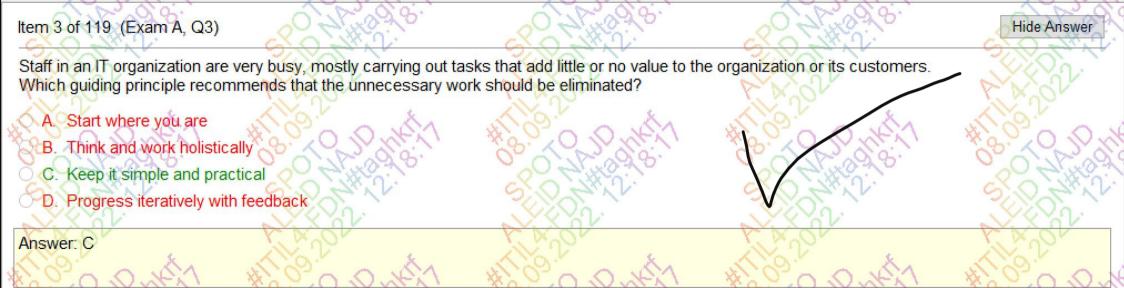
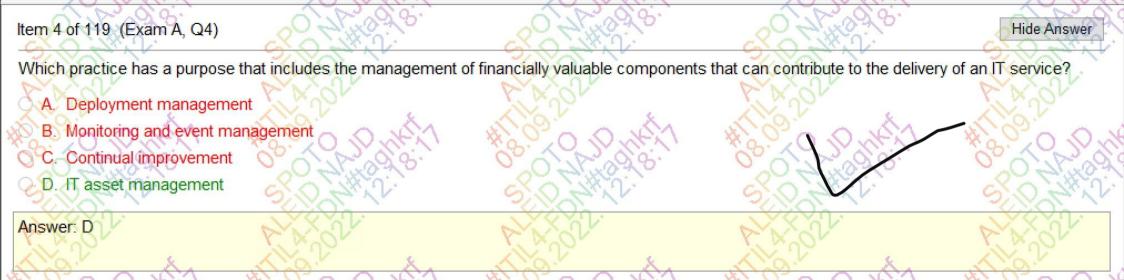


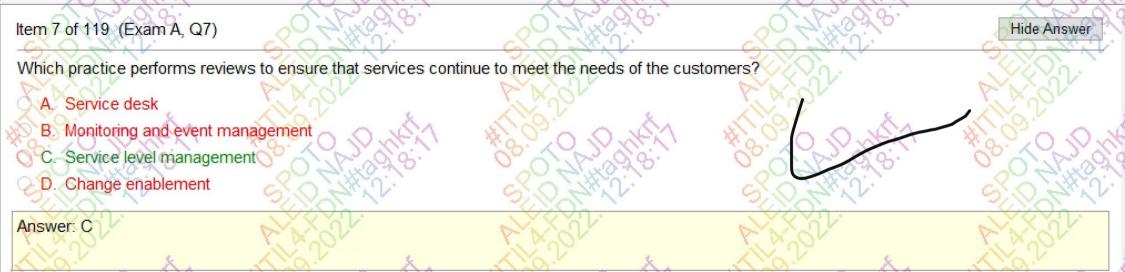
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Item 2 of 119 (Exam A, Q2)	20 AL 30 8.	20 -71 3 3 8 ·	20 Th. 30 8.	Hide Answer
Which statement about outco	omes is CORRECT?	THE COL	14 CV.	K. C.
	e consumers achieve outputs	1020	200	XX20
50 - 10 10 VIV	more services that fulfil the need mers achieve outcomes reduces	50° () // // / ,	# ON ON WHAT	#1900 O 10 W
- C - Z - Z - Z - Z - Z - Z - Z - Z - Z	service consumers achieve out	-71 12 O W	50	250 474 S
Answer: D	FIXOU.	NASO2	ALAZOZZ.	Pracos.
NO.V	1.00.V	10.V	10.V	10.V

