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ITIL 4 Foundation Exam Sample Questions (Q367-Q372):

NEW QUESTION # 367

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

- A. Use the four dimensions of service management to ensure coordination of all aspects of an improvement initiative
- B. Review service management practices and remove any unnecessary complexity
- C. Review how an improvement initiative can be organized into smaller, manageable sections that can be completed in a timely manner
- D. Conduct a review of existing service management practices and decide what to keep and what to discard

Answer: A

NEW QUESTION # 368

Which dimension considers how knowledge assets should be protected?

- A. Partners and suppliers
- B. Organizations and people
- C. Value streams and processes
- D. Information and technology

Answer: D

NEW QUESTION # 369

What three elements make up the Service Portfolio?

- A. Service pipeline, configuration management system and service catalogue
- B. Customer portfolio, configuration management system and service catalogue
- C. Service pipeline, service catalogue and retired services
- D. Customer portfolio, service catalogue and retired services

Answer: C

Explanation:

Explanation

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NEW QUESTION # 370

Which practice handles all pre-defined user-initiated service actions?

- A. Deployment management
- B. Incident management
- C. Service level management
- D. Service request management

Answer: D

Explanation:

The purpose of the service request management practice is to support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner. Service request management is dependent upon well-designed processes and procedures, which are operationalized through tracking and automation tools to maximize the efficiency of the practice. To be handled optimally, service request management should follow these guidelines:

Service requests and their fulfilment should be standardized and automated to the greatest degree possible.

Policies should define which service requests will be fulfilled with limited or even no additional approvals so that fulfilment can be streamlined.

The expectations of users regarding fulfilment times and costs should be clearly set, based on what the organization can realistically deliver.

Opportunities for improvement should be identified and implemented to produce faster fulfilment times and take advantage of

automation.

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

NEW QUESTION # 371

Which type of change is MOST LIKELY to be initiated as part of the 'service request management' practice?

- A. A standard change
- B. An emergency change
- C. A normal change
- D. A change model

Answer: A

Explanation:

Explanation/Reference:

NEW QUESTION # 372

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