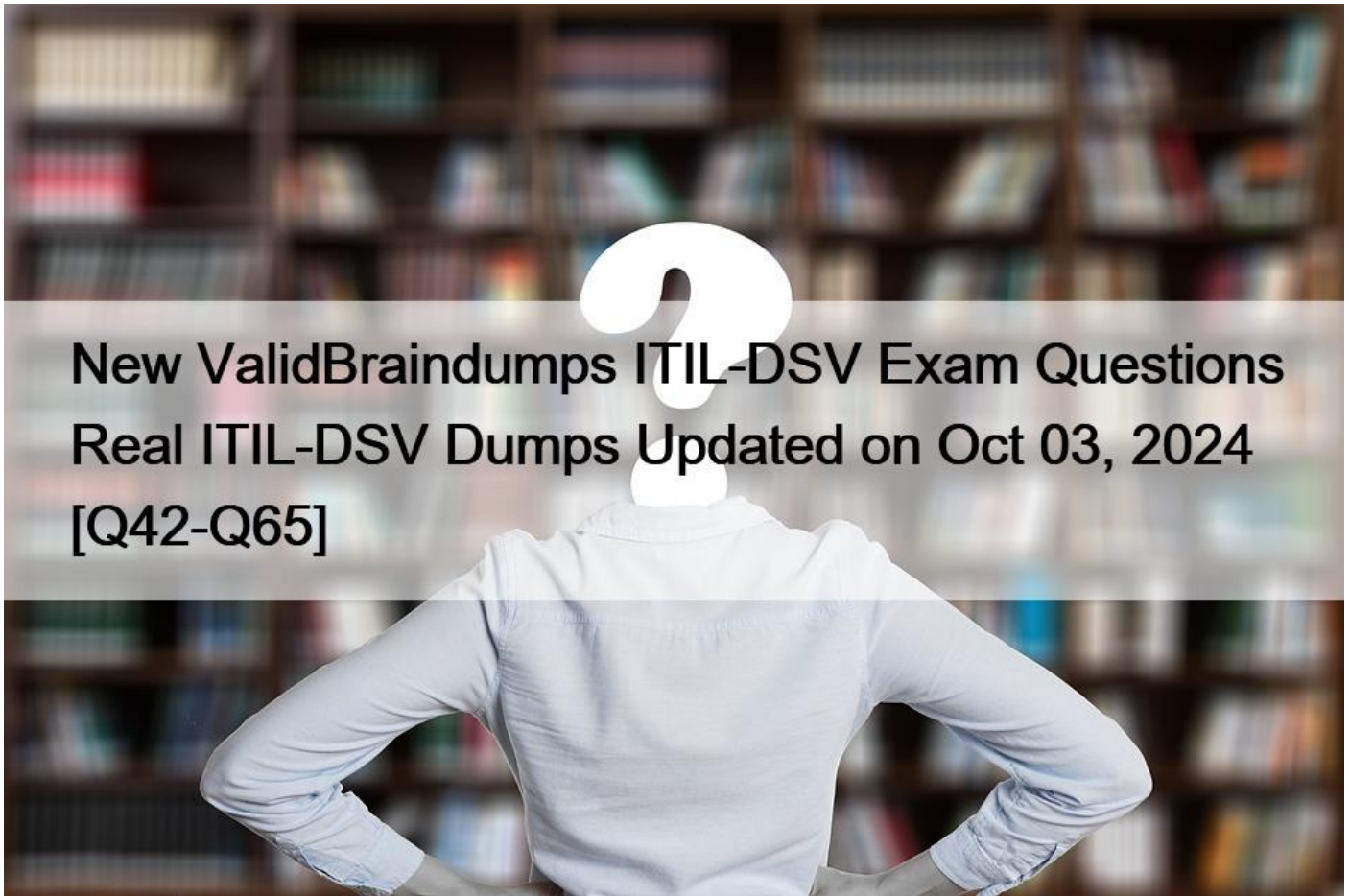# New ValidBraindumps ITIL-DSV Exam Questions Real ITIL-DSV Dumps Updated on Oct 03, 2024 [Q42-Q65

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ITIL-DSV Braindumps – ITIL-DSV Questions to Get Better Grades

QUESTION 42

A service provider is onboarding new users. To ensure that the user is allowed to access the service, it requires a copy of the user’s ID.