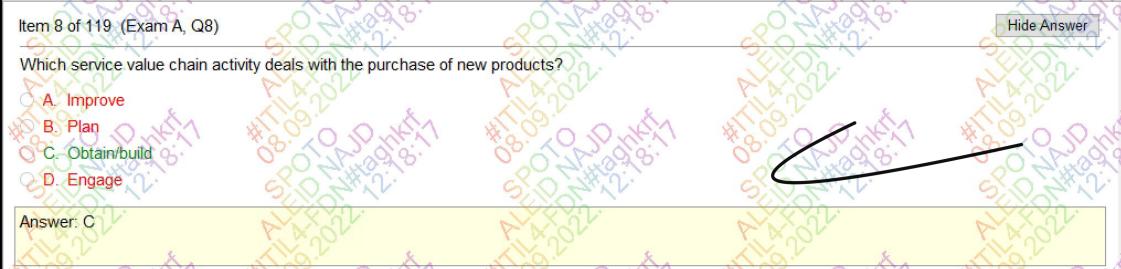


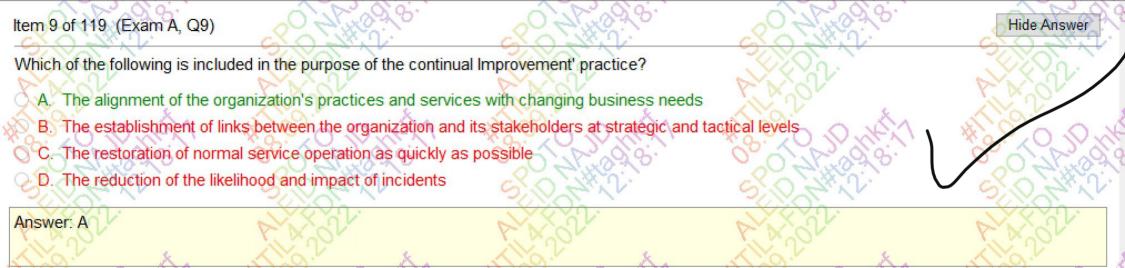


				/ \ / \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
Item 5 of 119 (Exam A, Q5)	20 H. 1998.	20 Alino 3.	20 Hr. 10 8.	Hide Answer
A service will be unavailable f Which practice is MOST LIKE	or the next two hours for unplanr ELY to be involved in managing t	ned maintenance.	ALL SOL	ALLES D.
A. Change enablement B. Problem management	* SOO DONALLY	* The Configuration of the Con	* The Color of the	**************************************
C. Service request management	gement	SIN THINKS	SELD THINKS	25 D - 18 S
Answer: D	10202	TO TO A	*	222
134 C O O S	174 C 0 0 0 1	1747 O O O W	1, AND 0.00 W	WO O O SK

