

ITIL-4-Foundationオンライン試験、ITIL-4-Foundation日本語参考



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>> ITIL-4-Foundationオンライン試験 <<

ITIL-4-Foundation日本語参考、ITIL-4-Foundation試験準備

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ITIL 4 Foundation Exam 認定 ITIL-4-Foundation 試験問題 (Q24-Q29):

質問 # 24

Which practice provides a communications point for users to report operational issues, queries and requests?

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

正解: C

解説:

The purpose of the service desk practice is to capture demand for incident resolution and service requests. It should also be the entry point and single point of contact for the service provider with all of its users. It provides a clear path for users to report issues, queries, and requests, and have them acknowledged, classified, owned, and actioned.

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

質問 # 25

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

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

正解: C

解説:

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/>

質問 # 26

Which is CORRECT about change authorization?

- **A. Assignment of the change authority is based on the change type and model**
- B. A change authority is assigned each time a standard change is requested
- C. Emergency changes are authorized by the technician making the change
- D. The change authority will ensure changes are authorized after they are deployed

正解: A

質問 # 27

What is the CORRECT definition of service management?

- A. A set of specialized assets for transitioning services into the live operational environment
- **B. A set of specialized organizational capabilities for delivering value to customers in the form of services**
- C. The capability of service providers to minimize their costs without reducing the value of the services
- D. The capability of supplier to deliver services to providers in exchange for money

正解: B

