
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

L Reisser



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In an era characterized by interconnectedness and an insatiable thirst for knowledge, the captivating potential of verbal expression has emerged as a formidable force. Its power to evoke sentiments, stimulate introspection, and incite profound transformations is genuinely awe-inspiring. Within the pages of "**Itil Service Design Questions Answers**," a mesmerizing literary creation penned by a celebrated wordsmith, readers embark on an enlightening odyssey, unraveling the intricate significance of language and its enduring impact on our lives. In this appraisal, we shall explore the book's central themes, evaluate its distinctive writing style, and gauge its pervasive influence on the hearts and minds of its readership.

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