
ITIL 4 Foundation Practice Exam 6 Exam Questions with Complete Solutions

How does 'service request management' contribute to the 'deliver and support' value chain activity?

- a) It ensures that users continue to be productive when they need assistance from the service provider
- b) It collects user-specific requirements, sets expectations, and provides status updates
- c) It analyzes data to identify opportunities to provide new service request options
- d) By acquiring pre-approved service components - Answer-It ensures that users continue to be productive when they need assistance from the service provider

-Explanation-

This is the 'deliver and support' activity. Deliver and support ensures that users continue to be productive when they need assistance from the service provider.

Which is a recommendation of the 'service desk' practice?

- a) Service desks should never use technologies such as SMS and chat functions
- b) Service desks should be highly technical functions
- c) Service desks should have a practical understanding of the wider business
- d) Service desks should always be a physical team in a single fixed location - Answer-Service desks should have a practical understanding of the wider business

-Explanation-

A good service desk should have a practical understanding of the wider organization, the business processes, and the users.

What does a centralized service desk require?

- a) Walk-in service hours
- b) Robotic process automation
- c) Good workflow systems for routing and escalation
- d) Outsourced employees - Answer-Good workflow systems from routing and escalation

-Explanation-

A centralized service desk requires supporting technologies like workflow systems for routing and escalation, workforce management and resource planning systems, a centralized knowledge base, intelligent telephony systems, automatic call distribution, and remote access tools.

How does 'service level management' contribute to the 'deliver and support' value chain activity?

- a) Provides objectives for component and service performance for products and services

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hey jude was the first beatles song to be recorded on eight track recording equipment the sessions took place at trident

studios in central london midway through the recording of the group s self titled double album also known as the white

album and led to an argument between mccartney and george harrison over the song s guitar part

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at least by one of john lennon s sons julian lennon has announced details

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the beatles hey jude arranged string trio of violin viola and cello my arrangement differs to some of the other trio

arrangements you may find both on this site and elsewhere i have not simply transcribed it from a piano arrangement i e

given the tune to the 1st violin and given broken chords or sustaining notes to the other two

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by paul mccartney a part lyric for sgt peppers lonely hearts club band

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hey jude is a song by the english rock band the beatles that was released as a non album single in august 1968 it was written

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on this day the beatles continued working on hey jude which was rehearsed the day before they recorded seventeen takes numbered takes 7 23 at the end of the session two tape reductions were created and a rough stereo mix was made so that george martin could work on the song s orchestral score which would be

recording hey jude session the paul mccartney project - Jul 08 2022

after two days of rehearsals and rough takes spent on hey jude the beatles moved from abbey road to trident studios to benefit from the eight track recording facilities and record the song in a proper way from the beatles monthly book september 1968 n 62 then on the wednesday we moved from emi to trident which

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after two days of rehearsals and rough takes at abbey road and a day of proper recording at trident studios on this day the beatles completed the recording of hey jude still at trident studios to benefit from its eight track recording facilities from 5 pm to 8 pm the beatles added overdubs onto take 1

hey jude song facts recording info and more the beatles bible - Sep 22 2023

mar 15 2008 on 26 july 1968 played the song to lennon for the first time it wasn t until 1987 that mccartney came to discuss hey jude with julian lennon after a chance encounter in a new york hotel the recording notes for hey jude were bought at auction by julian lennon in 1996 for 25 000

the beatles rare hand written hey jude lyrics to go on display - Jun 07 2022

feb 14 2022 a notebook containing hand written lyrics to the beatles classic hey jude is to go on display for the first time the book compiled between 1967 1968 features sir paul mccartney s draft of the

behind the song hey jude by john lennon and paul mccartney - Apr 05 2022

nov 2 2021 the beatles ballad was originally titled hey jules to more directly address julian but mccartney later changed the song to hey jude to fit the sonic direction

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there was no session on friday july 26 as paul mccartney and john lennon finished writing hey jude as reported by the beatles monthly book september 1968 n 62 on friday july 26 john and paul spent most of the day at paul s house putting the final

touches to their latest composition hey jude

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