



**ITIL**

**Exam Questions ITIL-4-Foundation**

ITIL 4 Foundation

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#### NEW QUESTION 1

- (Exam Topic 4)

Which value chain activity is concerned with the availability of service components?

- A. Design and transition
- B. Deliver and support
- C. Plan
- D. Obtain/build

**Answer: D**

#### Explanation:

The Obtain/Build activity is responsible for ensuring that all service components are available when and where needed, and that they meet the agreed specifications.

<https://www.beyond20.com/blog/what-is-the-til-4-service-value-chain/#:~:text=The%20Obtain%2FBuild%20a>

#### NEW QUESTION 2

- (Exam Topic 4)

Which of the following statements about 'outcomes' is TRUE?

- A. The delivery of products to a stakeholder is enabled by outcomes
- B. The level of expenses regarding a technology for a service is defined by an outcome
- C. An outcome depends on at least one output to deliver a result
- D. Outcomes provide assurance to stakeholders regarding the performance of a service

**Answer: C**

#### Explanation:

An outcome is a result for a stakeholder enabled by one or more outputs<sup>1</sup>. Outputs are tangible or intangible deliverables of an activity<sup>1</sup>. For example, a service provider may produce a report (output) that helps a customer make a decision (outcome)<sup>2</sup>. References: ITIL Foundation - ITIL 4 Edition, page 3; ITIL® 4 – A Pocket Guide, page 13.

#### NEW QUESTION 3

- (Exam Topic 4)

When using the 'continual improvement model, which information should be produced by an organization to understand where the organization is now?

- A. Business objectives
- B. Improvement plans
- C. Assessment results
- D. Measureable Targets

**Answer: C**

#### Explanation:

The second step is to conduct an objective current-state assessment of existing services and service management practices. This should include consideration of the users' perception of the value being received, along with a review of people's competencies and skills, the processes and procedures involved, the capabilities of the available technological solutions and the prevailing organizational culture. The success of an improvement initiative depends on a clear and accurate understanding of the starting point and the required impact of the initiative.

For example, an organization can measure the current net promoter score (NPS) from a customer satisfaction survey, conduct a benchmark survey against its competitors or review findings of operational statistics or audit reports to understand its current state. If this step is skipped, the current state will not be understood and there will not be an objective baseline measurement against which improvement can be measured.

<https://www.bmc.com/blogs/itil-continual-improvement/>

#### NEW QUESTION 4

- (Exam Topic 4)

Which is described by the 'organizations and people' dimension of service management?

- A. Workflows and controls
- B. Communication and collaboration
- C. Inputs and outputs
- D. Contracts and agreements

**Answer: B**

#### Explanation:

The organizations and people dimension sets out the people aspects of service management to be considered when designing, operating and changing service offerings. People include employees, managers, executives, customers, supplier employees, or anybody else who is involved in the creation or consumption of services.

<https://assyst.ifs.com/blog/itil4-organizations-and-people#:~:text=The%20organizations%20and%20people%20>

#### NEW QUESTION 5

- (Exam Topic 4)

What is the definition of "service management"?

- A. A result for a stakeholder enabled by one or more outputs
- B. A formal description of one or more services, designed to address the needs of a target consumer group
- C. Join activities performed by a service provider and a service consumer to ensure continual value co-creation

D. A set of specialized organizational capabilities for enabling value for customers in the form of services.

**Answer:** D

**Explanation:**

Service management is a set of specialized organizational capabilities for enabling value for customers in the form of services. These capabilities include tangible things like capital, people, and equipment, and can also include intangible things like knowledge, management and skills. These capabilities can also include intangible things, like knowledge, management, and skills.

<https://www.bmc.com/blogs/itil-key-concepts-service-management/#:~:text=Service%20management%20is%20>

**NEW QUESTION 6**

- (Exam Topic 4)

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

- A. Partners and suppliers
- B. Organizations and people
- C. Value streams and processes
- D. Information and technology

**Answer:** D

**Explanation:**

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 7**

- (Exam Topic 4)

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

- 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 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 8**

- (Exam Topic 4)

Which of the following is included in the purpose of the 'continual improvement' practice?

- A. The restoration of normal service operation as quickly as possible
- B. The establishment of links between the organization and its stakeholders at strategic and tactical levels
- C. The alignment of the organization's practices and services with changing business needs
- D. The reduction of the likelihood and impact of incidents

**Answer:** C

**Explanation:**

Continual improvement encompasses all elements of the ITIL SVS. It involves aligning an organization's practices and services with changing business needs, through the ongoing assessment and improvement of each element involved in the management of products and services. Continual improvement applies to the SVS in its entirety, as well as to all of the organization's products, services, service components, and relationships, and is the responsibility of every individual involved in service management.

<https://www.bmc.com/blogs/itil-continual-improvement/>

#### NEW QUESTION 9

- (Exam Topic 4)

Which of the following terms is more suitable to describe the functionality of a service?

- A. Output
- B. Outcome
- C. Utility
- D. Warranty

**Answer: C**

#### Explanation:

Utility is the term used to describe the functionality of a service, or how well it meets the needs and expectations of the customers and users. Utility can be expressed as 'what the service does' or 'the functionality offered by a product or service to meet a particular need'<sup>1</sup>. Utility is one of the two elements of service value, along with warranty<sup>2</sup>. References: ITIL Foundation - ITIL 4 Edition, page 4; ITIL® 4 – A Pocket Guide, page 14.

#### NEW QUESTION 10

- (Exam Topic 4)

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

- 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 guidance<sup>1</sup>. 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-service<sup>2</sup>. This helps to improve user satisfaction, reduce frustration, and increase efficiency<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 14; ITIL® 4 – A Pocket Guide, page 32; ITIL® 4 Practice Guide: Service Desk, page 7.

