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ITIL 4 Foundation Exam Sample Questions (Q63-Q68):

NEW QUESTION # 63

Which practice provides a communications point for users to report operational issues, queries and requests?

- A. Incident management
- B. Continual improvement
- **C. Service desk**
- D. Relationship management

The purpose of the service desk practice is to capture demand for incident resolution and service requests. It should also be the entry point and single point of contact for the service provider with all of its users. It provides a clear path for users to report issues, queries, and requests, and have them acknowledged, classified, owned, and actioned.

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

Answer: C

NEW QUESTION # 64

Which is NOT a structure of service desk that is described in the ITIL service operation guidance?

- A. Virtual
- B. Local
- **C. Outsourced**
- D. Centralized

Answer: C

NEW QUESTION # 65

Which is the definition of an IT asset?

- A. Any component that needs to be managed to deliver a service
- B. Any request from a user that is a normal part of service delivery
- C. Any change of state that has significance for the management of a service
- **D. Any financially valuable component that contributes to a service**

Answer: D

Explanation:

IT asset is any financially valuable component that can contribute to the delivery of an IT product or service. The scope of IT asset management typically includes all software, hardware, networking, cloud services, and client devices

[https://wiki.process-symphony.com.au/framework/lifecycle/process/it-asset-management-itil-](https://wiki.process-symphony.com.au/framework/lifecycle/process/it-asset-management-itil-4/#:~:text=IT%20asset%20is%20any%20financially,cloud%20services%2C%20and%20client%20devices.)

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NEW QUESTION # 66

Which of the following is a necessity to a successful service level agreement (SLAs)?

- A. In order to promote consistent service, they should be carried forward, unchanged, from one year to the next
- **B. The language and terms used in the SLA should be commonly understood by all parties**
- C. Base the SLA on system-based metrics that are useful to the service provider
- D. Vague targets, such as those related to user experience should be avoided

Answer: B

Explanation:

A service level agreement (SLA) is a documented agreement between a service provider and a customer that identifies both services required and the expected level of service¹. A necessity to a successful SLA is that the language and terms used in the SLA should be commonly understood by all parties, to avoid ambiguity, confusion, and disputes². The other statements are not true because:

* Base the SLA on system-based metrics that are useful to the service provider: The SLA should be based on customer-based metrics that are meaningful to the customer and reflect the value of the service².

* In order to promote consistent service, they should be carried forward, unchanged, from one year to the next: The SLA should be reviewed and updated regularly to reflect changing business needs, customer expectations, and service performance².

* Vague targets, such as those related to user experience should be avoided: The SLA should include both quantitative and qualitative targets, such as those related to user experience, satisfaction, and perception, as well as availability, reliability, and security². References: ITIL Foundation - ITIL 4 Edition, page 16; ITIL4 - A Pocket Guide, page 37; ITIL4 Practice Guide: Service

NEW QUESTION # 67

When planning 'continual improvement', which approach for assessing the current state of a service is CORRECT?

- A. An organization should always use a single technique to ensure metrics are consistent
- B. An organization should always use an approach that combines Lean, Agile and DevOps methodologies
- C. An organization should always use a strength, weakness, opportunity and threat (SWOT) analysis
- D. An organization should always develop competencies in methodologies and techniques that will meet their needs

Answer: D

NEW QUESTION # 68

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