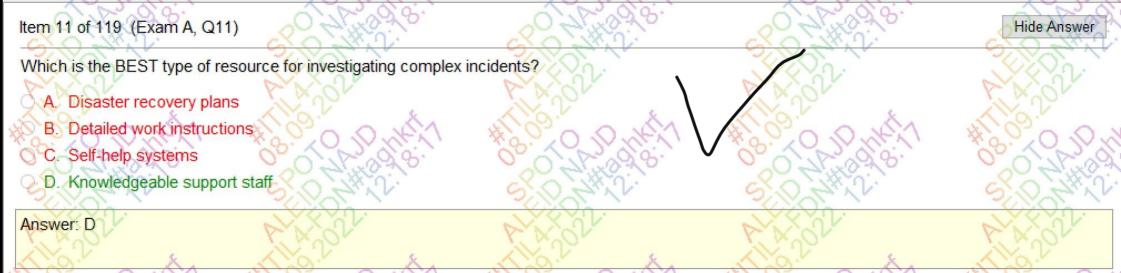






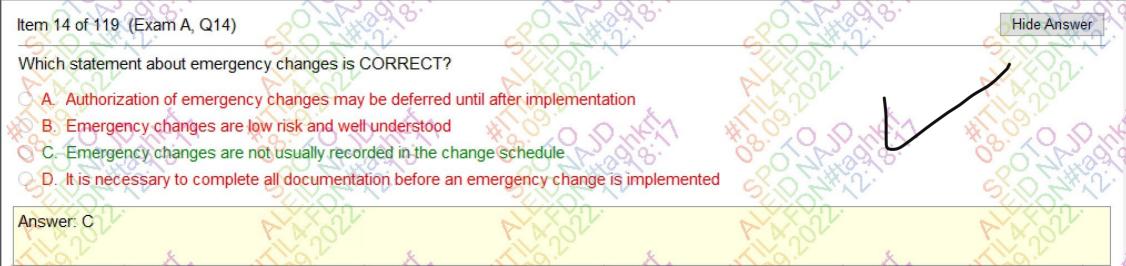








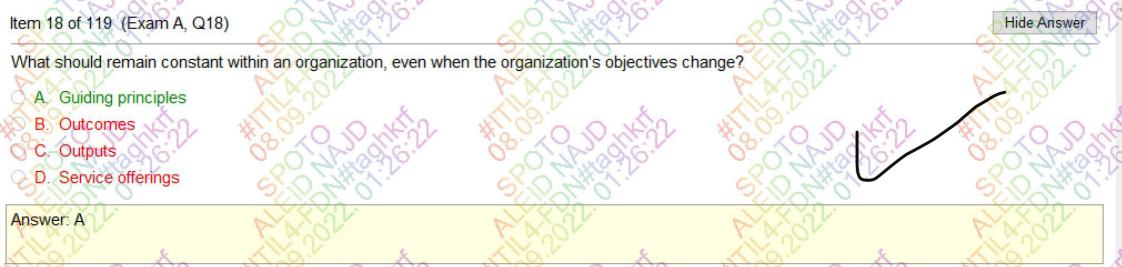
Item 13 of 119 (Exam A, Q1	3) 20 Alixa 3.8.	20 H. 10 18.	CO ALTONO	Hide Answer
	statements are MOST associate which method of communication i			
Organizations should cor	d be designed with an understandi nsider whether technology could ir and the organization's objectives w	nprove the efficiency of manual property	ocesses.	WINDS OF THE STATE
A. 3 and 4	and the organization's objectives w	rien assessing the impact of pote	and an improvements	2 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -
B. 2 and 3 C. 1 and 4				
D 1 and 2	WITTON OF WITT	ALLO O O WILL	WILLOW ON WIN	WILLIAM OF STATE
Answer: A	OS O HIMONIS.	08.0 (71/3/01/8:)	08.0 Hillsoils:	08.0 H13.00 8.