What is this an example of?

* Security restrictions
* User enabling requirements
* Role based access management
* Multi-factor Authentication

When a service provider requires a copy of a user’s ID to ensure that the user is allowed to access the service, it is implementing a user enabling requirement. This refers to the necessary prerequisites that users must fulfill to gain access to a service.

* User Enabling Requirements:

* These are specific conditions or requirements that a user must meet to gain access to a service.

Requiring a copy of the user’s ID is an example of such a requirement, ensuring that only authorized users are granted access.

QUESTION 43

A start-up wants to launch a new service. As funding is limited, which of the following is the best technique that they can use?
* Weighted Job First
* Minimum Viable Product
* Establish Pull
* User Story Mapping

For a start-up with limited funding, the focus should be on launching a new service quickly while minimizing costs and risks. The Minimum Viable Product (MVP) approach is ideally suited for this purpose.

* Minimum Viable Product (MVP):

* MVP is a product development strategy where a new product is developed with sufficient features to satisfy early adopters. The final, complete set of features is only designed and developed after considering feedback from the product’s initial users. This approach minimizes the risk and investment required by enabling the organization to test the market with a basic version of the product.

QUESTION 44

What is an attribute of a strategic partnership?
* Trust needs to be developed
* Minimal information is shared
* The relationship is driven by price
* The customer needs to be able to exit easily

An attribute of a strategic partnership is that “Trust needs to be developed.” ITIL 4 highlights that strategic partnerships are built on mutual trust and long-term collaboration rather than short-term, transactional relationships. Trust is essential for the sharing of knowledge, resources, and risks, which are critical elements in a strategic partnership.

QUESTION 45

An organization is selecting a service to develop strategic services. As you are leading the selection process, what would NOT be one of the factors that you will explore?
* The concern for common goals
* The need to improve over time
* The ability to produce results
* The ability to perform as expected

In selecting a service to develop strategic services, the concern for common goals is not typically a factor that would be explored. Strategic service development focuses more on the service’s ability to produce results, improve over time, and perform as expected, rather than aligning with common goals.

The ITIL 4Service DesignandStrategy Managementpractices emphasize the importance of assessing a service’ s capability to meet strategic objectives, improve continuously, and deliver the expected outcomes. The key considerations include the ability to achieve the desired results, adaptability, and alignment with the organization’s strategic direction, rather than a generalized

concern for common goals, which is more of a collaborative or teamwork-related concern rather than a selection criterion.

Therefore, while common goals are important in broader organizational contexts, they are not a primary factor in selecting a service for strategic development.

QUESTION 46

Which TWO are examples that can be handled as service requests?

1. A customer asks a service provider to design an app for staff to submit vacation requests

2. A staff member asks for a new barcode scanner from an internal IT department

3. A manager requires swift changes to user access rights for an employee

4. A service provider establishes a channel for users to submit emergency changes
* 3 and 4
* 1 and 4
* 1 and 2
* 2 and 3

The examples that can be handled as service requests are "A staff member asks for a new barcode scanner from an internal IT department" (2) and "A manager requires swift changes to user access rights for an employee" (3). According to ITIL 4, service requests are predefined and standard requests for services, which often include requests for hardware or changes in access rights. Both examples fit within the typical scope of service requests.

QUESTION 47

An organization finds value in moving to a 'platform as a service' solution. The organization understands that it is crucial to optimize its own way of working to make this a success. What is this an example of?
* Partnership
* Basic Relationship
* Cooperative Relationship
* Co-creation Relationship

In ITIL 4, a "Co-creation Relationship" is a collaborative approach where both the service provider and the service consumer work closely together to create value. In this scenario, the organization understands the importance of optimizing its own way of working to successfully leverage a 'Platform as a Service' (PaaS) solution. This demonstrates a recognition that both parties must contribute actively to the success of the service, which is the essence of co-creation.

* Option A (Incorrect):A partnership is broader and may involve various degrees of collaboration but doesn't necessarily emphasize the mutual creation of value as strongly as co-creation does.

