
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 answers
- Correct 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 answers
- Correct Answer: B

Which of the following CANNOT be provided by a tool?

- A. Knowledge
 - B. Information
 - C. Wisdom
 - D. Data - correct answers
- C

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 answers
- D

What is a RACI model used for?

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

Itil Service Design Questions Answers

AW Rasmussen



Itil Service Design Questions Answers :

Itil Service Design Questions Answers Book Review: Unveiling the Power of Words

In a global driven by information and connectivity, the power of words has be more evident than ever. They have the capability to inspire, provoke, and ignite change. Such may be the essence of the book **Itil Service Design Questions Answers** , a literary masterpiece that delves deep into the significance of words and their effect on our lives. Written by a renowned author, this captivating work takes readers on a transformative journey, unraveling the secrets and potential behind every word. In this review, we shall explore the book is key themes, examine its writing style, and analyze its overall affect readers.

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