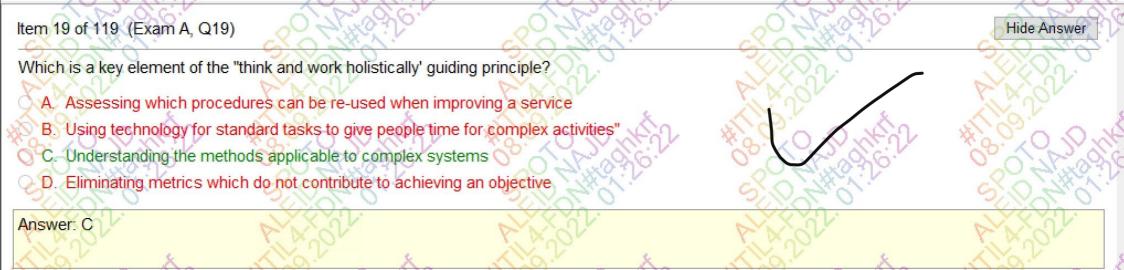


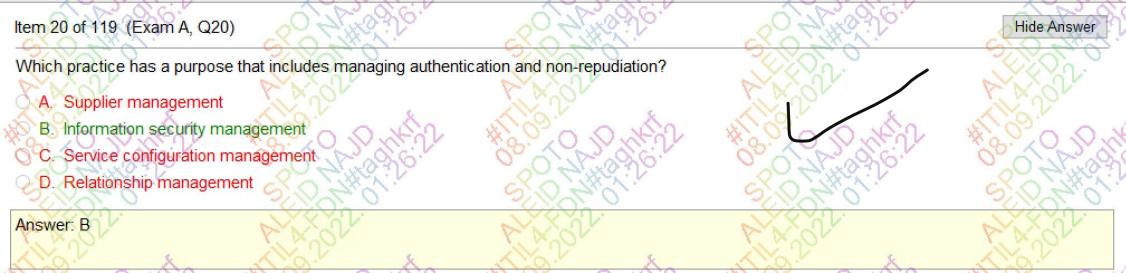


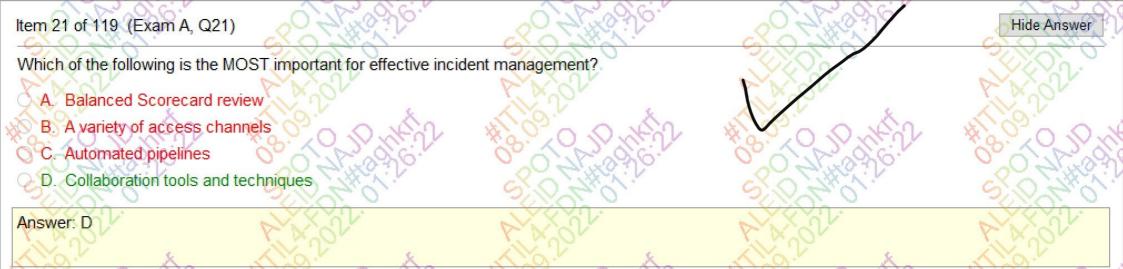


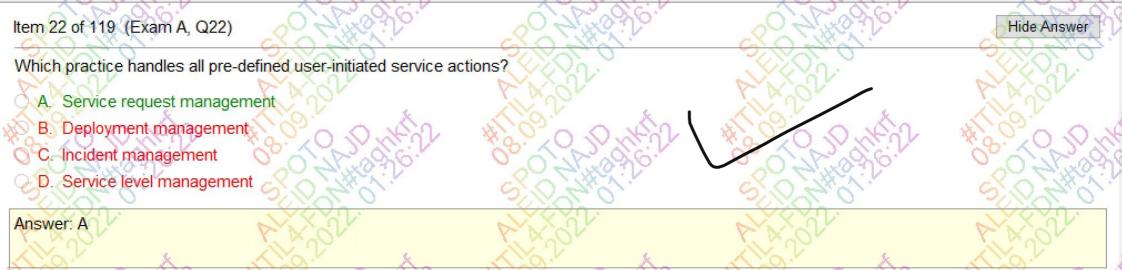


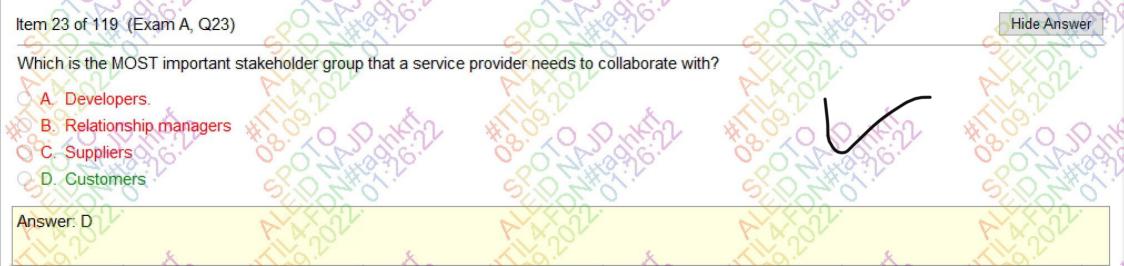


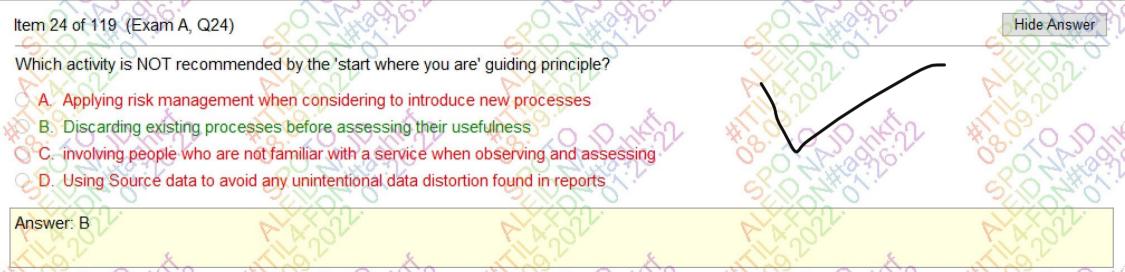


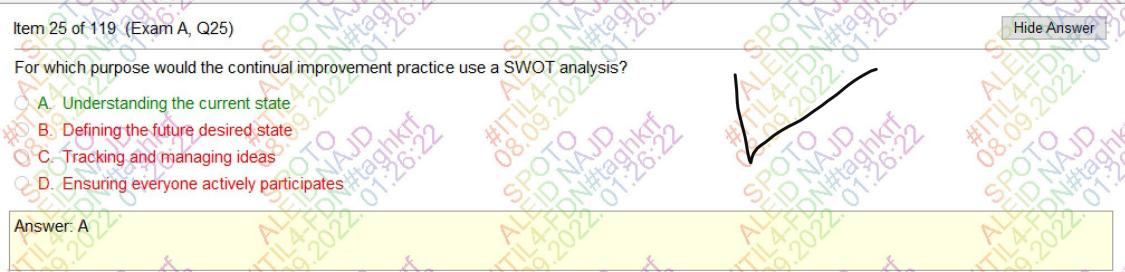




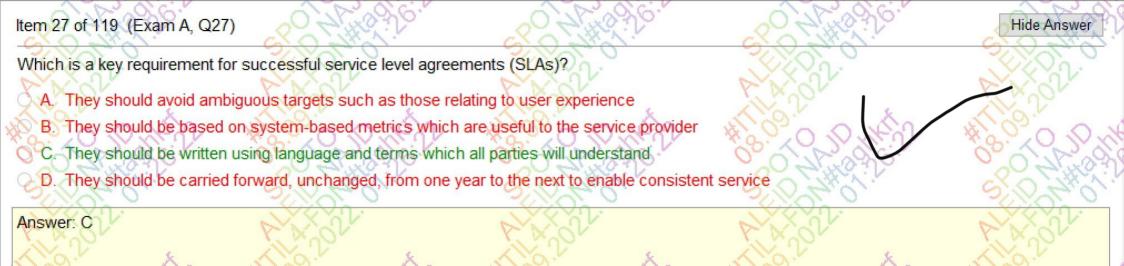








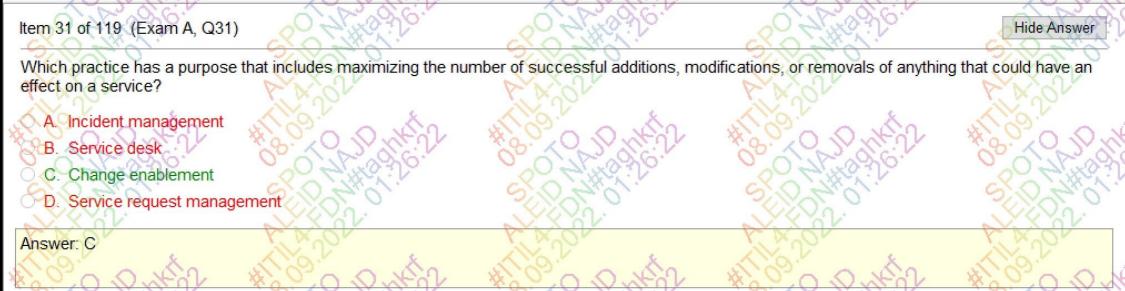


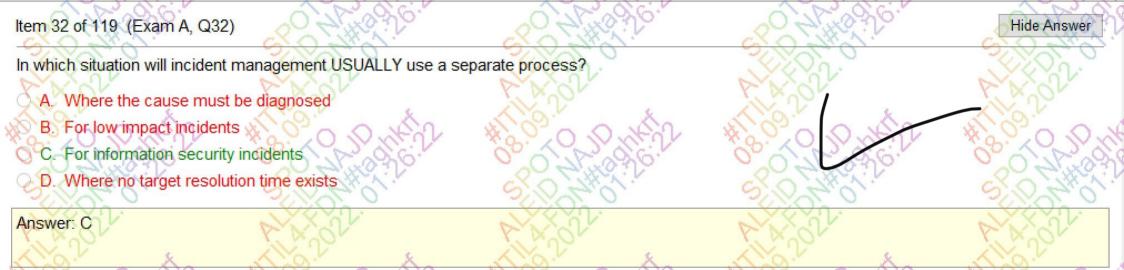






Item 30 of 119 (Exam A, Q30)	Hide Answer
Which guiding principle leads to a faster response to customer needs by timeboxing activities and learning from the	the outputs of previous activities?
A. Focus on value B. Collaborate and promote visibility	
C. Optimize and automate	20 7 20 20 20 20 20 20 20 20 20 20 20 20 20
D. Progress iteratively with feedback	74,01. 2 10 474,01.
Answer: D	A A COLL

