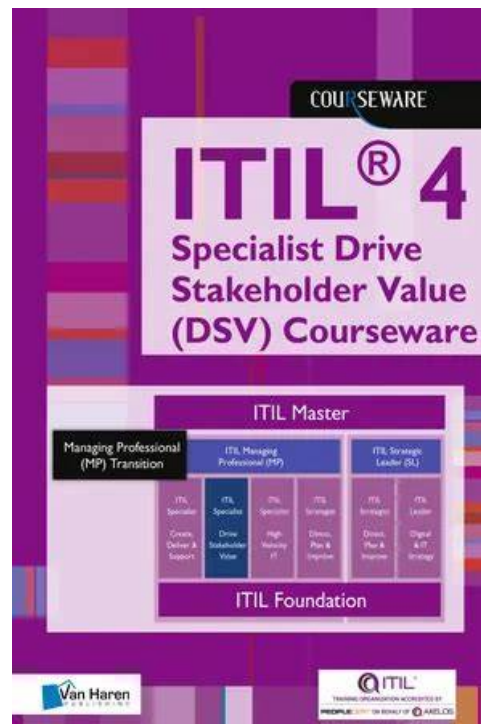


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ITIL ITIL-DSV Exam Syllabus Topics:

Section	Weight	Objectives
Knowing How to Generate Value	13%	- Non-use value - Service consumption and usage - Risk and cost considerations
Customer Experience (CX)	13%	- Customer experience design principles - CX metrics and key performance indicators (KPIs) - Customer experience culture
Building Stakeholder Relationships	9%	- Stakeholder communication - Relationship lifecycle - Supplier and partner relationships
Ensuring Appropriate Access	13%	- Service accessibility - Barriers to access - Equity of service provision
Customer Value	13%	- Value co-creation concepts - Value propositions - Customer value dimensions

Customer Journey Mapping	13%	- Mapping the customer journey - Purpose and value of customer journey mapping - Touchpoints and channels
Measuring and Monitoring Value	13%	- Service pricing and charging models - Customer satisfaction measurement - Value measurement methods
Realizing Value Throughout the Journey	13%	- Onboarding and offboarding - Service readiness and availability - Value tracking

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ITIL 4 Specialist: Drive Stakeholder Value (ITL4SDSV) Sample Questions (Q65-Q70):

NEW QUESTION # 65

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?

- A. Start by analysing and documenting the detailed service requirements, then ask external service providers to respond to a 'request for information' documenting how they would deliver to these requirements
- **B. 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**
- C. 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
- D. Start by understanding the cost of procuring the service internally and externally, then ask internal and external service providers to complete a 'request for quotation' documenting their preferred solution

Answer: B

Explanation:

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.

NEW QUESTION # 66

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?

- A. Multi-factor Authentication
- B. Role based access management
- **C. User enabling requirements**
- D. Security restrictions

Answer: C

Explanation:

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.

NEW QUESTION # 67

An organization is looking for a service provider to support them in their digital transformation. As part of the service provider, what would be the first focus of your interactions?

- A. Display solutions implemented at other customers within the same industry.
- **B. Understanding the customer purposes, issues, and needs.**
- C. Understanding the utility and warranty requirements to create the most value for the customers.
- D. Display the proof of the capabilities to deliver your products consistently.

Answer: B

Explanation:

In ITIL 4, particularly within the "Drive Stakeholder Value" framework, the first focus of interaction when supporting a customer in digital transformation should be to understand their purposes, issues, and needs. This aligns with the guiding principle of "Focus on Value," ensuring that the service provider's solutions are truly aligned with the customer's objectives and challenges.

* Option A (Incorrect): Displaying proof of capabilities is important but should follow a deep understanding of the customer's specific situation.

* Option B (Incorrect): While demonstrating solutions implemented for other customers can build trust, it should not be the first step. Customization to the specific customer's needs is more critical.

* Option C (Correct): This is the correct answer. Understanding the customer's specific purposes, issues, and needs is foundational to providing valuable and relevant services.

* Option D (Incorrect): Understanding utility and warranty is crucial, but it should come after understanding the broader business context and specific needs.

NEW QUESTION # 68

Which statement about the reporting of service outcomes and performance is CORRECT?

- A. IT component scorecards should be mapped to service provider outcomes
- B. Customer satisfaction feedback should be mapped to service provider outcomes
- **C. Service performance metrics should be mapped to customer outcomes**
- D. Return on investment (ROI) should be mapped to customer outcomes

Answer: C

Explanation:

The correct statement about the reporting of service outcomes and performance is that "Service performance metrics should be mapped to customer outcomes." ITIL 4 emphasizes the importance of aligning service performance metrics with the outcomes that are valuable to the customer. This ensures that the service provider's reporting is focused on what matters most to the customer, thereby enhancing satisfaction and trust.

NEW QUESTION # 69

In consideration to the complaints of long waiting times, an organization wants to improve its service desk. Which is the most appropriate action that the Service Desk Manager should consider?

- A. Merge the service desk and the engineering team to handle calls faster.
- B. Increase the number of service desk employees.
- C. Modify the Service Level Agreement to allow longer waiting times.
- **D. Investigate when the users are calling the service desk.**

Answer: D

Explanation:

When faced with complaints about long waiting times at the service desk, the most appropriate action according to ITIL 4's "Drive Stakeholder Value" practices would be to investigate the patterns of when users are contacting the service desk. This approach aligns with the ITIL 4 guiding principle of "Start Where You Are," which emphasizes the importance of understanding the current situation before making changes.

* Option A (Correct): By investigating when users are calling, the Service Desk Manager can identify peak times, understand user behavior, and better allocate resources to meet demand. This approach ensures that any adjustments are data-driven and targeted, leading to more effective and efficient service improvements.

* Option B (Incorrect): Merging the service desk with the engineering team may not necessarily result in faster call handling. It could create confusion and inefficiencies, as the roles and responsibilities of the service desk and engineering teams are typically distinct.

* Option C (Incorrect): Modifying the Service Level Agreement (SLA) to allow longer waiting times is counterproductive. It would likely lead to decreased user satisfaction and does not address the root cause of the issue.

* Option D (Incorrect): Increasing the number of service desk employees might help reduce waiting times, but it should only be considered after understanding the specific causes of the delays. Without proper analysis, this could lead to unnecessary costs and may not be the most efficient solution.

NEW QUESTION # 70

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