#### NEW QUESTION 10

- (Exam Topic 4)

What is used as a tool to help define and measure performance?

- A. A continual improvement register
- B. An incident record
- C. A change schedule
- D. A service level agreement

**Answer: C**

#### NEW QUESTION 13

- (Exam Topic 4)

Which is included in the purpose of the 'improve' value chain activity?

- A. Ensuring the continual improvement of practices across all value chain activities
- B. Ensuring that services continually meet expectations for quality, costs, and time to market
- C. Ensuring a shared understanding of the improvement direction for services across the organization
- D. Ensuring continual engagement and good relationships with all stakeholders

**Answer: A**

#### Explanation:

The purpose of the improve value chain activity is to ensure continual improvement of products, services, and practices across all value chain activities and the four dimensions of service management.

<https://wiki.process-symphony.com.au/framework/lifecycle/service-value-systemitil-4/#:~:text=The%20purpose>

#### NEW QUESTION 17

- (Exam Topic 4)

Which practice has a purpose that includes managing authentication and non-repudiation?

- A. Information security management
- B. IT Asset Management
- C. Change enablement
- D. Service Configuration management

**Answer: A**

#### Explanation:

Nonrepudiation provides an assurance that the sender of data is provided with proof of delivery and the recipient is provided with proof of the sender's identity, so neither can later deny having processed the data. Further, this concept can apply to any activity, not just the sending and receiving of data; in a more general sense, it is a mechanism to prove that an activity was performed and by whom. Nonrepudiation is typically comprised of authentication, auditing/logging, and cryptography services.

<https://www.sciencedirect.com/topics/computer-science/nonrepudiation>

#### NEW QUESTION 20

- (Exam Topic 4)

Which is the FIRST thing to consider when focusing on value?

- A. Identifying the service customer who will receive value
- B. Defining customer experience and user experience
- C. Understanding what is valuable to the service consumer
- D. Ensuring value is co-created by improvement initiatives.

**Answer:** A

#### Explanation:

When focusing on value, the first step is to know who are the customers and key stakeholders being served. Next, it is important to have an understanding of what constitutes value from the consumer's perspective.

<https://www.bmc.com/blogs/itil-guiding-principles/#:~:text=When%20focusing%20on%20value%2C%20the,va>

#### NEW QUESTION 23

- (Exam Topic 3)

Which describe a 'change authority'?

- A. a model used to determine who will assess a change
- B. A person who approves a change
- C. A tool used to help plan changes
- D. A way to manage the people aspects of change

**Answer:** C

#### NEW QUESTION 24

- (Exam Topic 3)

Which practice uses technologies such as intelligent telephony systems, a knowledge base and monitoring tools?

- A. Service configuration management
- B. Service desk
- C. Problem management
- D. Deployment management

**Answer:** B

#### NEW QUESTION 28

- (Exam Topic 3)

Which dimension of service management includes consideration of the type of relationship required with other organizations involved in the design and delivery of services?

- A. Organizations and people
- B. Information and technology
- C. Partners and suppliers
- D. Value streams and processes

**Answer:** C

#### Explanation:

This dimension encompasses an organization's relationships with other organizations that are involved in the design, development, deployment, delivery, support and/or continual improvement of services. This dimension also incorporates contracts and other agreements between the organization and its partners or suppliers.

#### NEW QUESTION 29

- (Exam Topic 3)

Which TWO types of competence are MOST important for service desk staff?

- \* 1. Knowledge of business processes
- \* 2. Collaboration skills
- \* 3. Advanced technical knowledge
- \* 4. Workflow design skills

- A. 1 and 2
- B. 2 and 3
- C. 3 and 4
- D. 1 and 4

**Answer:** A

#### NEW QUESTION 34

- (Exam Topic 3)

Which guiding principle helps an organization to understand the impact of an altered element on other elements in a system?

- A. Focus on value
- B. Start where you are
- C. Think and work holistically
- D. Keep it simple and practical

**Answer: C**

**NEW QUESTION 35**

- (Exam Topic 3)

Which activity is part of the 'continual improvement practice'?

- A. handing compliments and complaints from user to identify improvements.
- B. Improving relationships with and between stakeholders.
- C. Prioritizing and creating business cases for improvement initiatives.
- D. Identifying the cause unplanned interruptions to service.

**Answer: C**

**NEW QUESTION 40**

- (Exam Topic 3)

Which statement about the 'continual improvement model' is CORRECT?

- A. Organizations should work through the steps of the model in the sequence in which they are presented
- B. The low of the model helps organizations to link improvements to its goals
- C. The model is applicable to only certain parts of the service value system
- D. Organizations should use an additional model or method to link improvements to customer value

**Answer: A**

**NEW QUESTION 45**

- (Exam Topic 3)

Identify the missing word in the following sentence.

The purpose of the 'supplier management' practice is to ensure that the organization's suppliers and their performances are [?] appropriately to support the seamless provision of quality products and services.

- A. measured
- B. rewarded
- C. managed
- D. defined

**Answer: C**

**Explanation:**

Reference: <https://www.bmc.com/blogs/itil-management-practices/>

**NEW QUESTION 50**

- (Exam Topic 3)

Which is a recommendation of the guiding principle 'think and work holistically'?

- A. Conduct a review of existing service management practices and decide what to keep and what to discard
- B. Review how an improvement initiative can be organized into smaller, manageable sections that can be completed in a timely manner
- C. Review service management practices and remove any unnecessary complexity
- D. Use the four dimensions of service management to ensure coordination of all aspects of an improvement initiative

**Answer: D**

**NEW QUESTION 52**

- (Exam Topic 3)

What is the MAIN benefit of 'problem management'?

