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ITIL 4 Foundation Exam Sample Questions (Q67-Q72):

NEW QUESTION # 67

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

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

Answer: B

Explanation:

A SWOT (also known as SLOT) 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-Improvement.pdf>

NEW QUESTION # 68

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

Answer: A

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 # 69

How should an organization include third-party suppliers in the continual improvement of services?

- A. Ensure suppliers include details of their approach to service improvement in contracts
- B. Require evidence that the supplier uses agile development methods
- C. Ensure that all supplier problem management activities result in improvements
- D. Require evidence that the supplier implements all improvements using project management practices

Answer: A

NEW QUESTION # 70

Which statement about costs is CORRECT?

- A. Costs imposed on the consumer are costs of service utility
- B. Costs removed from the consumer are part of service consumption
- C. Costs removed from the consumer are part of the value proposition
- D. Costs imposed on the consumer are costs of service warranty

Answer: C

NEW QUESTION # 71

What are 'engage', 'plan' and 'improve' examples of?

- A. Service level management
- B. Service value chain inputs
- C. Change control
- D. Service value chain activities

Answer: D

NEW QUESTION # 72

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