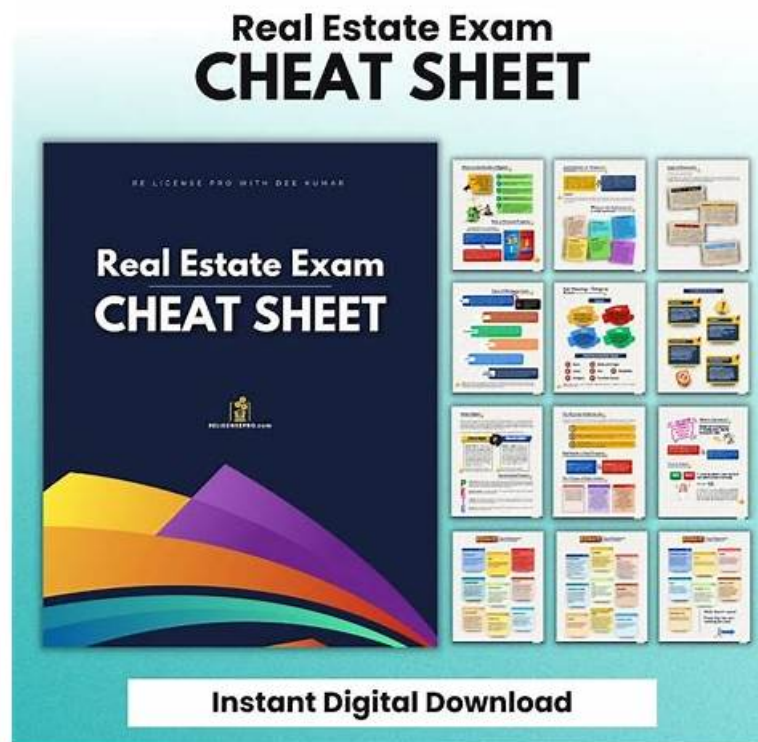


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ITIL 4 Foundation Exam Sample Questions (Q299-Q304):

NEW QUESTION # 299

Which statement about outcomes is CORRECT?

- A. An outcome defines the amount of money spent on technology for a service
- **B. An outcome depends on at least one output to deliver a result**
- C. Outcomes provide assurance to stakeholders on how a service performs
- D. Outcomes enable products to be delivered to a stakeholder

Answer: B

Explanation:

It is important to understand the difference in these terms not just for clarity, but because outputs are much easier to measure than outcomes.

Outputs are nearly always quantitative, with data available to show whether these have been delivered. Outputs are easy to report on and to validate. There is no grey area.

Outcomes are more challenging to verify because they are both qualitative and quantitative. Whether your outcomes have been achieved will rely, to a great extent, on the perception of the people who receive the service. Perceptions are not easy to measure or report on, but it is essential you find a way to do so.

<https://www.bmc.com/blogs/outcomes-vs-outputs/>

NEW QUESTION # 300

Which is the FIRST thing to consider when focusing on value?

- A. Defining customer experience and user experience
- B. Ensuring value is co-created by improvement initiatives.
- **C. Identifying the service customer who will receive value**
- D. Understanding what is valuable to the service consumer

Answer: C

Explanation:

When focusing on value, the first step is to know who are the customers and key stakeholders being served.

Next, it is important to have an understanding of what constitutes value from the consumer's perspective.

<https://www.bmc.com/blogs/itil-guiding-principles/#:~:text=When%20focusing%20on%20value%2C%20the,value%20from%20the%20consumer's%20perspective.>

NEW QUESTION # 301

When working on an improvement iteration, which concept helps to ensure that the iteration activities remain appropriate in changing circumstances?

- A. Analysis Paralysis
- B. Minimum viable product
- **C. Feedback loop**
- D. Direct observation

Answer: C

NEW QUESTION # 302

Which statement about the 'four Ps' of service design is CORRECT?

- A. People refers to technology and tools
- **B. Partners refers to suppliers and vendors**
- C. Products refers to producers and metrics

- D. Processes refers to skill and training

Answer: B

Explanation:

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NEW QUESTION # 303

Which practice has a strong influence on the user experience and perception of the service provider?

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

Answer: B

NEW QUESTION # 304

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