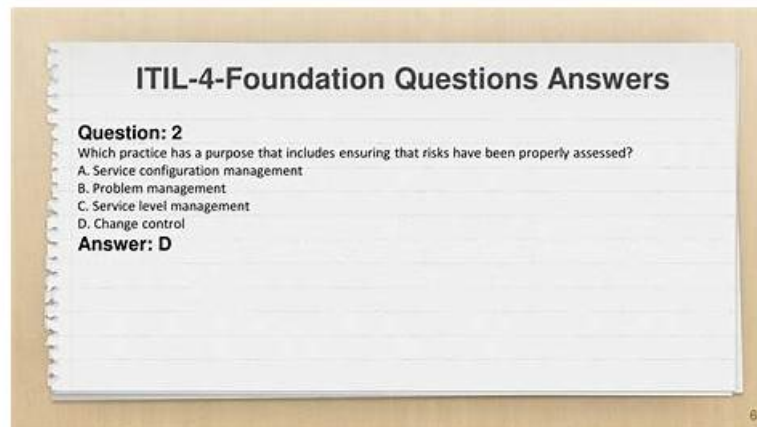


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ITIL 4 Foundation Exam Sample Questions (Q114-Q119):

NEW QUESTION # 114

Which of the following includes configuring components and activities to facilitate outcomes for stakeholders?

- A. The service value system
- B. Service relationship management
- C. The release management' practice
- D. Service consumption

Answer: A

Explanation:

Organizations maximize co-creation of value with their customers by facilitating the outcomes they want to achieve. The four dimensions of service management have shown that a holistic approach is the best way for an organization to:

Achieve its goals in delivering quality and cost effective services

Meet the needs of its customers

Satisfy the requirements of its stakeholders

<https://www.bmc.com/blogs/itil-service-value-system/>

NEW QUESTION # 115

Which statement about service offerings is CORRECT?

- A. Each service should be described to consumers as a single service offering
- B. Service offerings include the transfer of goods from the consumer to the provider
- C. The same product can be used as a basis for more than one service offering
- D. Service offerings describe how providers and consumers cooperate to co-create value

Answer: C

NEW QUESTION # 116

Which action is performed by a service provider?

- A. Ensuring access to agreed resources
- B. Receiving of the agreed goods
- C. Authorizing budget for service consumption
- D. Requesting required service actions

Answer: D

Explanation:

Explanation/Reference: <https://www.knowledgehut.com/tutorials/itil4-tutorial/it-service-management-concepts>

NEW QUESTION # 117

Which statement about outcomes is CORRECT?

- A. Outcomes gives service consumers assurance of products or services
- B. Outcomes help a service consumers to assess the cost of a specific activity
- C. Outcomes use activities to produce tangible or intangible deliverables.
- D. Outcomes rely on outputs to deliver results for a stakeholder.

Answer: D

NEW QUESTION # 118

Which is part of the 'focus on value' guiding principle?

- A. Identifying activities that can be achieved in smaller iterations
- B. Assessing services to identify parts that can be reused
- C. Understanding what services help the service consumer
- D. Reducing the number of steps in the customer experience

Answer: C

NEW QUESTION # 119

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