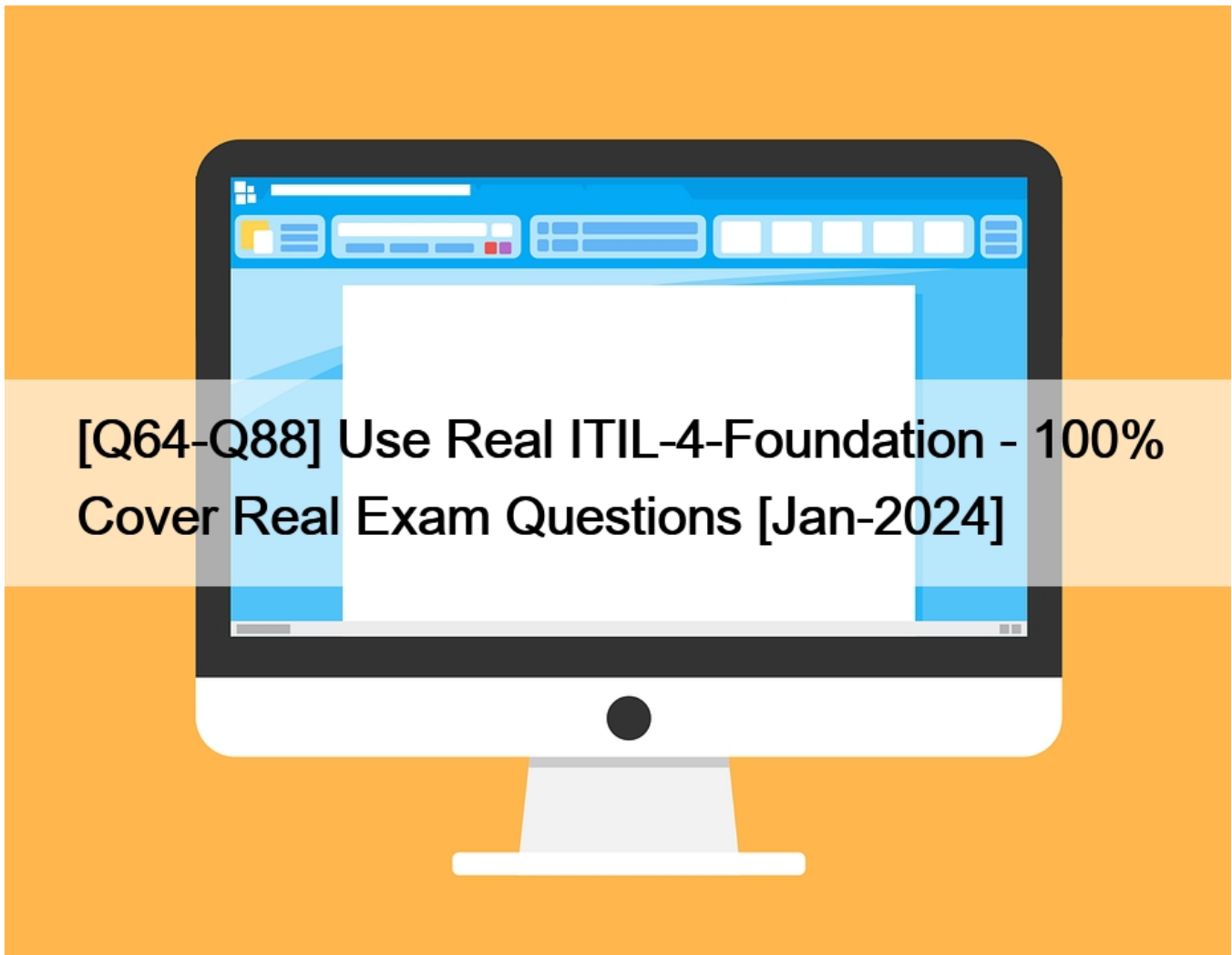


[Q64-Q88 Use Real ITIL-4-Foundation - 100% Cover Real Exam Questions [Jan-2024]



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Dumps Brief Outline Of The ITIL-4-Foundation Exam - ValidBraindumps

NEW QUESTION 64

Which practice facilitates operational communication between the service provider organization and users in the service consumer organization?

- * Service level management
- * Relationship management
- * Service desk
- * Monitoring and event management

NEW QUESTION 65

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

- * Configuration item
- * Product
- * IT asset
- * Event

NEW QUESTION 66

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

- * Output
- * Outcome
- * Utility
- * Warranty

Explanation

Utility is defined as "the functionality offered by a product or service to meet a particular need";2. Utility can be summarized as "what the service does"; and can be used to determine whether a service is able to meet its intended outcomes1.

NEW QUESTION 67

Which TWO statements about an organization's culture are CORRECT? (Choose two.)