- A. Restoring normal service as quickly as possible
- B. Reducing the number and impact of incidents
- C. Maximizing the number of successful changes
- D. Managing workarounds and known errors

**Answer: D**

**NEW QUESTION 55**

- (Exam Topic 3)

Which activity contributes to the 'where are we now?' step of the 'continual improvement' model?

- A. Executing improvement actions
- B. Performing baseline assessments
- C. Defining the improvement plan
- D. Understanding the business mission

**Answer: B**

**NEW QUESTION 56**

- (Exam Topic 3)

When is the earliest that a workaround can be documented in 'problem management'?

- A. After the problem has been logged
- B. After the problem has been prioritized
- C. After the problem has been analyzed
- D. After the problem has been resolved

**Answer:** C

#### NEW QUESTION 60

- (Exam Topic 3)

What can be described as an operating model for the creation and management of products and services?

- A. Governance
- B. Service value chain
- C. Guiding principles
- D. Practices

**Answer:** B

#### NEW QUESTION 62

- (Exam Topic 3)

Which can act as an operating model for an organization?

- A. The four dimensions of service management
- B. The service value chain
- C. The ITIL guiding principles
- D. Continual improvement

**Answer:** B

#### NEW QUESTION 63

- (Exam Topic 3)

Which is a risk that might be removed from a service consumer by an IT service?

- A. Service provider ceasing to trade
- B. Security breach
- C. Failure of server hardware
- D. Cost of purchasing servers

**Answer:** B

#### Explanation:

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

#### NEW QUESTION 64

- (Exam Topic 3)

Which phase of problem management includes analysing incidents to look for patterns and trends?

- A. Problem identification
- B. Problem control
- C. Error control
- D. Post-implementation review

**Answer:** A

#### NEW QUESTION 67

- (Exam Topic 3)

What can help to reduce resistance to a planned improvement when applying the guiding principle 'collaborate and promote visibility'?

- A. Restricting information about the improvement to essential stakeholders only.
- B. Increasing collaboration and visibility for the improvement.
- C. Involving customers after all planning has been completed.
- D. Engaging every stakeholder group in the same way, with the same communication.

**Answer:** C

#### Explanation:

Reference: <https://www.sysaid.com/blog/entry/the-7-guiding-principles-of-itil-4-practical-advice-to-help-you-make-decisions>

#### NEW QUESTION 69

- (Exam Topic 3)

What can be used to determine if a service is 'fit for purpose'?

- A. Availability
- B. Warranty

- C. Outcome
- D. Utility

**Answer:** D

**NEW QUESTION 71**

- (Exam Topic 3)

Which is an activity of the 'problem management' practice?

- A. Restoration of normal service operation as quickly as possible
- B. Prioritization of problems based on the risk that they pose
- C. Authorization of changes to resolve the cause of problems.
- D. Resolution of incidents in a time that meet customer expectations

**Answer:** B

**NEW QUESTION 74**

- (Exam Topic 3)

Which statement about change authorities is CORRECT?

- A. Change authorities are only required for authorizing emergency changes
- B. Change authorities are assigned when each change is deployed
- C. Change authorities are only required for authorizing normal changes
- D. Change authorities are assigned for each type of change and change model

**Answer:** D

**NEW QUESTION 77**

- (Exam Topic 3)

Which is NOT a component of the service value system?

- A. The service value chain
- B. Opportunity and demand
- C. Continual improvement
- D. Governance

**Answer:** B

**NEW QUESTION 79**

- (Exam Topic 3)

Which guiding principle leads to a faster response to customer needs by timeboxing activities and learning from the outputs of previous activities?

- A. Focus on value
- B. Progress iteratively with feedback
- C. Collaborate and promote visibility
- D. Optimize and automate

**Answer:** B

**NEW QUESTION 82**

- (Exam Topic 3)

Which two are considered part of the 'organizations and people' dimension of service management?

- \* 1. Systems of authority
- \* 2. Culture
- \* 3. Relationships between organizations
- \* 4. Workflows

- A. 1 and 2
- B. 2 and 3
- C. 3 and 4
- D. 1 and 4

**Answer:** A

**NEW QUESTION 83**

- (Exam Topic 3)

Which practice has the purpose of ensuring that the organization's suppliers and their performance and managed appropriately to support the provision of seamless, quality products and services?

- A. Release management
- B. Supplier management
- C. Service management
- D. Relationship management

**Answer:** B

#### NEW QUESTION 88

- (Exam Topic 3)

Which ITIL concept helps an organization to make good decisions?

- A. Four dimensions of service management
- B. Guiding principles
- C. Service value chain
- D. Practices

**Answer: B**

#### NEW QUESTION 89

- (Exam Topic 3)

An organization asks a stakeholder to review a planned change. Which guiding principle does this demonstrate?

- A. Collaborate and promote visibility
- B. Start where you are
- C. Focus on value
- D. Keep it simple and practical

**Answer: A**

#### NEW QUESTION 93

- (Exam Topic 3)

Which value chain activity ensures a shared understanding of the current status and required direction for all products and services?

- A. Plan
- B. Improve
- C. Design and transition
- D. Deliver and support

**Answer: A**

#### NEW QUESTION 94

- (Exam Topic 3)

What type of change is MOST likely to be managed as a service request?