* Option B (Incorrect):A Basic Relationship is more transactional and does not involve the deep collaboration needed to optimize working processes for a PaaS solution.

* Option C (Incorrect):A Cooperative Relationship involves some level of collaboration but not to the extent where both parties are jointly optimizing their processes to create value.

* Option D (Correct):This is the correct answer. Co-creation is key in scenarios where success depends on the joint efforts of the service provider and the consumer, such as in adopting a PaaS solution.

QUESTION 48

A service provider is launching a new service. The target market is users who have limited experience of using the internet and are unlikely to use social media.

Which is the BEST method of providing user support?
* Provide simple online support and contact numbers for the service desk
* Use machine learning chatbots to anticipate the needs of the users and provide solutions
* Implement a ‘shift-left’ approach to provide support and downloadable help articles
* Use popular networking sites to promote and provide online user support

For a target market with limited internet experience and unlikely to use social media, the best method of providing user support is to “Provide simple online support and contact numbers for the service desk.” ITIL 4 emphasizes the importance of understanding your users and tailoring support methods to their needs and capabilities. In this scenario, simple and direct support mechanisms such as basic online resources combined with traditional contact methods are most appropriate, as they cater to the users’ comfort levels and accessibility.

QUESTION 49

An internal IT service provider does not have all the skills needed to create and deliver a new service, but could develop them with enough time. There are many external service providers who can provide this service. Which approach should the organization follow to decide if they should use the internal service provider or to source the service externally?
* Start by reviewing organizational policies for sourcing services, then identify the most important criteria for selecting a service provider, and use a ‘decision matrix’ to compare service providers
* Start by understanding the cost of procuring the service internally and externally, then ask internal and external service providers to complete a ‘request for quotation1 documenting their preferred solution
* Start by asking the internal service provider to develop the required skills, then use these newly developed skills to create and deliver the new service internally
* Start by analysing and documenting the detailed service requirements, then ask external serviceproviders to respond to a ‘request for information1 documenting how they would deliver to these requirements

The organization should “Start by reviewing organizational policies for sourcing services, then identify the most important criteria for selecting a service provider, and use a ‘decision matrix’ to compare service providers.” ITIL 4 advises that when deciding whether to source a service internally or externally, it is crucial to consider organizational policies, identify key criteria for selection, and use a structured approach like a decision matrix to make an informed choice.

QUESTION 50

A user has logged an incident because their laptop is performing badly. This is potentially going to impact a big sale. The service level agreement says that the response should be within 8 hours, but the service desk agent recognizes that this is an exceptional situation and escalates the situationimmediately. The issue is resolved quickly and the user is delighted with the service. What is this an example of?
* Moment of truth
* Smoothing demand
* Elevating capabilities
* Design thinking

The situation described is an example of a “Moment of truth.” In ITIL 4, a moment of truth occurs when a customer has a critical experience with the service provider, which can significantly influence their perception of the service. The prompt escalation and resolution of the incident beyond standard SLA requirements is a perfect example of exceeding customer expectations during such a critical moment.

QUESTION 51

Which charging mechanism could cause the price of a service to change depending on the time of day?

* Differential charging
* Cost
* Cost plus
* Market price

“Differential charging” is the charging mechanism that could cause the price of a service to change depending on the time of day. ITIL 4 describes differential charging as a method where pricing is adjusted based on factors such as demand, usage patterns, or time of day, which is often used to manage demand or optimize resource usage.

QUESTION 52

A service provider is onboarding a large customer with a complex user base. It is advised that the service provider manages this as a:

* Programme
* Project
* Emergency Change
* Normal Change

When onboarding a large customer with a complex user base, the service provider needs to manage various interrelated projects and activities that contribute to the overall outcome. This scenario requires a coordinated approach that can handle complexity, scale, and the need for multiple outcomes.

* Programme:

* A programme is a group of related projects managed in a coordinated way to obtain benefits and control not available from managing them individually. In the context of onboarding a large and complex customer, a programme ensures that all projects and activities are aligned with the overall objectives, facilitating effective management of dependencies, risks, and resources.

