ITIL (4) questions and answers 100% correct

Which process is responsible for sourcing and delivering components of requested standard services?

A. Request fulfillment
B. Service portfolio management
C. Service desk
D. IT finance – correct answersCorrect Answer: A

Which of the following is the best definition of service management?

A. The ability to keep services highly available to meet the business needs
B. A set of specialized organizational capabilities for providing value to customers in the form of services
C. A complete set of all the documentation required to deliver world class services to customers
D. An internationally recognized methodology to provide valuable services to customers – correct answersCorrect Answer: B

Which of the following CANNOT be provided by a tool?

A. Knowledge
B. Information
C. Wisdom
D. Data – correct answersC

Which one of the following is the purpose of service level management?

A. To carry out the service operations activities needed to support current IT services
B. To ensure that sufficient capacity is provided to deliver the agreed performance of services
C. To create and populate a service catalogue
D. To ensure that an agreed level of IT service is provided for all current IT services – correct answersD

What is a RACI model used for?

A. Performance analysis
B. Recording configuration items
C. Monitoring services
D. Defining roles and responsibilities – correct answersD

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