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EXIN ITIL Foundation (V4) Sample Questions (Q483-Q488):

NEW QUESTION # 483

What is the customer of a service responsible for?

- A. Using the service
- B. Defining the requirements for the service
- C. Authorizing the budget for the service
- D. Provisioning the service

Answer: B

Explanation:

Customer: A person who defines the requirements for a service and takes responsibility for the outcomes of service consumption;
<https://www.bmc.com/blogs/itil-key-concepts-service-management/>

NEW QUESTION # 484

What are the two major processes in Problem Management?

- A. Resource and Proactive
- **B. Proactive and Reactive**
- C. Technical and Service
- D. Reactive and Technical

Answer: B

NEW QUESTION # 485

Gathering data, monitoring performance and assessing metrics in order to facilitate service improvements are all activities associated with which part of the service lifecycle?

- A. Service Design
- **B. Service Operation**
- C. Availability Management
- D. Capacity Management

Answer: B

NEW QUESTION # 486

What is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks?

- A. Continual improvement
- B. Service management
- C. An IT asset
- **D. A service**

Answer: D

NEW QUESTION # 487

Which is part of the value proposition of a service?

- A. Outputs of the service received by the consumer
- **B. Costs removed from the consumer by the service**
- C. Costs imposed on the consumer by the service
- D. Risks imposed on the consumer by the service

Answer: B

Explanation:

Costs are the amount of money spent on a specific activity or resource. From the service consumer's perspective, there are two types of cost involved in service relationships:

* Costs removed from the consumer by the service (a part of the value proposition). For example, for a car sharing service, the customer does not pay for the actual cost of purchasing the car.

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