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Question 1

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

Options:

A- Incident management

B- Service level management

C- Problem management

D- Service request management

Answer:

D

Explanation:

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

The purpose of the service request management practice is to support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner. Service request management is dependent upon well-designed processes and procedures, which are operationalized through tracking and automation tools to maximize the efficiency of the practice. To be handled optimally, service request management should follow these guidelines:

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

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

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

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

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

Question 2

Question Type: MultipleChoice

Staff in an IT organization are very busy, mostly carrying out tasks that add little or no value to the organization or its customers.

Which guiding principle recommends that the unnecessary work should be eliminated?

Options:

A- Keep it simple and practical

B- Think and work holistically

C- Star: where you are

D- Progress iteratively with feedback

Answer:

A

Explanation:

https://assyst.ifs.com/blog/the-7-guiding-principles-of-itil-4-0

Don't over-engineer solutions. Think about what you can donow.

Likefocus 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.

Focus on delivering the desired outcome, not building the most elegant and elaborate solution. Use the minimum number of steps to deliver that outcome, ensuring you are notover-processing(delivering quality above and beyond what is required).

Question 3

Question Type: MultipleChoice

Which practice balance management of risk with maximizing throughput?

Options:

A- Change enablement

B- Continual improvement

C- Incident management

D- Problem management

Answer:

A

Explanation:

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.

Question 4

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

Options:

A- Value streams and processes

B- Partners and suppliers

C- Information and technology

D- Organizations and people

Answer:

A

Explanation:

Value Streams & Processes

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

Value streams

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

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

Processes

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

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

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

Question 5

Which is an example of a service request?

Options:

A- A request for normal operation to be restored

B- A request to implement a security patch

C- A request for access to a file

D- A request to investigate the cause of an incident

Answer:

C

Explanation:

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

Question 6

Why should a service level agreement include bundles of metrics?

Options:

A- To ensure that the service levels have been agreed with customers

B- To reduce the number of metrics that need to be measured and reported

C- To ensure that all services are included in the service reports

D- To help focus on business outcomes, rather than operational result.

Answer:

D

Explanation:

Individual metrics without a specified service context are unhelpful.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.

https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20(SLAs)&text=Individual%20metrics%20without%20a%20specified,satisfaction%20and%