- A. A standard change
- B. A normal change
- C. An emergency change
- D. An organizational change

**Answer: B**

#### NEW QUESTION 97

- (Exam Topic 3)

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

- A. Service level management
- B. Relationship management
- C. Service desk
- D. Monitoring and event management

**Answer: C**

#### NEW QUESTION 98

- (Exam Topic 3)

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

- A. Start where you are
- B. Focus on value
- C. Think and work holistically
- D. Optimize and automate

**Answer: D**

#### Explanation:

Reference: <https://www.sysaid.com/blog/entry/the-7-guiding-principles-of-ITIL-4-practical-advice-to-help-you-make-decisions>

#### NEW QUESTION 102

- (Exam Topic 3)

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

- A. A mobile phone enables a user to work remotely
- B. A password allows a user connect to a Wifi network
- C. A license allows a user to install a software product

D. A service desk agent provides support to user.

**Answer:** D

**NEW QUESTION 103**

- (Exam Topic 3)

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

- A. Service request management
- B. Service configuration management
- C. Deployment management
- D. Change enablement

**Answer:** A

**NEW QUESTION 106**

- (Exam Topic 3)

A flaw in an application could cause a service to fail IT staff are actively analysing the application to try and understand what is going on. What is the correct name for this type of flaw?

- A. Problem
- B. Incident
- C. Event
- D. Known error

**Answer:** A

**NEW QUESTION 107**

- (Exam Topic 3)

Which should be handled by 'service request management'?

- A. A request to implement a security patch
- B. A request to provide a laptop
- C. A request to resolve an error in a service
- D. A request to change a target in a service level agreement

**Answer:** B

**Explanation:**

Reference: <https://www.atlassian.com/itsm/service-request-management>

**NEW QUESTION 111**

- (Exam Topic 3)

Identify the missing word in the following sentence.

A [?] is the addition, modification, or removal of anything that could have a direct or indirect effect on services

- A. problem
- B. risk
- C. change
- D. configuration item

**Answer:** C

**NEW QUESTION 115**

- (Exam Topic 2)

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

- A. Focus on value
- B. Start where you are
- C. Collaborate and promote visibility
- D. Progress iteratively with feedback

**Answer:** D

**NEW QUESTION 116**

- (Exam Topic 2)

What is an event?

- A. The addition, modification, or removal of anything that could have a direct or indirect effect on services
- B. Any change of state that has significance for the management of a service or other configuration item
- C. Cause of one or more incidents
- D. An unplanned interruption to a service or reduction in the quality of a service

**Answer:** B

#### NEW QUESTION 119

- (Exam Topic 2)

A customer is a person who defines the requirements for a service and takes responsibility for the [?] of service consumption.

- A. outputs
- B. outcomes
- C. costs
- D. risks

**Answer: B**

#### NEW QUESTION 120

- (Exam Topic 2)

Which process is used to compare the value that new services offer with the value of the services they have replaced?

- A. Availability management
- B. Capacity management
- C. Service portfolio management
- D. Service catalogue management

**Answer: C**

#### NEW QUESTION 121

- (Exam Topic 2)

What should be done first when applying the 'focus on value' guiding principle?

- A. Identify all suppliers and partners involved in the service
- B. Determine the cost of providing the service
- C. Identify the outcomes that the service facilitates
- D. Determine who the service consumer is in each situation

**Answer: D**

#### NEW QUESTION 122

- (Exam Topic 2)

What is defined as an unplanned interruption or reduction in the quality of a service?

- A. An incident
- B. A problem
- C. A change
- D. An event

**Answer: A**

#### NEW QUESTION 125

- (Exam Topic 2)

Which ITIL concept describes governance?

- A. The service value system
- B. The service value chain
- C. The seven guiding principles
- D. The four dimensions of service management

**Answer: A**

#### NEW QUESTION 126

- (Exam Topic 2)

What is the purpose of the 'problem management' practice?

- A. To protect the information needed by the organization to conduct its business
- B. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors
- C. To align the organization's practices and services with changing business needs through the ongoing identification and improvement of services
- D. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

**Answer: B**

#### NEW QUESTION 128

- (Exam Topic 2)

Which is a key activity carried out in the 'did we get there?' step of the 'continual improvement' model?

- A. Define measurable targets
- B. Perform baseline assessments
- C. Execute improvement actions
- D. Evaluate measurements and metrics

**Answer: D**

#### NEW QUESTION 129

- (Exam Topic 2)

Which practice needs people who understand complex systems and have creative and analytical skills?

- A. Change enablement
- B. Service level management
- C. Service request management
- D. Problem management

**Answer:** D

#### NEW QUESTION 134

- (Exam Topic 2)

Which practice may involve the initiation of disaster recovery?

- A. Incident management
- B. Service request management
- C. Service level management
- D. IT asset management

**Answer:** A

#### NEW QUESTION 138

- (Exam Topic 2)

Which TWO are important aspects of the 'service request management' practice?

- \* 1. Standardization and automation
- \* 2. Providing a variety of channels for access
- \* 3. Establishing a shared view of targets
- \* 4. Policies for approvals

- A. 1 and 2
- B. 2 and 3
- C. 3 and 4
- D. 1 and 4

**Answer:** D

#### Explanation:

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

#### NEW QUESTION 139

- (Exam Topic 2)

Which dimension includes the knowledge needed for the management of services?

- A. Organizations and people
- B. Value streams and processes
- C. Information and technology
- D. Partners and suppliers

**Answer:** A

#### NEW QUESTION 140

- (Exam Topic 2)

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

- A. Focus on value
- B. Think and work holistically
- C. Optimize and automate
- D. Collaborate and promote

**Answer:** B

#### NEW QUESTION 145

- (Exam Topic 2)

What must always be done before an activity is automated?

- A. Check that the activity has already been optimized
- B. Check that suitable new technology has been purchased
- C. Ensure that DevOps has been successfully implemented
- D. Ensure the solution removes the need for human intervention

**Answer:** A

#### NEW QUESTION 146

- (Exam Topic 2)

Which practice ensures that accurate and reliable information is available about configuration items and the relationships between them?