QUESTION 53

An organization has signed a contract to outsource its service desk function to a supplier. Theorganization wants to ensure that its customers and users will receive a seamless support service. Which activity would MOST help the organization at this stage?

* Creating criteria to use when shortlisting suppliers
* Integrating supplier activities into organization’s value streams
* Defining strategy and principles for sourcing of resources
* Improving the effectiveness of contract renewal

The activity that would most help the organization at this stage is “Integrating supplier activities into the organization’s value streams.” ITIL 4 emphasizes the importance of ensuring that outsourced services are seamlessly integrated into the organization’s overall service delivery model. By aligning supplier activities with the organization’s value streams, the organization can ensure that its customers and users receive consistent and seamless support services.

QUESTION 54

New users are onboarding the service of the service provider.

You are asked to prepare the communication management strategy. Which stakeholders will be part of your plan?

* Service Desk
* Service Level Manager
* Relationship Manager
* Account Manager

When preparing a communication management strategy, especially during the onboarding of new users, it is crucial to include stakeholders who are directly responsible for maintaining and managing the relationship with the service users. The Relationship Manager is the most appropriate stakeholder in this context.

* Relationship Manager:

* The Relationship Manager is responsible for managing the relationship between the service provider and the service consumers. This role ensures that communication is effective and that the expectations and requirements of the users are understood and met. The Relationship Manager plays a key role in the communication strategy by facilitating dialogue between the service provider and users.

QUESTION 55

An organization is considering outsourcing its data center. The Supplier Manager is analyzing the potential external service providers.

Which factor should NOT be considered by the Supplier Manager in the decision making process?
* Geographic presence
* Patents filed year to date
* Financial situation
* Size of the organization
In the context of ITIL 4 and supplier management, certain factors are critical when evaluating and selecting external service providers. These factors generally include the provider's geographic presence, financial situation, and size of the organization, all of which directly impact the ability of the provider to meet the organization's needs and maintain reliable service delivery.

* Geographic Presence:

* This factor is important because the location of a supplier can affect service delivery, especially in terms of logistics, compliance with local laws, and the ability to provide on-site support if necessary. Analyzing geographic presence helps ensure that the supplier can effectively meet regional service requirements.

QUESTION 56

Which is the BEST approach for a service consumer to use when they want to obtain services from a service provide?
* Develop a list of needs focusing on what should be achieved
* Ask the service provider to customize a solution to suit their requirements
* Ensure that their detailed requirements are based on a previous legacy solution
* Provide the service provider with a detailed list of requirements
The best approach for a service consumer to use when they want to obtain services from a service provider is to "Develop a list of needs focusing on what should be achieved." ITIL 4 emphasizes theimportance of focusing on outcomes rather than specific technical requirements. By clearly stating what needs to be achieved, the service provider can design or select the best service to meet those needs.

QUESTION 57

Which is a technique for identifying customers that have common demands?
* Market segmentation
* PESTLE
* Continual improvement model

* SWOT analysis

“Market segmentation” is the technique for identifying customers that have common demands. ITIL 4 explains that market segmentation involves dividing a market into distinct groups of buyers who have different needs, characteristics, or behaviors, and who might require separate products or services. This technique allows service providers to tailor their offerings to specific segments more effectively.

QUESTION 58

Which activity, carried out by both the service provider and the service consumer, enables service provision and consumption to start?
* Building trust
* Onboarding
* Designing the customer journey
* Assessing mutual readiness

The activity that enables service provision and consumption to start, carried out by both the service provider and the service consumer, is “Onboarding.” ITIL 4 describes onboarding as the process ofintegrating the service consumer into the service environment, ensuring that they have the necessary knowledge, tools, and access to begin using the service effectively. Onboarding is crucial for establishing a strong foundation for the service relationship.

QUESTION 59

An investment bank has outsourced its customer care helpline. It is keen to introduce experience metrics into its Service Level Agreements (SLAs) with the service provider for the helpline. It has asked for a re- negotiation of the existing SLA.

