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ITIL 4 Foundation Exam Sample Questions (Q62-Q67):

NEW QUESTION # 62

Which practice requires that staff demonstrate excellent customer service skills, such as empathy and emotional intelligence?

- A. Problem management
- B. Release management
- C. Supplier management
- D. Service desk

Answer: D

NEW QUESTION # 63

Which practice provides users with a way to get various requests arranged, explained and coordinated?

- A. Service level management
- B. Continual improvement
- **C. Service desk**
- D. Relationship management

Answer: C

Explanation:

Explanation

Over time, the focus of service desks has broadened from simply logging and resolving technical issues, to providing more comprehensive support for people and the business. They are increasingly being used to get various matters arranged, explained, and coordinated. The service desk has a major influence on user experience and how the service provider is perceived by the users. By understanding and acting on the business context of transactional activity (i.e. logging tickets), the service desk is better placed to add value to the organization.

Reference: <https://www.bmc.com/blogs/itil-service-desk/>

NEW QUESTION # 64

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

Answer: B

NEW QUESTION # 65

Identify the missing word in the following sentence.

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the [?], and the CIs that support them, is available when and where it is needed.

- A. skills of people
- B. relationships with suppliers
- C. authorization of changes
- **D. configuration of services**

Answer: D

Explanation:

Reference: <https://wiki.process-symphony.com.au/framework/lifecycle/process/service-configuration-management-4/>

NEW QUESTION # 66

How should automation be implemented?

- A. By optimizing as much as possible first
- B. By replacing the existing tools first
- **C. By replacing human intervention wherever possible**
- D. By initially concentrating on the most complex tasks

Answer: C

NEW QUESTION # 67

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