

Study Guide ITIL Pdf & ITIL Certification Sample Questions

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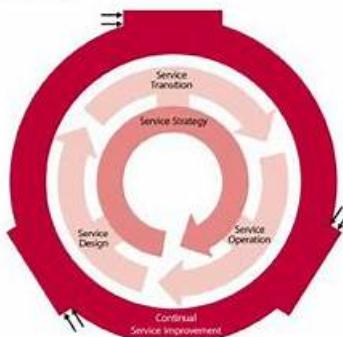
3 The ITIL Service Management Lifecycle – core of practice

The Service Lifecycle contains five elements as shown in Figure 3.1, each of which rely on service principles, processes, roles and performance measures. The Service Lifecycle uses a hub and spoke design, with Service Strategy at the hub, Service Design, Transition and Operation as the revolving lifecycle stages, and anchored by Continual Service Improvement. Each part of the lifecycle *mutually* influences the other and relies on the other for inputs and feedback. In this way, a constant set of checks and balances throughout the Service Lifecycle.

ensures that as business demand changes with business need, the services can adapt and respond effectively to them.

At the heart of the Service Lifecycle is the key principle – all services must provide measurable value to business objectives and outcomes. ITIL Service Management focuses on business value as its prime objective. Each practice revolves around ensuring that everything a service provider does to manage IT services for the business

Figure 3.1 The ITIL Service Lifecycle



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EXIN ITIL Foundation (V4) Sample Questions (Q137-Q142):

NEW QUESTION # 137

Which practice is the responsibility of everyone in the organization?

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

Answer: A

NEW QUESTION # 138

Who owns the specific costs and risks associated with providing a service?

- A. The Finance department
- B. The Service Provider
- C. The Customer
- D. The Service Level Manager

Answer: B

NEW QUESTION # 139

Which usually requires a team of representatives from many stakeholder groups?

- A. Authorizing an emergency change
- B. Logging a new problem
- C. Investigating a major incident
- D. Fulfilling a service request

Answer: C

NEW QUESTION # 140

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 request management
- C. Change enablement
- D. Service level management

Answer: D

Explanation:

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

NEW QUESTION # 141

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

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

- D. Improve

Answer: C

NEW QUESTION # 142

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