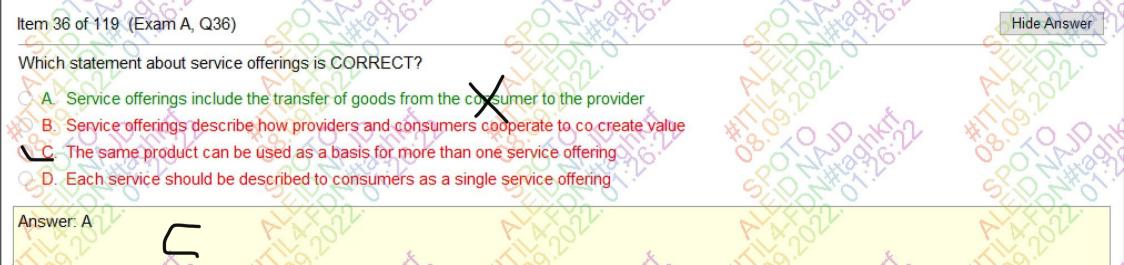










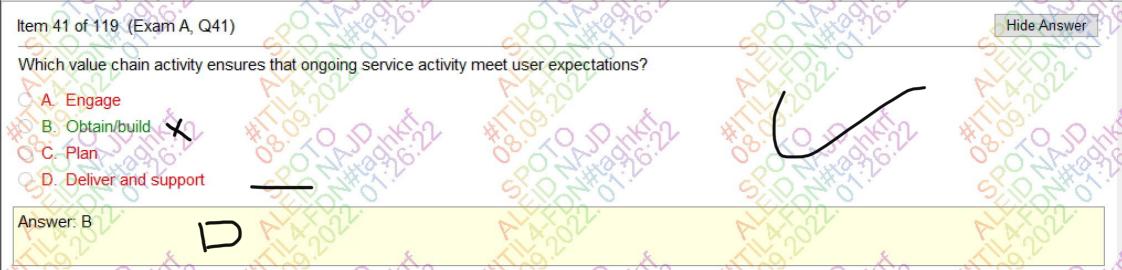


Item 37 of 119 (Exam A, Q37)	50 47 H 30 16.	50 41 100 Je.	Hide Answer
Which statement about value streams is CORRECT?	3000	3000	3000
A. Each value stream must be designed for a specific scena	nrio	K A ZOV	1 X X X
B. Each value stream must include all six value chain activiti	est of o sometime	\$100 0 West	\$10°0.00
C. Each value stream must include suppliers or partners	0.076.000	00.076.3000.	000000000000000000000000000000000000000
D. Each value stream must include all 34 ITIL practices	STO THO!	S DAHO!	5 0 H
Answer: A	MYXXV.	N. COL	M. C.
		No.V	



Item 39 of 119 (Exam A, Q39)	00 41 HOUSE.	20 41 HOUSE	Hide Answer
Why should a service level manager carry out regular service i	reviews?	311000	31702.0
A. To capture information about service issues and perform	mance against agreed goals.	XX201	XX201
B. To ensure continual improvement of services so that the	ey meet the evolving needs of serv	vice consumers	* 000 0 W
C. To ensure that agreements are written simply and are e	asy to understand	00012000	0001/23/00
D. To collect information about service consumer goals and	d objectives	S. D. Tillol.	3,040
Answer: A	K W.O.J.	K NOOT	P. W.O.
X X X	() () () () () () () () () ()	10.	, CO.

Item 40 of 119 (Exam A, Q4	0) 20 41 30 76.	50 41 HOUSE.	20,47/200 Je.	Hide Answer
A flaw in an application could What is the correct name for	I cause a service to fail. IT staff ar this type of flaw?	e actively analyzing the application	n to try and understand what is go	oing on.
A Problem B. Event	* SOO ON DIVENT	* CONTRACT	* TOO O DON'S TO	* Color
C. Known error D. Incident	STIP THOUSE	STIP THOUSE	STIP THOUSE	SHIP THON
Answer: D	*1000000	*10000 0 Mgs	* TOO O WELL	*10000



