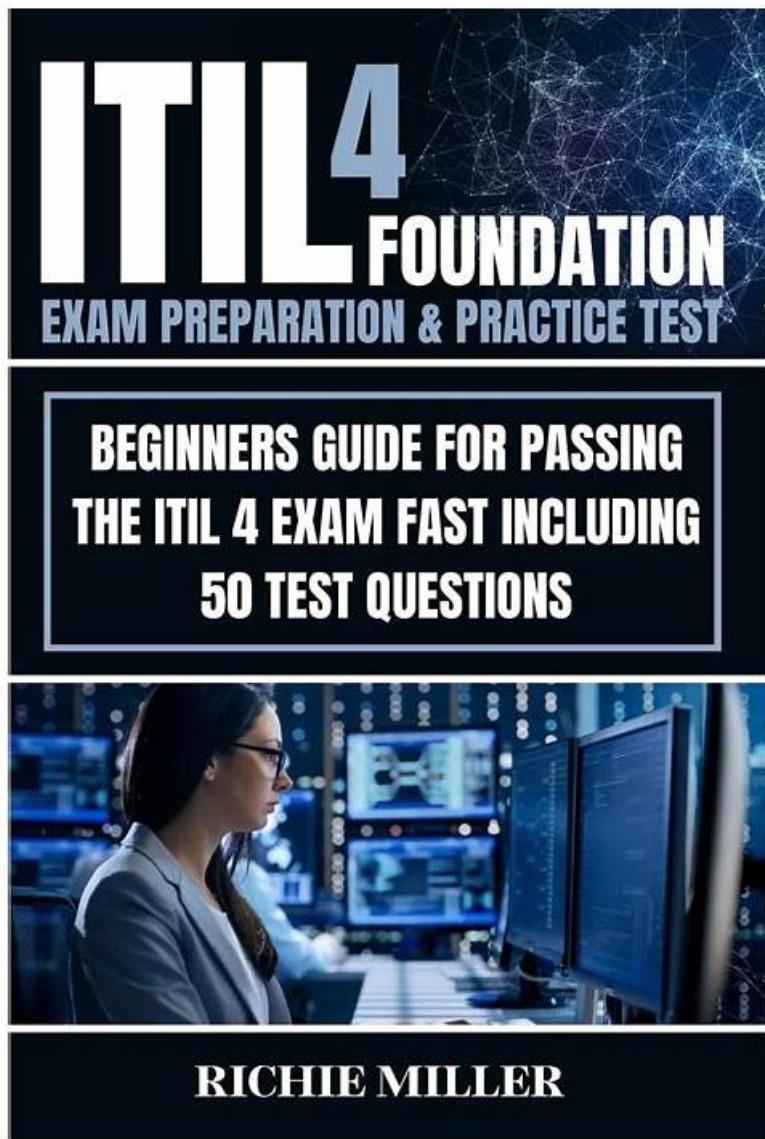


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ITIL 4 Foundation Exam Sample Questions (Q60-Q65):

NEW QUESTION # 60

Which is the MOST important stakeholder group that a service provider needs to collaborate with?

- A. Relationship managers
- B. Customers
- C. Suppliers
- D. Developers

Answer: B

Explanation:

The first important step is identifying and managing all the stakeholder groups that an organization deals with. The first and most obvious stakeholder group is the customers, as in service management the organization's main goal is to facilitate customer outcomes. Other examples of stakeholder collaboration include:

Developers working with other internal teams

Suppliers collaborating with the organization

Relationship managers collaborating with service consumers

Customers collaborating with each other

Internal and external suppliers collaborating with each other

The contribution to improvement of each stakeholder group at each level should be understood, as should the most effective methods to engage with them. Depending on the service and the relationship between the service provider and the service consumer, the expectations about the level and type of collaboration can vary significantly. It is important to involve stakeholders, and address their needs at all levels. Determining the type, method, and frequency of such messaging is one of the central activities related to communication.

<https://www.bmc.com/blogs/itil-guiding-principles/>

NEW QUESTION # 61

Which practice ensures that a variety of access channels are available for users to report issues?

- A. Incident management
- B. Service desk
- C. Change enablement
- D. Service level management

Answer: B

Explanation:

Explanation

Service desks provide a variety of channels for access including:

Phone calls, which can include specialized technology, such as interactive voice response (IVR), conference calls, voice recognition, and others.

Service portals and mobile applications, supported by service and request catalogues, and knowledge bases.

Chat, through live chat and chatbots.

Email for logging and updating, and for follow-up surveys and confirmations.

Walk-in service desk (which are becoming more prevalent in some sectors, such as higher education, where there are high peaks of activity that demand physical presence)., Text and social media messaging, which are useful for notifications in case of major incidents and for contacting specific stakeholder groups, but can also be used to allow users to request support.

Public and corporate social media and discussion forums for contacting the service provider and for peer-to-peer support.

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

NEW QUESTION # 62

Which stage of the service lifecycle has the purpose of looking for ways to improve process efficiency and cost effectiveness?

- A. Service operation
- **B. Continual service improvement**
- C. Service strategy
- D. Service transition

Answer: B

NEW QUESTION # 63

What is a definition of a service improvement plan (SIP)?

- A. An input from availability management to service level management, detailing the service design plan
- B. A formal plan to implement improvements to a customer's business processes
- **C. A formal plan to implement improvements to a service or process**
- D. An input from financial management for IT services to service level management, detailing the budget plan

Answer: C

NEW QUESTION # 64

Identify the missing word in the following sentence.

Sponsor is the role that authorizes budget for service [?]

- A. value
- **B. consumption**
- C. provision
- D. management

Answer: B

Explanation:

Explanation

Sponsor: A person who authorizes budget for service consumption; e.g., the Finance Manager

<https://www.bmc.com/blogs/itil-key-concepts-service-management/#:~:text=Sponsor%3A%20A%20person%20>

NEW QUESTION # 65

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