

Guaranteed High Marks with Updated & Real ITIL-4-Foundation Dumps pdf Free Updates [Q238-Q254]



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PASS RATE ITIL 4 ITIL-4-Foundation Certified Exam DUMP

ITIL 4 Foundation Certification Exam is a globally recognized certification that demonstrates an individual's knowledge and understanding of the ITIL 4 framework. ITIL, which stands for Information Technology Infrastructure Library, is a set of best practices for IT service management (ITSM) that focuses on aligning IT services with the needs of the business. The ITIL 4 Foundation Certification Exam is designed for individuals who want to gain a fundamental understanding of the ITIL 4 framework and how it can be applied in an organization.

NEW QUESTION 238

Which is a key requirement for a successful service level agreement (SLA)?

- * Using individual metrics that relate to the service catalogue
- * Using bundled metrics to relate performance to outcomes
- * Using single-system-based metrics that relate to outputs

- * Using an agreement between the service provider and service supplier

NEW QUESTION 239

Identify the missing word in the following sentence.

A change is defined as the addition, modification, or removal of anything that could have a direct or indirect

effect on [?].

- * assets
- * values
- * elements
- * services

NEW QUESTION 240

Which guiding principle recommends organizing work into smaller, manageable sections that can be executed and completed in a timely manner?

- * Focus on value
- * Start where you are
- * Collaborate and promote visibility
- * Progress iteratively with feedback

NEW QUESTION 241

Which phase of problem management includes the regular re-assessment of the effectiveness of workarounds?

- * Problem identification
- * Problem control
- * Error control
- * Problem analysis

Error control also regularly re-assesses the status of known errors that have not been resolved, taking account of the overall impact on customers and/or service availability, and the cost of permanent resolutions, and effectiveness of workarounds

<https://www.bmc.com/blogs/itil-problem-management/#:~:text=Error%20control%20also%20regularly%20re,resolutions%2C%20and%20effectiveness%20of%20workarounds.>

NEW QUESTION 242

Which is the FIRST action when optimizing a service?

- * Assess the current state
- * Implement the improvement
- * Understand the organizational context
- * Agree the future state

There are many ways in which practices and services can be optimized. Regardless of the specific techniques, the path to optimization follows these high-level steps:

Understand and agree the context in which the proposed optimization exists
Assess the current state of the proposed optimization
Agree what the future state and priorities of the organization should be, focusing on simplification and value
Ensure the optimization has the appropriate level of stakeholder engagement and commitment
Execute the improvements in an iterative way
Continually monitor the impact of optimization

<https://www.bmc.com/blogs/itil-guiding-principles/>

NEW QUESTION 243

Which practice includes management of workarounds and known errors?

- * Monitoring and event management
- * Service configuration management
- * Problem management
- * Incident management

NEW QUESTION 244

Which of the four dimensions focuses on managing data in compliance with industry regulations?

- * Partners and suppliers
- * Organizations and people
- * Value streams and processes
- * Information and technology

ITIL has defined four dimensions that collectively are critical to the effective and efficient delivery of value to customers and other stakeholders in the form of products and services. These dimensions are:

Organizations and People

Information and Technology

Partners and Suppliers

Value Streams and Processes

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

NEW QUESTION 245

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

- * Organizations and people
- * Information and technology
- * Partners and suppliers
- * Value streams and processes

Value streams and processes focus mainly on those areas which ensure integration and coordination of various actions and parts which contribute towards better value creation for the organization. This dimension is more concerned about the way the organization has organized the activities or processes and how it enables and ensures the value creation across all stakeholders.

<https://www.knowledgehut.com/tutorials/itil4-tutorial/itil-four-dimensions-it-service-management>

NEW QUESTION 246

What is defined as the role that uses services?

- * Service consumer
- * Customer
- * User

* Sponsor
Explanation

User: A person who uses services; e.g. the company employees.

<https://www.bmc.com/blogs/itil-key-concepts-service-management/>

NEW QUESTION 247

Which term is used to describe the prediction and control of income and expenditure within an organization?

- * Charging
- * Governance
- * Budgeting
- * Accounting

NEW QUESTION 248

What is defined as the role that uses services?

- * Service consumer
- * Customer
- * User
- * Sponsor

NEW QUESTION 249

What is a configuration item?

- * 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 an IT service
- * Any change of state that has significance for the management of a service
- * A problem that has been analyzed but has not been resolved

NEW QUESTION 250

Which guiding principle considers customer and user experience?

- * Collaborate and promote visibility
- * Focus on value
- * Start where you are
- * Keep it simple and practical

NEW QUESTION 251

Which practice forms a link between the service provider and the users of services?

- * Change enablement
- * Service level management
- * Problem management
- * Service desk

NEW QUESTION 252

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

- * Information security management
- * Continual improvement
- * Monitoring and event management
- * Service level management

NEW QUESTION 253

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

- * Value streams and processes
- * Partners and suppliers
- * Information and technology
- * Organizations and people

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 into outputs.

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/>

NEW QUESTION 254

Which stakeholders co-create value in a service relationship?

- * Investor and consumer
- * Investor and supplier
- * Consumer and provider
- * Provider and supplier

Obtaining the ITIL 4 Foundation certification demonstrates an individual's understanding of the ITIL framework and their ability to apply ITIL principles in their work. It also provides a foundation for further ITIL 4 certifications, including the ITIL 4 Managing Professional and ITIL 4 Strategic Leader certifications. With the increasing demand for IT service management professionals, the ITIL 4 Foundation certification can enhance an individual's career prospects and contribute to organizational success.

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<https://www.validbraindumps.com/ITIL-4-Foundation-exam-prep.html>