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ITIL ITIL-DSV Exam Syllabus Topics:

Section	Weight	Objectives
Topic 1: Knowing How to Generate Value	13%	- Risk and cost considerations - Non-use value - Service consumption and usage
Topic 2: Ensuring Appropriate Access	13%	- Equity of service provision - Service accessibility - Barriers to access
Topic 3: Customer Journey Mapping	13%	- Mapping the customer journey - Touchpoints and channels - Purpose and value of customer journey mapping
Topic 4: Customer Value	13%	- Customer value dimensions - Value co-creation concepts - Value propositions
Topic 5: Measuring and Monitoring Value	13%	- Service pricing and charging models - Value measurement methods - Customer satisfaction measurement
Topic 6: Customer Experience (CX)	13%	- Customer experience culture - CX metrics and key performance indicators (KPIs) - Customer experience design principles
Topic 7: Realizing Value Throughout the Journey	13%	- Service readiness and availability - Onboarding and offboarding - Value tracking
Topic 8: Building Stakeholder Relationships	9%	- Stakeholder communication - Supplier and partner relationships - Relationship lifecycle

>> ITIL-DSV在線考題 <<

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最新的 ITIL 4 Managing Professional ITIL-DSV 免費考試真題 (Q41-Q46):

問題 #41

An organization finds value in moving to a 'platform as a service' solution. The organization understands that it is crucial to optimize its own way of working to make this a success. What is this an example of?

- A. Co-creation Relationship
- B. Basic Relationship
- C. Partnership
- D. Cooperative Relationship

答案: A

解題說明:

In ITIL 4, a "Co-creation Relationship" is a collaborative approach where both the service provider and the service consumer work closely together to create value. In this scenario, the organization understands the importance of optimizing its own way of working to successfully leverage a 'Platform as a Service' (PaaS) solution. This demonstrates a recognition that both parties must contribute actively to the success of the service, which is the essence of co-creation.

* Option A (Incorrect): A partnership is broader and may involve various degrees of collaboration but doesn't necessarily emphasize the mutual creation of value as strongly as co-creation does.

* Option B (Incorrect): A Basic Relationship is more transactional and does not involve the deep collaboration needed to optimize working processes for a PaaS solution.

* Option C (Incorrect): A Cooperative Relationship involves some level of collaboration but not to the extent where both parties are jointly optimizing their processes to create value.

* Option D (Correct): This is the correct answer. Co-creation is key in scenarios where success depends on the joint efforts of the service provider and the consumer, such as in adopting a PaaS solution.

問題 #42

An organization has a culture that encourages people to hide their mistakes. This reduces opportunities to improve in many different areas.

Which practice would MOST help to improve this situation and how?

- A. Service level management, by including discussions of transparency in customer meetings
- B. Service desk, by sharing more internal IT information with users
- C. Supplier management, by encouraging more open communication with suppliers
- D. Relationship management, by developing and communicating values and principles

答案: D

解題說明:

The practice that would most help improve a situation where an organization's culture encourages hiding mistakes is "Relationship management, by developing and communicating values and principles." ITIL 4 highlights the role of relationship management in fostering a culture of transparency and trust. By promoting open communication and ethical behavior, relationship management can address cultural issues that hinder improvement and innovation.

問題 #43

Which is the BEST approach for a service consumer to use when they want to obtain services from a service provide?

- A. Ask the service provider to customize a solution to suit their requirements
- B. Develop a list of needs focusing on what should be achieved
- C. Ensure that their detailed requirements are based on a previous legacy solution
- D. Provide the service provider with a detailed list of requirements

答案: B

解題說明：

The best approach for a service consumer to use when they want to obtain services from a service provider is to "Develop a list of needs focusing on what should be achieved." ITIL 4 emphasizes the importance of focusing on outcomes rather than specific technical requirements. By clearly stating what needs to be achieved, the service provider can design or select the best service to meet those needs.

問題 #44

Resource constraints have slowed an organization's efforts to expand into new markets.

Which practice would recommend eliminating products and services that are not enabling value, so that the required resources can be made available?

- A. Service level management
- **B. Portfolio management**
- C. Service catalogue management
- D. Business analysis

答案： B

解題說明：

The practice that would recommend eliminating products and services that are not enabling value to free up resources is "Portfolio management." ITIL 4 identifies portfolio management as the practice responsible for managing the service portfolio to ensure that the organization can effectively allocate resources to the most valuable services. This practice helps in making strategic decisions about which services to continue, improve, or retire, thus optimizing resource allocation.

問題 #45

A service provider is receiving complaints from the users about the migration to a new service. The users are finding difficult to identify and use features of the migrated service. What would have helped to prevent this?

- **A. An e-learning course describing migration of service should be easily available to the users.**
- B. All changes should be assessed and prioritized.
- C. The users should be marked as an important stakeholder in the stakeholder map.
- D. The outcomes should be part of the service level agreement.

答案： A

解題說明：

Providing an e-learning course on the migrated service would have significantly reduced user complaints by ensuring that they were well-informed about the new service features and how to use them effectively.

The Awareness and Communication step within the Change Enablement practice under ITIL 4 stresses the importance of communicating changes to all relevant stakeholders and ensuring they have the necessary information and training to adapt to these changes.

The complaint in this scenario arises due to a lack of understanding and difficulty in using the new service.

By offering an e-learning course, the service provider would be following the ITIL 4 guiding principle of "Collaborate and Promote Visibility," ensuring that users are informed and comfortable with the changes.

Moreover, the Service Design and Transition stages emphasize the need to prepare users for new services, ensuring a smooth transition and minimizing resistance or confusion.

This solution aligns with ITIL 4's focus on improving user experience by providing adequate resources for learning and adaptation, which in turn enhances overall service quality and customer satisfaction.

問題 #46

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