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ITIL ITIL-DSV Exam Syllabus Topics:

Topic	Details
Topic 1	Service Level Management: This module equips IT service managers and service level managers with the skills to establish, monitor, and report on service levels to ensure they meet stakeholder requirements and agreements.
Topic 2	Service Metrics and KPIs: In this module, IT service managers and performance analysts will learn how to define and utilize key performance indicators (KPIs) and metrics to measure, report, and enhance service performance.
Topic 3	Service Relationships: This module teaches service relationship managers and IT professionals how to effectively manage relationships with various stakeholders, including customers, users, suppliers, and partners. It emphasizes the development of strong, collaborative relationships that are crucial for supporting service delivery and fostering value creation.
Topic 4	Customer Journey Mapping: This module provides customer experience professionals and service designers with the tools to map the customer journey. It involves identifying critical touchpoints, pinpointing pain points, and discovering opportunities for enhancing the customer experience, leading to improved service outcomes.
Topic 5	Value Co-creation: In this module, IT service managers and business leaders will delve into the concept of value co-creation, learning how value is not merely delivered to customers but is also created collaboratively with them. The module highlights the significance of engaging customers as active partners in the service process.
Topic 6	Communication and Collaboration: In the final module, IT service managers and communication specialists will develop the skills needed to foster positive relationships with stakeholders through effective communication and collaboration.

Topic 7	• Understanding Stakeholder Needs and Expectations: This module guides IT service managers and professionals in identifying, assessing, and prioritizing the needs and expectations of diverse stakeholders, including customers, employees, partners, and regulators.
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ITIL 4 Specialist: Drive Stakeholder Value (ITL4SDSV) Sample Questions (Q58-Q63):

NEW QUESTION # 58

A service consumer has asked a commercial service provider to develop a new document storage service. The service consumer has a limited budget and the employees that will use the service have a long list of requirements. Which is the BEST approach for collecting the requirements?

- A. Work with the users to establish a set of requirements and involve the customer in clarifying and agreeing the requirements
- B. Arrange a number of workshops with the users to identify a set of requirements and obtain their agreement before commencing development
- C. Hold a workshop with the customer to develop a solution for the document storage service and obtain their agreement before starting development
- D. Work with the customer to identify the requirements for utility and warranty and inform the users of what has been agreed

Answer: D

Explanation:

The best approach for collecting requirements in this scenario is to "Work with the customer to identify the requirements for utility and warranty and inform the users of what has been agreed." ITIL 4 highlights that utility (what the service does) and warranty (how the service performs) are critical to defining the value a service provides. By focusing on these aspects with the customer, the service provider can ensure that the service meets the essential needs within the budget constraints, while users are informed about the agreed functionalities.

NEW QUESTION # 59

An organization provides an online portal that its employees can use to learn about and request standard services. Which practice would ensure that users can easily find information on the portal and that the information is kept up-to-date?

- A. Service catalogue management
- B. Service level management
- C. Service desk
- D. Service request management

Answer: A

Explanation:

The practice that ensures users can easily find information on the portal and that the information is kept up-to-date is "Service catalogue management." ITIL 4 highlights that service catalogue management is responsible for ensuring that accurate and up-to-date information about services is available to users, making it easier for them to find and request services through an online portal.

NEW QUESTION # 60

Through a virtual call with the Service Manager, a top consumer is complaining about the response time of the staff in delivering new laptops. However, all targets are met. The Service Manager listens to the issue, considers its importance, and proposes to review the Service Level Agreement. Which type of listening is the most appropriate for this situation?

- A. Selective Listening
- B. Attentive Listening
- C. Positive Listening
- **D. Empathic listening**

Answer: D

Explanation:

In ITIL 4, especially in the "Drive Stakeholder Value" module, empathic listening is crucial when dealing with customer complaints, especially when they concern service perceptions that are not fully addressed by meeting formal targets. Empathic listening involves fully understanding the customer's feelings and concerns and responding in a way that shows genuine care and willingness to improve the service experience.

* Option A (Incorrect): Positive Listening may involve an upbeat, affirmative approach but lacks the depth of understanding needed in this scenario.

* Option B (Incorrect): Attentive Listening involves focusing on the speaker and their message but may not fully engage with the emotional content of the message.

* Option C (Incorrect): Selective Listening refers to focusing on parts of the conversation, which is not appropriate in a situation requiring full understanding and empathy.

* Option D (Correct): Empathic Listening is the correct answer. The Service Manager's willingness to consider the importance of the issue and propose a review of the Service Level Agreement shows an understanding of the customer's concerns beyond just the factual data.

NEW QUESTION # 61

A service provider is setting up an agreement with an organization. As the user experience is important, it is added to the agreement. Which metric would you advise to be added to the agreement?

- A. Unlimited monthly traffic
- B. Maximum number of simultaneous downloads
- **C. Maximum duration of an interruption**
- D. Number and frequency of returns to the previous stage

Answer: C

Explanation:

When user experience is a critical aspect of a service agreement, metrics that directly impact the user's interaction with the service should be prioritized. The maximum duration of an interruption is a key metric that affects service availability and reliability, both of which are crucial to user experience. This metric is directly linked to Service Level Agreements (SLAs), which often include targets for uptime and acceptable downtime limits.

In ITIL 4, the Service Level Management (SLM) practice is responsible for negotiating, monitoring, and managing SLAs, ensuring that they reflect the customer's needs and expectations. A well-defined SLA with a metric for the maximum duration of an interruption helps ensure that the service provider can maintain the desired level of service continuity, thereby protecting the user experience from being negatively impacted by prolonged outages.

This approach aligns with the ITIL 4 guiding principles of "Focus on Value" and "Optimize and Automate," ensuring that the service provided is reliable and meets the agreed-upon expectations for availability, which is a major component of a positive user experience.

NEW QUESTION # 62

A service provider has recently released an upgrade to its payroll service. The service provider had told the customer that the upgrade would include functionality to copy information from various other HR systems, to reduce the amount of manual data entry. However, this statement was not documented at the time and the proposed functionality was not included in design then. Which practice includes activities which could have helped to avoid this situation?

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

- D. Service desk

Answer: A

Explanation:

The practice that includes activities which could have helped to avoid the situation where promised functionality was not delivered is "Business analysis." ITIL 4 highlights that business analysis is critical in ensuring that all requirements are accurately captured, documented, and communicated during the design and development phases. Proper business analysis would have identified the need to include the functionality in the design and ensured it was delivered.

NEW QUESTION # 63

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