- A. Service configuration management
- B. Service desk
- C. IT asset management
- D. Monitoring and event management

**Answer:** A

#### NEW QUESTION 151

- (Exam Topic 2)

What should a release policy include?

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

**Answer:** C

#### NEW QUESTION 153

- (Exam Topic 2)

Which processes are responsible for the regular review of underpinning contracts?

- A. Supplier management and service level management
- B. Supplier management and change management
- C. Availability management and service level management
- D. Supplier management and availability management

**Answer:** A

#### NEW QUESTION 154

- (Exam Topic 2)

Which guiding principle emphasizes the need to understand the flow of work in progress, identify bottlenecks, and uncover waste?

- A. Focus on value
- B. Collaborate and promote visibility
- C. Think and work holistically
- D. Keep it simple and practical

**Answer:** B

#### NEW QUESTION 157

- (Exam Topic 2)

Which statement about the 'change enablement' practice is CORRECT?

- A. Standard changes are those that need to be scheduled, assessed and authorized following a standard process
- B. Normal changes are triggered by the creation of a change request which can be created manually or automated
- C. Assessment and authorization of normal changes should be expedited to ensure they can be implemented quickly
- D. There should be a separate change authority for standard changes which includes senior managers who understand the risks involved

**Answer:** B

#### NEW QUESTION 159

- (Exam Topic 2)

Why should incidents be prioritized?

- A. To help automated matching of incidents to problems or known errors
- B. To identify which support team the incident should be escalated to
- C. To ensure that incidents with the highest business impact are resolved first
- D. To encourage a high level of collaboration within and between teams

**Answer:** C

#### NEW QUESTION 160

- (Exam Topic 2)

Which value chain activity communicates the current status of all four dimensions of service management?

- A. Improve
- B. Engage
- C. Obtain/build
- D. Plan

**Answer:** D

#### NEW QUESTION 161

- (Exam Topic 2)

Which dimension considers data security and privacy?

- A. Organizations and people
- B. Information and technology
- C. Partners and suppliers
- D. Value streams and processes

**Answer: B**

#### NEW QUESTION 162

- (Exam Topic 2)

Which does the ITIL service value system discourage?

- A. Coordinated authorities and responsibilities
- B. Organizational silos
- C. Interfaces among practices
- D. Organizational agility

**Answer: B**

#### Explanation:

Architecture of the ITIL SVS specifically enables flexibility and discourages siloed working. This is because the service value chain and practices do not form a fixed, rigid structure, but rather they can be combined in multiple value streams to address the needs of the organization in a variety of scenarios, with open flow of communication across the many interfaces.

Reference: <https://www.bmc.com/blogs/itil-service-value-system/>

#### NEW QUESTION 163

- (Exam Topic 2)

What is a problem?

- A. An addition or modification that could have an effect on services
- B. Any change of state that has significance for the management of a configuration item
- C. A cause or potential cause of one or more incidents
- D. An unplanned reduction in the quality of a service

**Answer: C**

#### NEW QUESTION 165

- (Exam Topic 2)

Which statement about IT service management is CORRECT? D18912E1457D5D1DDCBD40AB3BF70D5D

- A. It is performed by customers using a mix of IT systems, services and processes
- B. It is performed by IT service providers using a mix of suppliers and their products
- C. It is performed by the service desk using a mix of people, process and technology
- D. It is performed by IT service providers using a mix of people, process and technology

**Answer: D**

#### NEW QUESTION 168

- (Exam Topic 2)

Which statement about the automation of service requests is CORRECT?

- A. Service requests that cannot be automated should be handled as incidents
- B. Service requests and their fulfillment should be automated as much as possible
- C. Service requests that cannot be automated should be handled as problems
- D. Service requests and their fulfillment should be carried out by service desk staff without automation

**Answer: B**

#### NEW QUESTION 169

- (Exam Topic 2)

What is recommended by the guiding principle 'progress iteratively with feedback'?

- A. A current state assessment that is carried out at the start of an improvement initiative
- B. The identification of all interested parts at the start of an improvement initiative
- C. An improvement initiative that is broken into a number of manageable sections
- D. An assessment of how all the parts of an organization will affect an improvement initiative

**Answer: C**

#### NEW QUESTION 171

- (Exam Topic 2)

Which ITIL practice recommends performing service reviews to ensure that services continue to meet the needs of the organization?

- A. Service desk
- B. Service request management

- C. Service level management
- D. Service configuration management

**Answer: C**

**NEW QUESTION 175**

- (Exam Topic 2)

In which step of the 'continual improvement model' is an improvement plan implemented?

- A. What is the vision?
- B. How do we get there?
- C. Take action
- D. Did we get there?

**Answer: C**

**NEW QUESTION 178**

- (Exam Topic 2)

Which practice identifies metrics that reflect the customer's experience of a service?

- A. Continual improvement
- B. Service desk
- C. Service level management
- D. Problem management

**Answer: C**

**NEW QUESTION 182**

- (Exam Topic 2)

Which term relates to service levels aligned with the needs of service consumers?

- A. Service management
- B. Warranty
- C. Cost
- D. Utility

**Answer: B**

**NEW QUESTION 184**

- (Exam Topic 2)

Which of the following should IT service continuity strategy be based on?

- \* 1. Design of the service metrics
- \* 2. Business continuity strategy
- \* 3. Business impact analysis (BIA)
- \* 4. Risk assessment

- A. 1, 2 and 4 only
- B. 1, 2 and 3 only
- C. 2, 3 and 4 only
- D. 1, 3 and 4 only

**Answer: C**

**NEW QUESTION 188**

- (Exam Topic 2)

What is the purpose of problem management?

