Explanation:

The change enablement practice maximizes the number of successful service and product changes by ensuring that risks have been properly assessed, authorized, and managed within a schedule1.Change authorization is the activity of verifying that a proposed change is desirable, viable, and achievable before committing to its implementation2.The change type (standard, normal, or emergency) and model (a predefined approach for handling a specific type of change) is the basis for assigning the change authority (the role that can authorize a change)2. The other statements are incorrect because:

A standard change is a low-risk, pre-authorized change that follows an agreed procedure and does not require authorization at the point of implementation2.

An emergency change is a high-priority change that must be implemented as soon as possible to resolve an incident or implement a security patch2.An emergency change must be authorized by an emergency change authority (ECA), which is usually a subset of the normal change authority (CAB)2.

Ensuring that changes are authorized before their deployment is done by the change enabler (the role that coordinates all aspects of a change)2.Reference:ITIL Foundation - ITIL 4 Edition, page 16;ITIL 4 -- A Pocket Guide, page 39;ITIL 4 Practice Guide: Change Enablement, page 7.

Question 7

Question Type: **MultipleChoice**

What is the difference between the 'incident management" and 'service desk' practices'?

Options:

A- Incident management restores service operation; service desk provides communication with users

B- Incident management resolves complex issues, service desk reserves simpler issues

C- Incident What is the difference between the 'incident management' and 'service

D- Incident management manages interruptions to services, service desk monitors achieved service quality

Answer:
A

Explanation:
The incident management practice aims to minimize the negative impact of incidents by restoring normal service operation as quickly as possible1.This practice involves logging, categorizing, prioritizing, investigating, resolving, and closing incidents2.The service desk practice provides a single point of contact for users and customers to report issues, make requests, or seek guidance1.This practice involves providing communication with users, capturing feedback, managing user satisfaction, and facilitating continual improvement3.Reference:ITIL Foundation - ITIL 4 Edition, page 14;ITIL 4 -- A Pocket Guide, page 32;ITIL 4 Practice Guide: Incident Management, page 7.

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