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ITIL 4 Foundation Exam Sample Questions (Q64-Q69):

NEW QUESTION # 64
How can service consumers contribute to risk mitigation?

- A. By being fully aware of their own requirements for the service
- B. By controlling the specific level of risk on the service provider's behalf
- C. By ensuring that the service provider has configured correctly its resources
- D. Through the provision of services according to predefined needs

Answer: A

Explanation:
In ITIL 4, service relationships involve shared risks between service provider and service consumer. Both parties contribute to risk management.
Service consumers help mitigate risk by:
* Clearly understanding and communicating their requirements
* Being explicit about constraints, acceptable levels of performance, and critical outcomes
* Ensuring that the provider knows what is truly needed, so services can be designed and delivered appropriately Option C: "By being fully aware of their own requirements for the service" aligns with this: when consumers understand and clearly state their requirements, ambiguity and misalignment are reduced, which directly reduces risk in the service relationship.
Why the other options are incorrect:
* A. Through the provision of services according to predefined needsProvision of services is the role of the service provider, not the consumer.
* B. By ensuring that the service provider has configured correctly its resourcesResource configuration is the provider's responsibility. The consumer may give feedback, but they don't "ensure" correct configuration.
* D. By controlling the specific level of risk on the service provider's behalfThe provider manages its own risks. Risks are shared, but the consumer does not control the provider's internal risk levels. The consumer contributes by clarifying requirements and using services as agreed.
References (Aligned with ITIL 4 Foundation concepts)
* ITIL 4 Foundation: Service relationships - shared responsibility and shared risks between provider and consumer
* ITIL 4 Foundation: Importance of clear requirements and expectations in reducing risks and enabling value co-creation

NEW QUESTION # 65
Identify the missing word in the following sentence.
The purpose of the 'supplier management' practice is to ensure that the organization's suppliers and their performances are [?] appropriately to support the seamless provision of quality products and services.

- A. defined
- B. managed
- C. rewarded
- D. measured

Answer: B

Explanation:
Reference: https://www.bmc.com/blogs/itil-management-practices/

NEW QUESTION # 66
Which TWO BEST describe the guiding principles?
Short term
Standards
Recommendations
Long-term

- A. 1 and 2

- B. 3 and 4
- C. 1 and 4
- D. 2 and 3

Answer: B

Explanation:
Explanation
A guiding principle is a recommendation that provides universal and enduring guidance to an organization, which applies in all circumstances, regardless of changes in its goals, strategies, type of work, or management structure.
https://www.bmc.com/blogs/itil-guiding-principles/#:~:text=A%20guiding%20principle%20is%20a,of%20work

NEW QUESTION # 67
Which facilitates outcomes that customers want to achieve?

- A. Organization
- B. Service
- C. IT asset
- D. Warranty

Answer: B

Explanation:
ITIL 4 defines a service as:
A means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks.
The key phrase in the question is "facilitates outcomes that customers want to achieve", which is directly part of the definition of a service in ITIL 4.
Therefore, the correct answer is A. Service.
Why the other options are incorrect:
* B. WarrantyWarranty is one of the two aspects of value (warranty and utility). It relates to how the service performs (availability, capacity, continuity, security), but warranty alone does not 'facilitate outcomes' - it describes assurance about performance.
* C. OrganizationAn organization is a person or group of people with functions and responsibilities, authorities and relationships. Organizations provide and consume services, but the concept that
"facilitates outcomes" is specifically the service.
* D. IT assetIT assets (hardware, software, etc.) are components that support services and are financially valuable, but on their own they do not "facilitate outcomes that customers want to achieve" - that is done through services built from these assets.
References (Aligned with ITIL 4 Foundation concepts)
* ITIL 4 Foundation: Definition of service
* ITIL 4 Foundation: Key concepts of value, outputs, outcomes, utility, and warranty

NEW QUESTION # 68
Which is an objective of the design coordination process?

- A. To gather and document new service level requirements from the customer
- B. To document the initial structure and relationship between services and customers
- C. To assess and evaluate all changes and their impact on service designs
- D. To produce service design packages and ensure they are handed over to service transition

Answer: D

NEW QUESTION # 69
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