- A. Reduces the likelihood and impact of incidents
- B. Ensures services are restored as soon as possible
- C. Helps direct the incident to the correct support area
- D. Determines how the service provider is perceived

**Answer: A**

**NEW QUESTION 189**

- (Exam Topic 2)

Which of the following is an example of workaround?

- A. A defective network switch is replaced with a new one
- B. An email server is restored after an incident is reported
- C. Server memory is increased when the server is unresponsive
- D. A server is restarted to resolve an incident

**Answer: D**

**NEW QUESTION 194**

- (Exam Topic 2)

What is the effect of increased automation on the 'service desk1 practice?

- A. Increased ability to focus on fixing technology instead of supporting people
- B. Greater ability to focus on customer experience when personal contact is needed
- C. Elimination of the need to escalate incidents to support teams
- D. Decrease in self-service incident logging and resolution

**Answer: B**

#### NEW QUESTION 197

- (Exam Topic 2)

Which two practices use workarounds?

- A. Change enablement and continual improvement
- B. Change enablement and problem management
- C. Problem management and incident management
- D. Incident management and continual improvement

**Answer: C**

#### NEW QUESTION 198

- (Exam Topic 2)

Which guiding principle considers customer and user experience?

- A. Collaborate and promote visibility
- B. Focus on value
- C. Start where you are
- D. Keep it simple and practical

**Answer: B**

#### NEW QUESTION 200

- (Exam Topic 2)

What is important for a 'continual improvement register' (CIR)?

- A. Improvement ideas are documented, assessed and prioritized
- B. Improvement ideas from many sources are kept in a single CIR
- C. Improvement ideas that are not being actioned immediately are removed from the CIR
- D. Improvement ideas are tested, funded and agreed

**Answer: A**

#### NEW QUESTION 204

- (Exam Topic 2)

What is an incident?

- A. The planned removal of an item that might affect a service
- B. A result enabled by one or more outputs
- C. A possible future event that could cause harm
- D. A service interruption resolved by the use of self-help tools

**Answer: D**

#### NEW QUESTION 205

- (Exam Topic 1)

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 [?].

- A. assets
- B. values
- C. elements
- D. services

**Answer: D**

#### NEW QUESTION 207

- (Exam Topic 1)

A major incident has been closed, but there is a risk that it might happen again. How should this be logged and managed?

- A. As an event
- B. As a problem
- C. As a service request
- D. As a change request

**Answer: B**

**NEW QUESTION 208**

- (Exam Topic 1)

Which practice has a purpose that includes ensuring that risks have been properly assessed?

- A. Service configuration management
- B. Problem management
- C. Service level management
- D. Change control

**Answer: D**

**NEW QUESTION 209**

- (Exam Topic 1)

Which practice identifies metrics that reflect a customer experience of a service?

- A. Continual improvement
- B. Service level management
- C. Service desk
- D. Problem management

**Answer: B**

**NEW QUESTION 212**

- (Exam Topic 1)

What is typically needed to assign complex incidents to support groups?

- A. The incident priority
- B. The incident category
- C. A change schedule
- D. A self-help tool

**Answer: B**

**NEW QUESTION 217**

- (Exam Topic 1)

Which guiding principle recommends using the minimum number of steps necessary to achieve an objective?

- A. Progress iteratively with feedback
- B. Think and work holistically
- C. Keep it simple and practical
- D. Focus on value

**Answer: C**

**NEW QUESTION 219**

- (Exam Topic 1)

Identify the missing words in the following sentence.

The management of information security incidents usually requires [?].

- A. Immediate escalation
- B. Specialist teams
- C. A separate process
- D. Third party support

**Answer: C**

**NEW QUESTION 223**

- (Exam Topic 1)

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

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

**Answer: D**

**NEW QUESTION 227**

- (Exam Topic 1)

Which is a purpose of the 'service desk' practice?

- A. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents
- B. To capture demand for incident resolution and service requests
- C. To set clear business-based targets for service performance
- D. To maximize the number of successful IT changes by ensuring risks are properly assessed

**Answer:**

B

**NEW QUESTION 231**

- (Exam Topic 1)

Which practice uses techniques such as SWOT analysis, balanced scorecard reviews, and maturity assessments?

- A. Incident management
- B. Continual improvement
- C. Service request management
- D. Problem management

**Answer: B**

**NEW QUESTION 232**

- (Exam Topic 1)

Which guiding principle recommends standardizing and streamlining manual tasks?

- A. Optimize and automate
- B. Collaborate and promote visibility
- C. Focus on value
- D. Think and work holistically

**Answer: A**

**NEW QUESTION 236**

- (Exam Topic 1)

Which is the CORRECT approach for managing a large improvement initiative as smaller iterations?

- A. Each iteration should be designed before starting the initiative and implemented without feedback
- B. Feedback should only be taken into account when one iteration fails to meet its objective
- C. Feedback should be reduced for large improvements as it is unlikely that circumstances will change
- D. Each iteration should be continually re-evaluated based on feedback

**Answer: D**

**NEW QUESTION 240**

- (Exam Topic 1)

Which describes a set of defined steps for implementing improvements?

- A. The 'improve' value chain activity
- B. The 'continual improvement register'
- C. The 'continual improvement model'
- D. The 'engage' value chain activity

**Answer: C**

**NEW QUESTION 242**

- (Exam Topic 1)

How should an organization adopt continual improvement methods?

- A. Use a new method for each improvement the organization handles
- B. Select a few key methods for the types of improvement that the organization handles
- C. Build the capability to use as many improvement methods as possible
- D. Select a single method for all improvements that the organization handles

**Answer: B**

**NEW QUESTION 246**

- (Exam Topic 1)

Which dimension includes activities and workflows?

