

**THE ITIL 4 BIG PICTURE**

**THE SERVICE VALUE SYSTEM**

**THE SERVICE VALUE CHAIN**

**THE 4 DIMENSIONS MODEL**

**ITIL Master**

**ITIL Foundation**

**GOVERNANCE**

**VALUE CREATION**

**OFFICIAL ITIL 4 CERTIFICATION SCHEME**

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**KEEP IT SIMPLE AND PRACTICAL**

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### NEW QUESTION # 56

- A. Through the provision of services according to predefined needs
- B. By being fully aware of their own requirements for the service
- C. By ensuring that the service provider has configured correctly its resources
- D. By controlling the specific level of risk on the service provider's behalf

Explanation:

In ITIL 4, service relationships involve shared risks between service provider and service consumer. Both parties contribute to risk management.

Service consumers help mitigate risk by:

- \* Clearly understanding and communicating their requirements
- \* Being explicit about constraints, acceptable levels of performance, and critical outcomes
- \* Ensuring that the provider knows what is truly needed, so services can be designed and delivered appropriately Option C: "By being fully aware of their own requirements for the service" aligns with this: when consumers understand and clearly state their requirements, ambiguity and misalignment are reduced, which directly reduces risk in the service relationship.

Why the other options are incorrect:

- \* A. Through the provision of services according to predefined needs Provision of services is the role of the service provider, not the consumer.
- \* B. By ensuring that the service provider has configured correctly its resources Resource configuration is the provider's responsibility. The consumer may give feedback, but they don't "ensure" correct configuration.
- \* D. By controlling the specific level of risk on the service provider's behalf The provider manages its own risks. Risks are shared, but the consumer does not control the provider's internal risk levels. The consumer contributes by clarifying requirements and using services as agreed.

References (Aligned with ITIL 4 Foundation concepts)

- \* ITIL 4 Foundation: Service relationships - shared responsibility and shared risks between provider and consumer
- \* ITIL 4 Foundation: Importance of clear requirements and expectations in reducing risks and enabling value co-creation

### NEW QUESTION # 57

Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

- A. Escalation
- **B. Categorization**
- C. Detection
- D. Prioritization

**Answer: B**

Explanation:

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### NEW QUESTION # 58

What should be used to set user expectations for request fulfillment times?

- A. The service levels of the supplier
- B. The time that the customer indicates for service delivery
- **C. The time needed to realistically deliver the service**
- D. The consumer demand for the service

**Answer: C**

### NEW QUESTION # 59

Which is the purpose of the 'monitoring and event management' practice?

- **A. To systematically observe services and service components, and record and report selected changes of state**
- B. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible
- C. To protect the information needed by the organization to conduct its business
- D. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed

**Answer: A**

### NEW QUESTION # 60

Which practice conducts reviews to validate that services are covering the needs of the customer?

- A. Change enablement
- B. Service desk

- C. Monitoring and event management
- D. Service level management

**Answer: D**

Explanation:

The purpose of the service level management practice is to set clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets<sup>1</sup>. This practice conducts reviews to validate that services are covering the needs of the customer and to identify areas for improvement<sup>2</sup>. References: ITIL Foundation - ITIL 4 Edition, page 16; ITIL 4 - A Pocket Guide, page 37; ITIL 4 Practice Guide: Service Level Management, page 7.

### NEW QUESTION # 61

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