
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

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