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## ITIL 4 Foundation Exam Sample Questions (Q114-Q119):

### NEW QUESTION # 114

Which service value chain activity relates with buying new products?

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

**Answer: A**

Explanation:

Obtain/build is one of the six activities of the service value chain, which is a set of interconnected activities that an organization performs to deliver a valuable product or service to its consumers and to facilitate value realization<sup>1</sup>. Obtain/build activity relates with buying new products, as well as designing, developing, and testing new or changed service components<sup>2</sup>. This activity ensures that service components are available when and where they are needed and meet agreed specifications<sup>3</sup>. Reference: ITIL Foundation - ITIL 4 Edition, page 10; ITIL 4 - A Pocket Guide, page 21; ITIL 4 Practice Guide: Service Value Chain, page 9.

#### NEW QUESTION # 115

Which ITIL concept describes governance?

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

**Answer: B**

#### NEW QUESTION # 116

Which organization delivers output or outcomes of a service?

- A. A service provider delivers outcomes of the service
- B. A service provider delivers outputs of the service
- C. A service consumer delivers outputs of the service
- D. A service consumer delivers outcomes of the service

**Answer: A**

Explanation:

When an organization acts as a service provider, it produces outputs that help its consumers to achieve certain outcomes. An output is defined as a tangible or intangible deliverable of an activity; for example, transportation from one location to another.

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

#### NEW QUESTION # 117

Identify the missing word in the following sentences.

A service is a means of enabling value co-creation by facilitating [?] that customers want to achieve, without the customer having to manage specific costs and risks.

- A. utility
- B. warranty
- C. outputs
- D. outcomes

**Answer: D**

#### NEW QUESTION # 118

Identify the missing word in the following sentence.

An organization which is undertaking an improvement initiative should [?] the existing methods and services when building for the future.

- A. Re-use
- B. Improve
- C. Discard
- **D. Consider**

**Answer: D**

## NEW QUESTION # 119

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