- A. Value streams and processes
- B. Partners and suppliers
- C. Information and technology
- D. Organizations and people

**Answer: A**

**NEW QUESTION 250**

- (Exam Topic 1)

Which practice has a purpose that includes observing a service to report selected changes of state identified as events?

- A. Incident management
- B. Monitoring and event management
- C. Change control
- D. Information security management

**Answer:** D

**NEW QUESTION 253**

- (Exam Topic 1)

How should automation be implemented?

- A. By initially concentrating on the most complex tasks
- B. By optimizing as much as possible first
- C. By replacing human intervention wherever possible
- D. By replacing the existing tools first

**Answer:** C

**NEW QUESTION 255**

- (Exam Topic 1)

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

- A. 1 and 2
- B. 2 and 3
- C. 3 and 4
- D. 1 and 4

**Answer:** D

**NEW QUESTION 259**

- (Exam Topic 1)

Which of these should be logged and managed as a problem?

- A. Trend analysis shows a large number of similar incidents
- B. A user requests delivery of a laptop
- C. A monitoring tool detects a change of state for a service
- D. 'Continual improvement' needs to prioritize an improvement opportunity

**Answer:** A

**NEW QUESTION 264**

- (Exam Topic 1)

Which is part of service provision?

- A. The management of resources configured to deliver the service
- B. The management of resources needed to consume the service
- C. The grouping of one or more services based on one or more products
- D. The joint activities performed to ensure continual value co-creation

**Answer:** A

**NEW QUESTION 269**

- (Exam Topic 1)

Which statement about a 'continual improvement register' is CORRECT?

- A. It should be managed at the senior level of the organization
- B. It should be used to capture user demand
- C. There should only be one for the whole organization
- D. It should be re-prioritized as ideas are documented

**Answer:** D

**NEW QUESTION 271**

- (Exam Topic 1)

Which statement about service desks is CORRECT?

- A. The service desk should work in close collaboration with support and development teams
- B. The service desk should rely on self-service portals instead of escalation to support teams
- C. The service desk should remain isolated from technical support teams
- D. The service desk should escalate all technical issues to support and development teams

**Answer:** A

**NEW QUESTION 273**

- (Exam Topic 1)

Identify the missing word in the following sentence.

A known error is a problem that has been [?] and has not been resolved.

- A. closed
- B. logged
- C. analysed
- D. escalated

**Answer: C**

#### NEW QUESTION 274

- (Exam Topic 1)

Which is a service request?

- A. Requesting a workaround for an issue
- B. Requesting information about how to create a document
- C. Requesting an enhancement to an application
- D. Requesting investigation of a degraded service

**Answer: B**

#### NEW QUESTION 278

- (Exam Topic 1)

Which guiding principle helps to ensure that better information is available for decision making?

- A. Keep it simple and practical
- B. Collaborate and promote visibility
- C. Optimize and automate
- D. Think and work holistically

**Answer: B**

#### NEW QUESTION 283

- (Exam Topic 1)

How does a service consumer contribute to the reduction of risk?

- A. By paying for the service
- B. By managing server hardware
- C. By communicating constraints
- D. By managing staff availability

**Answer: C**

#### NEW QUESTION 285

- (Exam Topic 1)

Which describes outcomes?

- A. Tangible or intangible deliverables
- B. Results desired by a stakeholder
- C. Configuration of an organization's resources
- D. Functionality offered by a product or service

**Answer: B**

#### NEW QUESTION 290

- (Exam Topic 1)

Which TWO statements about the 'service request management' practice are CORRECT?

- \* 1. Service requests are part of normal service delivery
- \* 2. Complaints can be handled as service requests
- \* 3. Service requests result from a failure in service
- \* 4. Normal changes should be handled as service requests

- A. 3 and 4
- B. 2 and 3
- C. 1 and 4
- D. 1 and 2

**Answer: D**

#### NEW QUESTION 295

- (Exam Topic 4)

Which is a financially valuable component that can contribute to the delivery of a service?

- A. Configuration item
- B. Sponsor
- C. IT asset
- D. Service offering

**Answer:** C

**Explanation:**

IT asset is any financially valuable component that can contribute to the delivery of an IT product or service. The scope of IT asset management typically includes all software, hardware, networking, cloud services, and client devices

<https://wiki.process-symphony.com.au/framework/lifecycle/process/it-asset-management-til-4/#:~:text=IT%20a>

**NEW QUESTION 296**

- (Exam Topic 4)

Which is the MOST important stakeholder group that a service provider needs to collaborate with?

- A. Suppliers
- B. Customers
- C. Relationship managers
- D. Developers

**Answer:** B

**Explanation:**

The first important step is identifying and managing all the stakeholder groups that an organization deals with. The first and most obvious stakeholder group is the customers, as in service management the organization's main goal is to facilitate customer outcomes. Other examples of stakeholder collaboration include:

- Developers working with other internal teams
- Suppliers collaborating with the organization
- Relationship managers collaborating with service consumers
- Customers collaborating with each other
- Internal and external suppliers collaborating with each other

The contribution to improvement of each stakeholder group at each level should be understood, as should the most effective methods to engage with them.

Depending on the service and the relationship between the service provider and the service consumer, the expectations about the level and type of collaboration can vary significantly. It is important to involve stakeholders, and address their needs at all levels. Determining the type, method, and frequency of such messaging is one of the central activities related to communication.

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

**NEW QUESTION 301**

- (Exam Topic 4)

Which is recommended as part of the 'progress iteratively with feedback' guiding principle?

