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**QUESTION 1**

Who is responsible for ensuring that the Request Fulfillment process is being performed according to the agreed and documented process?

- A. The Service Desk Manager
- B. The Service Manager
- C. The Request Fulfillment Process Manager
- D. The Request Fulfillment Process Owner

Correct Answer: D

QUESTION 2

Which is considered by the 'partners and suppliers' dimension?

- A. Using artificial intelligence
- B. Defining controls and procedures
- C. Using formal roles and responsibilities
- D. Working with an integrator to manage relationships

Correct Answer: D

QUESTION 3

Which is the FIRST action when optimizing a service?

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

Correct Answer: C

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/>



QUESTION 4

The Supplier Management process includes:

(1)

Service Design activities, to ensure that contracts will be able to support the service requirements

(2)

Service Operation activities, to monitor and report supplier achievements

(3)

Continual Improvement activities, to ensure that suppliers continue to meet or exceed the needs of the business

A.

1 and 2 only

B.

1 only

C.

All of the above

D.

1 and 3 only

Correct Answer: C

QUESTION 5

Which service level metrics are BEST for measuring user experience?

A. Single system-based metrics

B. Metrics for the percentage of uptime of a service

C. Operational metrics

D. Metrics linked to defined outcomes

Correct Answer: D

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