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ITIL 4 Foundation Exam Sample Questions (Q543-Q548):

NEW QUESTION # 543

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

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

Answer: A

NEW QUESTION # 544

Which is a description of service provision?

- A. Activities that an organization performs to deliver services
- B. A way to help create value by facilitating outcomes that service consumers need
- C. A formal description of one or more services, designed to address the needs of a service consumer
- D. Cooperation between two organizations to ensure that a service delivers value

Answer: A

Explanation:

Explanation

The ITIL SVS describes how all the components and activities of the organization work together as a system to enable value creation.

The SVS is made up of specific inputs, elements, and outputs relevant to service management. The key inputs to the SVS are opportunity and demand. The output of the SVS is value delivered by products and services.

Opportunity refers to options or possibilities to add value for stakeholders or otherwise improve the organization.

Demand refers to need or desire for products and services among internal and external consumers.

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

NEW QUESTION # 545

Which is a key element of the 'think and work holistically' guiding principle?

- A. Assessing which procedures can be re-used when improving a service
- B. Eliminating metrics which do not contribute to achieving an objective
- C. Using technology for standard tasks to give people time for complex activities
- D. **Understanding the methods applicable to complex systems**

Answer: D

Explanation:

No service, practice, process, department, or supplier stands alone. The outputs that the organization delivers to itself, its customers, and other stakeholders will suffer unless it works in an integrated way to handle its activities as a whole, rather than as separate parts.

Taking a holistic approach to service management includes establishing an understanding of how all the parts of an organization work together in an integrated way (remember the four dimensions of service management?), including having an end-to-end visibility of how demand is captured and translated into outcomes. In a complex system, the alteration of one element can impact others and, where possible, these impacts need to be identified, analysed and planned for.

To apply this principle successfully, consider this advice:

- * Recognize the complexity of the systems
- * Collaboration is key to thinking and working holistically
- * Where possible, look for patterns in the needs of and interactions between system elements
- * Automation can facilitate working holistically

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

NEW QUESTION # 546

Which step of the 'continual improvement model' defines measurable targets?

- A. What is the vision?
- B. how we get there?
- C. Where are we now?
- D. **Where do we want to be?**

Answer: D

Explanation:

This is one of the most important questions for continual improvement. This question helps to define measurable targets for the IT service provider that will help to reach the vision of the company in the long-term. At this stage, we look at the identified key performance indicators from the previous step and determine what values we want to target for each of these indicators. This decision must be made with the business's vision in mind, but also with a sense of what is practically possible.

<https://blog.masterofproject.com/continual-improvement-model/>

NEW QUESTION # 547

Which is a financially valuable component that can contribute to the delivery of a service?

- A. Service offering
- **B. IT asset**
- C. Sponsor
- D. Configuration item

Answer: B

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-4/#:~:text=IT%20a>

NEW QUESTION # 548

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