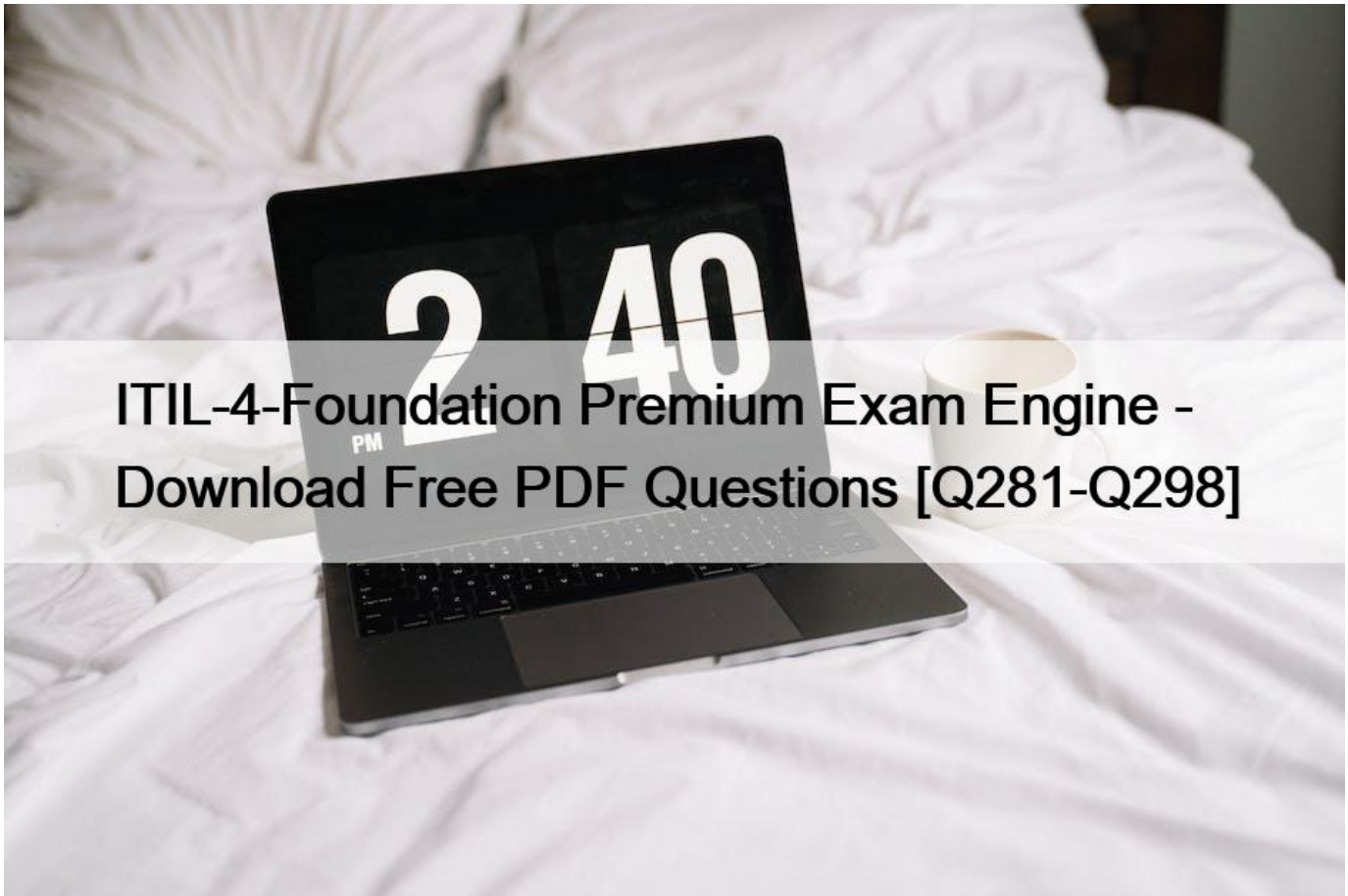# ITIL-4-Foundation Premium Exam Engine - Download Free PDF Questions [Q281-Q298]

ITIL-4-Foundation Premium Exam Engine - Download Free PDF Questions Instant Download ITIL-4-Foundation Free Updated Test Dumps NEW QUESTION 281

A service offering may include goods, access to resources, and service actions. Which is an example of a service action?

* A mobile phone enables a user to work remotely
* A password allows a user connect to a WiFi network.
* A license allows a user to install a software product
* A service desk agent provides support to a user

NEW QUESTION 282

Identify the missing word in the following sentence.

