

ITIL ITIL-DSV Questions PDF File



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ITIL ITIL-DSV Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> Value Co-creation: In this module, IT service managers and business leaders will delve into the concept of value co-creation, learning how value is not merely delivered to customers but is also created collaboratively with them. The module highlights the significance of engaging customers as active partners in the service process.
Topic 2	<ul style="list-style-type: none"> Service Metrics and KPIs: In this module, IT service managers and performance analysts will learn how to define and utilize key performance indicators (KPIs) and metrics to measure, report, and enhance service performance.
Topic 3	<ul style="list-style-type: none"> Communication and Collaboration: In the final module, IT service managers and communication specialists will develop the skills needed to foster positive relationships with stakeholders through effective communication and collaboration.
Topic 4	<ul style="list-style-type: none"> Understanding Stakeholder Needs and Expectations: This module guides IT service managers and professionals in identifying, assessing, and prioritizing the needs and expectations of diverse stakeholders, including customers, employees, partners, and regulators.

Topic 5	<ul style="list-style-type: none"> • Customer Experience Management: In this module, IT service managers and customer experience professionals will gain a deeper insight into the principles of creating and sustaining a positive customer experience. It focuses on strategies to ensure that services are designed and delivered with the customer as the central focus, thereby enhancing overall satisfaction.
Topic 6	<ul style="list-style-type: none"> • Customer Journey Mapping: This module provides customer experience professionals and service designers with the tools to map the customer journey. It involves identifying critical touchpoints, pinpointing pain points, and discovering opportunities for enhancing the customer experience, leading to improved service outcomes.
Topic 7	<ul style="list-style-type: none"> • Service Relationships: This module teaches service relationship managers and IT professionals how to effectively manage relationships with various stakeholders, including customers, users, suppliers, and partners. It emphasizes the development of strong, collaborative relationships that are crucial for supporting service delivery and fostering value creation.

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ITIL 4 Specialist: Drive Stakeholder Value (ITL4SDSV) Sample Questions (Q62-Q67):

NEW QUESTION # 62

While engaging with a new customer, a service provider should consider which of the following considerations FIRST?

- A. Which decisions and actions should involve the service provider.
- B. What dependencies and risks should be considered when consuming the service.
- C. How can we provide feedback to the service provider.
- **D. What outcomes is the customer trying to realize.**

Answer: D

Explanation:

When engaging with a new customer, a service provider should first consider "What outcomes is the customer trying to realize." This aligns with the ITIL 4 principle of focusing on value. Understanding the desired outcomes helps in tailoring the service offerings to meet the specific needs and expectations of the customer, ensuring that the service provided is relevant and valuable. This approach is emphasized throughout the Drive Stakeholder Value module, where understanding and managing customer journeys, and co-creating value are key objectives.

NEW QUESTION # 63

An organization is identifying the needs for a new service. To ensure that the service is going to be fit for purpose, the organization has defined some requirements.

Which of the following is the best way to specify the requirements?

- A. Not more than 15 minutes of data can be lost.
- B. The data should be kept recorded for 10 years.
- **C. The service should be available 24/7, 99,99% of the time.**
- D. The service should combine the data from different sources.

Answer: C

Explanation:

In ITIL 4, defining service requirements to ensure the service is fit for purpose involves specifying clear, measurable, and relevant criteria that align with the organization's needs and the service's intended use.

Availability is a critical aspect of a service's fitness for purpose, as it directly impacts the service's utility.

* Option A (Incorrect): Specifying data loss tolerance is important but doesn't provide a complete picture of service availability, which is a more comprehensive requirement.

* Option B (Correct): This option is correct because it specifies a clear, measurable requirement that directly relates to the service's availability. Ensuring that the service is available 24/7 with 99.99% uptime is a crucial aspect of making sure the service is fit for purpose, as it ensures that the service will meet the expected operational requirements.

* Option C (Incorrect): While retaining data for 10 years is important, it relates more to compliance and data management rather than the service being fit for purpose in terms of availability.

* Option D (Incorrect): Combining data from different sources is a functional requirement, but it does not address the critical aspect of service availability or reliability, which are key to ensuring the service is fit for purpose.

NEW QUESTION # 64

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 situation immediately. The issue is resolved quickly and the user is delighted with the service. What is this an example of?

- A. Moment of truth
- B. Elevating capabilities
- C. Design thinking
- D. Smoothing demand

Answer: A

Explanation:

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.

NEW QUESTION # 65

A service provider wants to track if a customer is emotionally satisfied with the service it is providing. Which metric would help the MOST?

- A. Average rating given by the users to the service
- B. Number of transactions where users used the interface help
- C. Number and frequency of users errors
- D. Customers churn rate

Answer: A

Explanation:

To track if customers are emotionally satisfied with the service, subjective feedback metrics that directly capture the user's feelings about the service experience are most effective.

* Average Rating:

* The average rating given by users to the service is a direct indicator of their emotional satisfaction. This metric reflects the users' overall sentiment and experience with the service, making it the most appropriate for gauging emotional satisfaction.

NEW QUESTION # 66

A service consumer has asked a commercial service provider to develop a new document storage service. The service consumer has a limited budget and the employees that will use the service have a long list of requirements. Which is the BEST approach for collecting the requirements?

- A. Arrange a number of workshops with the users to identify a set of requirements and obtain their agreement before

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