Which is BEST example of an experience metric that can be included in the SLA?Which approach is being demonstrated by these examples?
* Availability of the helpline during agreed hours
* Number of customer queries processed correctly
* Number of calls processed concurrently
* Customer satisfaction with the helpline

The best example of an experience metric that can be included in the SLA is “Customer satisfaction with the helpline.” ITIL 4 emphasizes that experience metrics focus on the end-user’s perception of the service.

Customer satisfaction is a direct measure of how the service is perceived by the users, making it a valuable experience metric to include in the SLA for a customer care helpline.

QUESTION 60

A service provider is failing its service level targets on a monthly basis. The resolution time of priority 1 incidents is breached frequently.

As the Incident Manager for the service provider, which action will you take?
* Improve the triage step to guide priority 1 incidents to specialised groups.
* Shift all service desk employees to the priority 1 incidents when they happen.
* Add additional staff to the service desk team.
* Remove the triage step as this slows down the incident resolution.

When service level targets, especially for high-priority incidents, are consistently being missed, it is essential to address the root cause of delays and inefficiencies in the incident management process.

* Triage Step:

* Improving the triage step is crucial in ensuring that priority 1 incidents are quickly identified and routed to the appropriate specialized teams. Effective triage ensures that the most critical incidents are handled promptly by those with the necessary expertise, reducing resolution times.

QUESTION 61

A service provider has recently released an upgrade to its payroll service. The service provider had told the customer that the upgrade would include functionality to copy information from various other HR systems, to reduce the amount of manual data entry. However, this statement was not documented at the time and the proposed functionality was not included in design then.

Which practice includes activities which could have helped to avoid this situation?
* Portfolio management
* Service catalogue management
* Business analysis
* Service desk

The practice that includes activities which could have helped to avoid the situation where promised functionality was not delivered is “Business analysis.” ITIL 4 highlights that business analysis is critical in ensuring that all requirements are accurately captured, documented, and communicated during the design and development phases. Proper business analysis would have identified the need to include the functionality in the design and ensured it was delivered.

QUESTION 62

An organization is looking for a service provider to support the less critical services. How would you describe the needs of the organization?
* Measurable financial targets to optimize the value of the service and total cost of ownership.
* Utility based requirements linked to the current service solution to reduce the impact during the digital transformation.
* Measurable outcomes and goals giving the service provider the opportunity to take ownership of the service it is providing.
* Value-based value streams to be followed by the service provider with clear and measurable targets.

When an organization seeks a service provider for less critical services, it is essential to define clear, measurable outcomes and goals. This approach allows the service provider to take ownership of the service delivery, ensuring accountability and alignment with the organization’s objectives.

* Option A (Incorrect):While financial targets are important, they are not the primary focus when dealing with less critical services where outcomes and ownership are more significant.

* Option B (Incorrect):Utility-based requirements focus more on the functionality of the service, which is less relevant for less critical services where outcomes are key.

* Option C (Correct):This is the correct answer. Defining measurable outcomes and goals allows the service provider to take ownership, which is crucial for maintaining service quality and ensuring that the service meets the organization’s needs, especially for less critical services.

* Option D (Incorrect):Value-based value streams are important, but the key here is the ownership and measurable outcomes, which directly tie into the service provider’s ability to manage the service effectively.

QUESTION 63

A service provider is launching a new service. What is an appropriate method to encourage the demand for this service?
* Introduce a freeze period before the deadline.

* Add a cancellation fee to the order.
* Set an early-bird price.
* Increase the overall price of the service.

to create incentives that encourage early adoption and generate demand. An early-bird pricing strategy is particularly effective in this context.

* Early-Bird Price:

* Setting an early-bird price provides a discount or special pricing for those who sign up or purchase the service early. This strategy creates a sense of urgency and encourages early adoption, which can help in gaining initial traction for the service.

QUESTION 64

The IT Manager of an organization is drafting the business case to move to the public cloud. The IT Manager seeks your advice to understand the approach that can be considered. What is the best approach that you will suggest?

* Put continual improvement at the center of this initiative and use all the ITIL guiding principles.
* Draw up a customer journey map of all different types of customers to understand the value the service brings.
* Organize an onboarding workshop with all stakeholders early in the process, this will increase the customer’s engagement.
* Map out the SWOT analysis and perform a risk analysis to understand which services are ready to be migrated to the public cloud.