1. It is created from shared values based on how it carries out its work
 2. It is determined by the type of technology used to support services
 3. It should be based on the culture of prospective suppliers
 4. It should be based on the objectives of the organization
- * 1 and 2
 - * 2 and 3
 - * 3 and 4
 - * 1 and 4

NEW QUESTION 68

Which practice has a purpose that includes the handling of pre-defined, user-initiated demands for service?

- * Service request management
- * Service configuration management
- * Deployment management
- * Change enablement

NEW QUESTION 69

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

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

NEW QUESTION 70

What should a release policy include?

- * The process owner and process manager for each type of release
- * The roles and responsibilities for incident and problem resolution
- * The naming convention and expected frequency of each type of release
- * The naming convention for all configuration items (CI) recorded in the configuration management system (CMS)

NEW QUESTION 71

Arrange the following steps of software lifecycle in correct order.

1. Retire
 2. Test
 3. Operate
 4. Deploy
 5. Ideation
 6. Develop
 7. Design
- * Ideation, Design, Develop, Deploy, Test, Operate, Retire
 - * Retire, Test, Operate, Deploy, Ideation, Develop, Design
 - * None of the above
 - * Ideation, Test, Develop, Deploy, Design, Operate, Retire

NEW QUESTION 72

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

- * Technical management
- * Service desk
- * Application management
- * Facilities management

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NEW QUESTION 73

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

- * Deployment management
- * Incident management
- * Service level management
- * Service request management

NEW QUESTION 74

Which describes the 'plan' value chain activity?

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

NEW QUESTION 75

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

- * Processes refers to skill and training
- * Partners refers to suppliers and vendors
- * People refers to technology and tools
- * Products refers to producers and metrics

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NEW QUESTION 76

Identify the missing word in the following sentence.

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

- * relationships with suppliers
- * configuration of services
- * skills of people
- * authorization of changes

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

NEW QUESTION 77

Which statement about outcomes is CORRECT?

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

It is important to understand the difference in these terms not just for clarity, but because outputs are much easier to measure than outcomes.

Outputs are nearly always quantitative, with data available to show whether these have been delivered. Outputs are easy to report on and to validate. There is no grey area.

Outcomes are more challenging to verify because they are both qualitative and quantitative. Whether your outcomes have been achieved will rely, to a great extent, on the perception of the people who receive the service. Perceptions are not easy to measure or report on, but it is essential you find a way to do so.

<https://www.bmc.com/blogs/outcomes-vs-outputs/>

NEW QUESTION 78

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

- * Start where you are
- * Focus on value
- * Think and work holistically
- * Optimize and automate

NEW QUESTION 79

Which guiding principle helps to ensure that each improvement effort has more focus and is easier to maintain?

- * Start where you are
- * Collaborate and promote visibility
- * Progress iteratively with feedback
- * Think and work holistically

NEW QUESTION 80

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

- * A normal change
- * An emergency change
- * A standard change
- * A change model

Explanation/Reference:

NEW QUESTION 81

Which guiding principle describes the importance of doing something, instead of spending a long time analysing different options?

- * Optimize and automate
- * Start where you are
- * Focus on value
- * Progress iteratively with feedback

NEW QUESTION 82

Which guiding principle is PRIMARILY concerned with end-to-end service delivery?

- * Focus on value
- * Think and work holistically
- * Optimize and automate
- * Collaborate and promote

NEW QUESTION 83

What is an IT asset?

- * Any financially valuable component that can contribute to delivery of an IT product or service
- * Any component that needs to be managed in order to deliver a service
- * A request from a user that initiates a service action
- * The removal of anything that could have a direct or indirect effect on services

NEW QUESTION 84

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

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

NEW QUESTION 85

Which organization delivers output or outcomes of a service?

- * A service consumer delivers outcomes of the service
- * A service provider delivers outcomes of the service
- * A service consumer delivers outputs of the service
- * A service provider delivers outputs of the service

Explanation

An output is a tangible or intangible deliverable of an activity, while an outcome is a result for a stakeholder enabled by one or more outputs¹. A service provider produces outputs that allow customers to achieve outcomes². A service consumer utilizes the outputs and benefits from the outcomes².

NEW QUESTION 86

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

- * Information security management
- * Change enablement
- * Problem management
- * Service configuration management

NEW QUESTION 87

Which is a purpose of the 'engage' value chain activity?

- * Meeting expectations for quality, costs and time-to-market
- * Ensuring the continual improvement of services
- * Ensuring that the organization's vision is understood
- * Providing transparency and good relationships

NEW QUESTION 88

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?

- * Keep it simple and practical
- * Think and work holistically
- * Star: where you are
- * Progress iteratively with feedback

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