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QUESTION 1

What is the primary focus of component capacity management?

- A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology
- B. Review of all capacity supplier agreements and underpinning contracts with supplier management
- C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
- D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

Correct Answer: C

QUESTION 2

What can be described as an operating model for the creating and management of products and services?

- A. Governance
- B. Service value chain
- C. Guiding principles
- D. Practices

Correct Answer: B

Reference: <https://www.thinkhdi.com/library/supportworld/2019/evolution-itil-new-operating-model-itil4.aspx>

QUESTION 3

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

- A. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible
- B. To be the entry point and single point of contact for the service provider with all of its users
- C. To support the agreed quality of a service by handling all pre-defined, user-initiated service requests
- D. To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels

Correct Answer: B

QUESTION 4

Which of the following statements is CORRECT?

(1)

The only phase of the Service Management Lifecycle where value can be measured is Service Operation

(2)

All of the phases of the lifecycle are concerned with the value of IT services

A.

Both of the above

B.

Neither of the above

C.

2 only

D.

1 only

Correct Answer: C

QUESTION 5

Which practice has a purpose that includes helping the organization to maximize value, control costs and manage risks?

A. Relationship management

B. IT asset management

C. Release management

D. Service desk

Correct Answer: B

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