When drafting a business case to move to the public cloud, using ITIL’s guiding principles, with a focus on continual improvement, is the most comprehensive approach. ITIL’s guiding principles provide a holistic approach to managing services, ensuring that decisions are made with a view to ongoing value delivery, risk management, and alignment with business objectives.

* Option A (Correct):This is the correct answer. Continual improvement ensures that the cloud migration will be assessed and refined over time, leading to better outcomes. Using all the ITIL guiding principles will help address various aspects of the migration, such as risk, value creation, and stakeholder engagement.

* Option B (Incorrect):A customer journey map is useful for understanding the customer experience but is more limited in scope compared to a continual improvement approach using all guiding principles.

* Option C (Incorrect):An onboarding workshop is a good practice for engagement, but it should be part of a broader strategy rather than the sole focus.

* Option D (Incorrect):SWOT and risk analysis are important, but they are only part of the broader continual improvement and guiding principles approach.

QUESTION 65

An organization is rebranding and renovating its branches. As part of the renovation, the physical network cabling is to be upgraded.

You are responsible to manage the supplier. How will you engage with the cabling provider?

* Forecast the required demand and planning to the provider.
* Focus on the value the cables are delivering to the bank and praise them for it.
* Create user accounts for the provider during the onboarding stage.
* Invite the provider as part of the project board.

When managing suppliers, particularly in a scenario involving significant changes like upgrading physical network cabling during branch renovations, ITIL 4 emphasizes the importance of effective engagement with suppliers to ensure alignment with the organization’s goals and successful delivery of value. Here’s a detailed explanation of why inviting the provider as

part of the project board is the correct approach:

* Collaboration and Visibility (ITIL Guiding Principle: Collaborate and Promote Visibility):ITIL 4 stresses that collaboration is key when engaging with suppliers. By inviting the cabling provider to be part of the project board, you are fostering a collaborative environment where the supplier is fully aware of the project's scope, objectives, and timelines. This ensures that the provider can align their efforts with the organization's expectations and contribute to decision-making processes, enhancing project visibility and reducing the risk of misalignment.

* Ensuring Stakeholder Value (Drive Stakeholder Value – Engagement):According to the ITIL 4 Drive Stakeholder Value module, successful engagement involves understanding and influencing stakeholder needs and ensuring their value is realized. Including the cabling provider in the project board allows for direct communication, enabling the provider to understand the value the organization expects from the project. It also allows the organization to influence the provider's work to ensure it meets the necessary standards and timelines.

* Governance and Accountability (ITIL 4 – Governance):Governance in ITIL 4 ensures that all participants are accountable for their roles within the service value system. By having the provider on the project board, the organization can ensure that the provider is held accountable for their responsibilities in the project, including adherence to timelines, quality standards, and budget constraints. This structured approach to governance helps in mitigating risks associated with the supplier's performance.

* Service Value System Integration (ITIL 4 – Service Value Chain Activities):Inviting the supplier to the project board integrates them into the organization's service value chain. It enables better coordination across the value chain activities such as "Plan," "Engage," and "Deliver and Support." This integration is crucial for ensuring that the supplier's contributions effectively support the overall project outcomes.

* Experience and Outcome Focus (Drive Stakeholder Value – Experience):ITIL 4 emphasizes the importance of managing stakeholders' expectations and focusing on outcomes. Direct involvement of the supplier in the project board helps in setting clear expectations regarding the project outcomes, such as the quality and performance of the network cabling. This engagement ensures that the supplier is fully committed to delivering the desired results, thereby enhancing the overall experience for the organization.

Why Not the Other Options?

* Option A (Forecasting demand and planning):While forecasting and planning are important, they are typically part of the initial engagement and do not constitute ongoing collaboration during the project execution, which is crucial for complex projects like network upgrades.

* Option B (Focusing on the value delivered):Praising the provider for the value delivered is positive, but it does not involve them in the strategic decision-making process or hold them accountable in the way that participation in the project board does.

* Option C (Creating user accounts during onboarding):While onboarding is important, creating user accounts is a technical step rather than a strategic engagement. It does not contribute to the strategic alignment and oversight that being on the project board provides.

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