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QUESTION 1

Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

- A. Progress iteratively with feedback
- B. Keep it simple and practical
- C. Start where you are
- D. Focus on value

Correct Answer: C

QUESTION 2

A software development team makes many hundreds of small changes every week. Who can BEST make the decision of whether to accept each change?

- A. The IT change manager
- B. The software development manager
- C. The sponsor in the service consumer organization
- D. The other members of the software development team

Correct Answer: D

QUESTION 3

Which is an example of results-based measurement and reporting?

- A. Measuring and reporting the number of hours worked by service desk employees
- B. Measuring and reporting the number of supplier-related interruptions to a service
- C. Measuring and reporting the customer satisfaction with closed incidents
- D. Measuring and reporting the cost of providing a service to customers and users

Correct Answer: C

QUESTION 4

An organization is reviewing the support of its IT services.

Which is an example of an 'outside in' approach?



- A. Understanding how infrastructure and application suppliers are involved in the end-to-end value chain for the support of services
- B. Conducting customer and user satisfaction surveys to gather feedback on how customers and users perceive the support of IT services
- C. Asking for feedback from the internal technical teams to ensure they are able to deliver against the support requirements
- D. Contacting the organization's ITSM software tool provider to learn about software updates which might improve the support of the services

Correct Answer: B

QUESTION 5

An organization is planning to communicate information about a new improvement initiative by providing information on the IT portal, sending emails, and holding meetings with affected groups.

Which communication principle are they applying?

- A. Communication is a two-way process
- B. We are all communicating all the time
- C. Timing and frequency matter
- D. There is no single method of communicating

Correct Answer: D

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