A service is a means of enabling value co-creation by facilitating outcomes that customers want to achieve,

without

the customer having to manage specific [?] and risks.
* information
* utility
* warranty
* costs

NEW QUESTION 283

Which of the four dimensions focuses or managing data in compliance with industry regulations?
* Partners and suppliers
* Organizations and people
* Value streams and processes
* Information and technology
Explanation

ITIL has defined four dimensions that collectively are critical to the effective and efficient delivery of value to customers and other stakeholders in the form of products and services. These dimensions are:

Organizations and People

Information and Technology

Partners and Suppliers

Value Streams and Processes

https://www.bmc.com/blogs/itil-four-dimensions-service-management/

NEW QUESTION 284

Which statement about the input and output of the value chain activities is CORRECT?
* Each value chain activity receives inputs and provides outputs
* The organization’s governance will determine the inputs and outputs of each value chain activity
* Some value chain activities only have input, whereas others only have outputs
* Input and output are fixed for each value chain activity
Each activity contributes to the value chain by transforming specific inputs into outputs. The inputs could be demand from outside the value chain, or outputs of other activities, while the transformation is facilitated by ITIL practices, undertaken using internal or third-party resources, processes, skills, and competencies.

https://www.bmc.com/blogs/itil-service-value-chain/

NEW QUESTION 285

Which does the ITIL service value system discourage?
* Coordinated authorities and responsibilities
* Organizational silos
* Interfaces among practices
* Organizational agility
Explanation

Architecture of the ITIL SVS specifically enables flexibility and discourages siloed working. This is because the service value chain and practices do not form a fixed, rigid structure, but rather they can be combined in multiple value streams to address the needs of the organization in a variety of scenarios, with open flow of communication across the many interfaces.

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

NEW QUESTION 286

Which organization delivers output or outcomes of a service?
* A service consumer delivers outcomes of the service
* A service provider delivers outcomes of the service
* A service consumer delivers outputs of the service
* A service provider delivers outputs of the service
Explanation

An output is a tangible or intangible deliverable of an activity, while an outcome is a result for a stakeholder enabled by one or more outputs1. A service provider produces outputs that allow customers to achieve outcomes2. A service consumer utilizes the outputs and benefits from the outcomes2.

NEW QUESTION 287

Which guiding principle leads to a faster response to customer needs by timeboxing activities and learning from the outputs of previous activities?
* Focus on value
* Progress iteratively with feedback
* Collaborate and promote visibility
* Optimize and automate

NEW QUESTION 288

Identify the missing word in the following sentence.

The purpose of the service configuration management practice is to ensure that accurate and reliable

information about the configuration of services, and the [?] that support them, is available when and where it is

needed.
* suppliers
* assets
* customers
* CIs

NEW QUESTION 289

Identify the missing word in the following sentence.

A known error is a problem that has been [?] and has not been resolved.
* closed
* logged
* analysed

* escalated

NEW QUESTION 290

Which guiding principle recommends organizing work into smaller, manageable sections that can be executed and completed in a timely manner?
* Focus on value
* Start where you are
* Collaborate and promote visibility
* Progress iteratively with feedback

NEW QUESTION 291

What includes governance as a component?
* Practices
* The service value chain
* The service value system
* The guiding principles

NEW QUESTION 292

Which are the elements of process control?
* Inputs, outputs and triggers
* Work instructions, procedures and roles
* Resources, capabilities and metrics
* Process owner, policy and objectives

NEW QUESTION 293

Which guiding principle considers how the steps of a process can be performed as efficiently as possible?
* Start where you are
* Focus on value
* Think and work holistically
* Optimize and automate

NEW QUESTION 294

Why should a service level manager carry out regular service reviews?
* To ensure that agreements are written simply and are easy to understand
* To collect information about service consumer goals and objectives
* To capture information about service issues and performance against agreed goals
* To ensure continual improvement of services, so that they meet the evolving needs of service consumers

NEW QUESTION 295

What is defined as a change of state that has significate for the management of an IT service?
* Event
* Incident
* Problem
* Known error

NEW QUESTION 296

Arrange the following steps of software lifecycle in correct order.

1. Retire

2. Test

3. Operate

4. Deploy

5. Ideation

6. Develop

7. Design

* Ideation, Design, Develop, Deploy, Test, Operate, Retire
* Retire, Test, Operate, Deploy, Ideation, Develop, Design
* None of the above
* Ideation, Test, Develop, Deploy, Design, Operate, Retire

NEW QUESTION 297

Identify the missing word in the following sentence.

The purpose of the ‘supplier management’ practice is to ensure that the organization’s suppliers and their performances are [?] appropriately to support the seamless provision of quality products and services.
* measured
* rewarded
* managed
* defined
Reference: https://www.bmc.com/blogs/itil-management-practices/

NEW QUESTION 298

What are guiding principles?
* A set of interconnected activities that help an organization deliver a valuable service
* A description of one or more services that help address the needs of a target consumer group
* A set of specialized organizational capabilities for enabling value for customers
* Recommendations that help an organization when adopting a service management approach

Free ITIL-4-Foundation Exam Braindumps ITIL Pratice Exam:

https://www.topexamcollection.com/ITIL-4-Foundation-vce-collection.html]