- A. Prohibit changes to plans after they have been finalized
- B. Analyse the whole situation in detail before taking any action
- C. Reduce the number of steps that produce tangible results
- D. Organize work into small manageable units

**Answer:** D

**Explanation:**

The 'progress iteratively with feedback' guiding principle encourages organizations to break down complex initiatives into smaller, simpler, and more manageable units of work<sup>1</sup>. This principle also recommends seeking and acting on feedback from stakeholders, avoiding big-bang approaches, and adapting plans based on new information<sup>2</sup>. However, this principle does not advise prohibiting changes to plans, analysing the whole situation in detail, or reducing the number of steps that produce tangible results, as these would be contrary to the iterative and adaptive nature of this principle<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 7; ITIL® 4 – A Pocket Guide, page 27; ITIL® 4 Practice Guide: Progress Iteratively with Feedback, page 9.

**NEW QUESTION 305**

- (Exam Topic 4)

What ensures that service providers and service consumers continue to create value together?

- A. Service consumption
- B. Service offerings
- C. Service level management
- D. Service relationship management

**Answer:** D

**Explanation:**

Service relationship management is the joint activities performed by a service provider and a service consumer to ensure continual value co-creation<sup>1</sup>. It involves establishing, maintaining, and optimizing the service relationship throughout the service lifecycle<sup>2</sup>. Service relationship management ensures that service providers and service consumers continue to create value together by aligning their objectives, expectations, and capabilities<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 5; ITIL® 4 – A Pocket Guide, page 16; ITIL® 4 Practice Guide: Service Relationship Management, page 7.

**NEW QUESTION 306**

- (Exam Topic 4)

For which purpose would the continual improvement practice use a SWOT analysis?

- A. Understanding the current state
- B. Defining the future desired state
- C. Tracking and managing ideas
- D. Ensuring everyone actively participates

**Answer:** A

**Explanation:**

A SWOT (also known as SLOOT) analysis is a powerful strategic planning tool used to evaluate the Strengths, Weaknesses/Limitations, Opportunities and Threats to a project or business

<http://steppingstonesforbusiness.co.uk/wp-content/uploads/2012/07/FS116-SWOT-Analysis-for-Continuous-Im>

**NEW QUESTION 308**

- (Exam Topic 4)

A good way to apply the ITIL guiding principle 'keep it simple and practical' is to:

- A. Communicate so that the audience will hear
- B. Re-use nothing from the current state
- C. Adopt a practice which is easy to follow
- D. Understand that fast does not mean incomplete

**Answer: C**

**Explanation:**

The ITIL guiding principle 'keep it simple and practical' advises organizations to use the minimum number of steps and resources needed to accomplish an objective<sup>1</sup>. A good way to apply this principle is to adopt a practice which is easy to follow, understand, and communicate<sup>2</sup>. This helps to avoid unnecessary complexity, bureaucracy, and duplication<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 7; ITIL® 4 – A Pocket Guide, page 25; ITIL® 4 Practice Guide: Keep It Simple and Practical, page 9.

**NEW QUESTION 313**

- (Exam Topic 4)

Which practice performs reviews to ensure that services continue to meet the needs of the customers?

- A. Monitoring and event management
- B. Service level management
- C. Change enablement
- D. Service desk

**Answer: B**

**Explanation:**

To set clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets.

<https://www.bmc.com/blogs/itil-management-practices/>

**NEW QUESTION 316**

- (Exam Topic 4)

Which practice would be MOST involved in assessing the risk to services when a supplier modifies the contract they offer to the organization?

- A. Incident management
- B. Service level management
- C. Service request management
- D. Change enablement

**Answer: B**

**Explanation:**

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

**NEW QUESTION 317**

- (Exam Topic 4)

Which is the FIRST action when optimizing a service?

- A. Assess the current state
- B. Implement the improvement
- C. Understand the organizational context
- D. Agree the future state

**Answer: C**

**Explanation:**

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 322**

- (Exam Topic 4)

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

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

**Answer:** D

**Explanation:**

The 'start where you are' guiding principle advises organizations to observe and understand the current state of affairs before initiating any improvement or change<sup>1</sup>. This principle also recommends using source data, involving people who know the service, and applying risk management when considering new processes<sup>2</sup>. However, this principle does not suggest discarding existing processes before assessing their usefulness, as this would be wasteful and potentially harmful<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition page 7; ITIL® 4 – A Pocket Guide, page 26; ITIL® 4 Practice Guide: Start Where You Are, page 9.

**NEW QUESTION 325**

- (Exam Topic 4)

What is the definition of service management?

- A. A set of specialized organizational capabilities for enabling value for customers in the form of services
- B. A result for a stakeholder enabled by one or more outputs
- C. A formal description of one or more services designed to address the needs of a target consumer group
- D. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation

**Answer:** A

**Explanation:**

Service management is the term used to describe how organizations manage their services to deliver value to their customers and other stakeholders. Service management requires a set of specialized organizational capabilities, such as processes, roles, tools, and competencies, that enable the effective and efficient delivery of services<sup>1</sup>. Service management is also a professional practice supported by an extensive body of knowledge, experience, and skills<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 2; ITIL® 4 – A Pocket Guide, page 11.

**NEW QUESTION 329**

- (Exam Topic 4)

What ensures that a service provider and a service consumer continually co-create value?

- A. Service consumption
- B. Service offerings
- C. Change enablement
- D. Service relationship management

**Answer:** D

**Explanation:**

A service relationship is defined as the cooperation between a service provider and service consumer. Service relationships are established between two or more organizations to co-create value. An organization can play the role of provider or consumer interchangeably, depending on the situation.

<https://www.bmc.com/blogs/itil-key-concepts-service-management/#:~:text=and%20stakeholder%20manageme>

**NEW QUESTION 330**

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