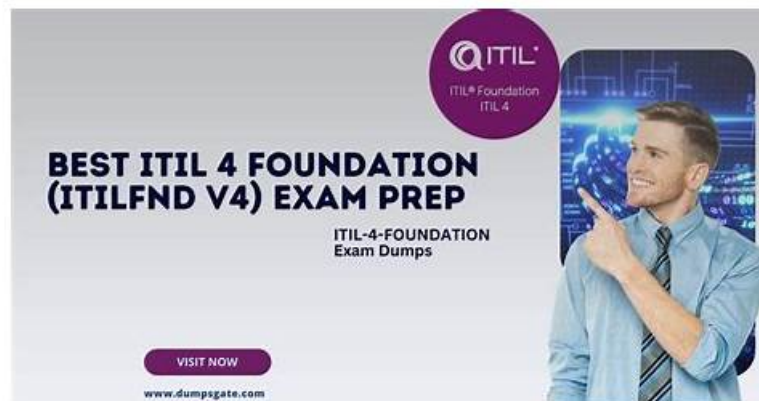


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NEW QUESTION # 328

The BEST description of the guidance provided by Service Design is?

- A. The design and development of new services
- B. The design and development of service improvements
- C. The design and development of services and service management processes
- D. The day-to-day operation and support of services

Answer: C

NEW QUESTION # 329

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

- A. Processes refers to skill and training

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

Answer: B

Explanation:

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NEW QUESTION # 330

Which is the FIRST action when optimizing a service?

- A. Agree the future state
- B. Implement the improvement
- C. Assess the current state
- D. Understand the organizational context

Answer: D

Explanation:

There are many ways in which practices and services can be optimized. Regardless of the specific techniques, the path to optimization follows these high-level steps:

- * Understand and agree the context in which the proposed optimization exists
- * Assess the current state of the proposed optimization
- * Agree what the future state and priorities of the organization should be, focusing on simplification and value
- * Ensure the optimization has the appropriate level of stakeholder engagement and commitment
- * Execute the improvements in an iterative way
- * Continually monitor the impact of optimization

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

NEW QUESTION # 331

Which of these is NOT a responsibility of Application Management?

- A. Deciding whether to buy or build an application
- B. Assisting in the design of the application
- C. Ensuring that the correct skills are available to manage the infrastructure
- D. Providing guidance to IT Operations about how best to manage the application

Answer: C

NEW QUESTION # 332

Which of the following are objectives of Service Level Management?

1: Defining, documenting and agreeing the level of IT Services to be provided

2: Monitoring, measuring and reporting the actual level of services provided

3: Monitoring and improving customer satisfaction

4:

Identifying possible future markets that the Service Provider could operate in

- A. 1, 2 and 3 only
- B. 1 and 2 only
- C. All of the above
- D. 1, 2 and 4 only

Answer: A

NEW QUESTION # 333

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