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ITIL 4 Foundation Exam Sample Questions (Q105-Q110):

NEW QUESTION # 105

What is the difference between the 'incident management' and 'service desk' practices?

- A. Incident management resolves complex issues, service desk resolves simpler issues
- B. Incident What is the difference between the 'incident management' and 'service
- **C. Incident management restores service operation; service desk provides communication with users**
- D. Incident management manages interruptions to services, service desk monitors achieved service quality

Answer: C

Explanation:

The incident management practice aims to minimize the negative impact of incidents by restoring normal service operation as quickly as possible¹. This practice involves logging, categorizing, prioritizing, investigating, resolving, and closing incidents². The service desk practice provides a single point of contact for users and customers to report issues, make requests, or seek guidance¹. This practice involves providing communication with users, capturing feedback, managing user satisfaction, and facilitating continual improvement³. References: ITIL Foundation - ITIL 4 Edition, page 14; ITIL 4 - A Pocket Guide, page 32; ITIL 4 Practice Guide: Incident Management, page 7.

NEW QUESTION # 106

Which is part of the value proposition of a service?

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

Answer: A

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.

<https://www.bmc.com/blogs/itil-key-concepts-service-management/>

NEW QUESTION # 107

What takes place in the "Did we get there?" step of the continual service improvement (CSI) approach?

- A. Understanding priorities for improvement
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- B. An initial baseline assessment
- C. The production of a detailed CSI plan
- **D. Verifying that improvement targets have been achieved**

Answer: D

NEW QUESTION # 108

Which practice ensures that service actions, that are a normal part of service delivery, are effectively handled?

- A. Problem management
- B. Incident management
- C. Service level management
- **D. Service request management**

Answer: D

Explanation:

Explanation

A service request is defined as a request from a user or a user's authorized representative that initiates a service action which has been agreed as a normal part of service delivery.

The purpose of the service request management practice is to support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner. Service request management is dependent upon well-designed processes and procedures, which are operationalized through tracking and automation tools to maximize the efficiency of the practice. To be handled optimally, service request management should follow these guidelines:

Service requests and their fulfilment should be standardized and automated to the greatest degree possible.

Policies should define which service requests will be fulfilled with limited or even no additional approvals so that fulfilment can be streamlined.

The expectations of users regarding fulfilment times and costs should be clearly set, based on what the organization can realistically deliver.

Opportunities for improvement should be identified and implemented to produce faster fulfilment times and take advantage of automation.

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

NEW QUESTION # 109

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

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

Answer: D

NEW QUESTION # 110

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