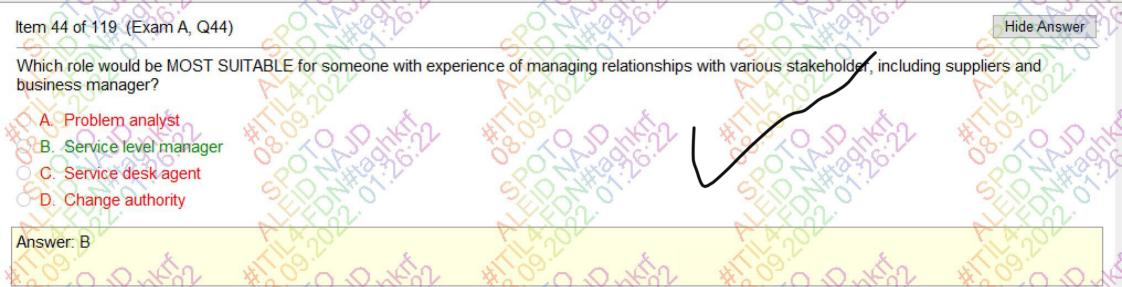
Item 42 of 119 (Exam A, Q42)	63/2. 50/4/203/2.	50 41 HO JO.	Hide Answer
Which practice's purpose includes creating clos	ser, more collaborative relationships?	31.500	37.700
A. Release management	· AND	200	100
B. Information security management	5/4/J \$ 00 0 W.J.	* 000 DW 1	* 000 OX
C. Service configuration management D. Supplier management	18 J. C. 18	00/7/100/0	00 47 History
3/1/07	0, 3,10,2,0,	5,104,0	5,104,0,
Answer: D	E XOO	E NOV	E NOON
A A A A	k	K K	NO.

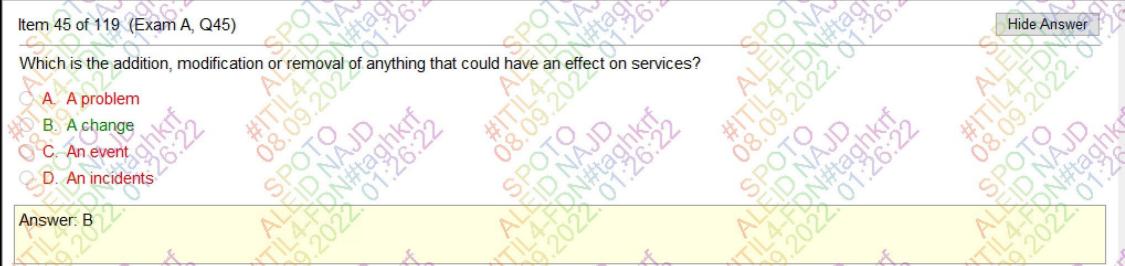
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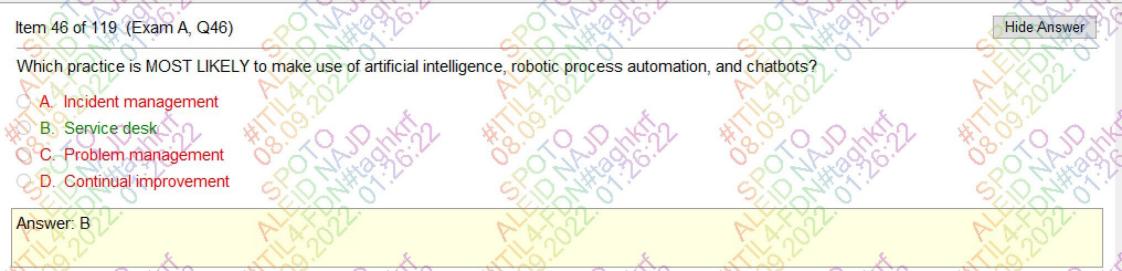
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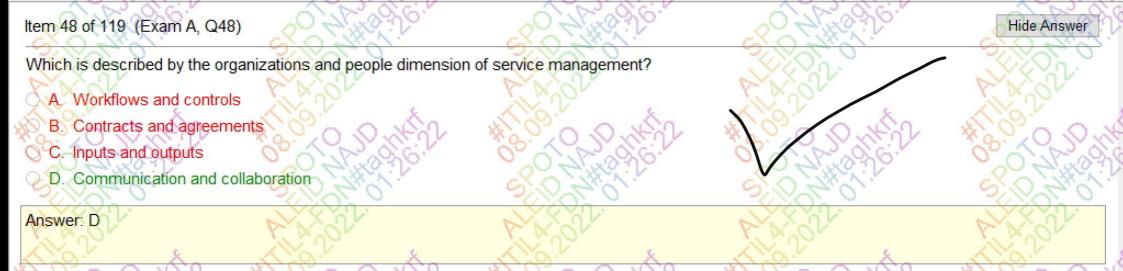




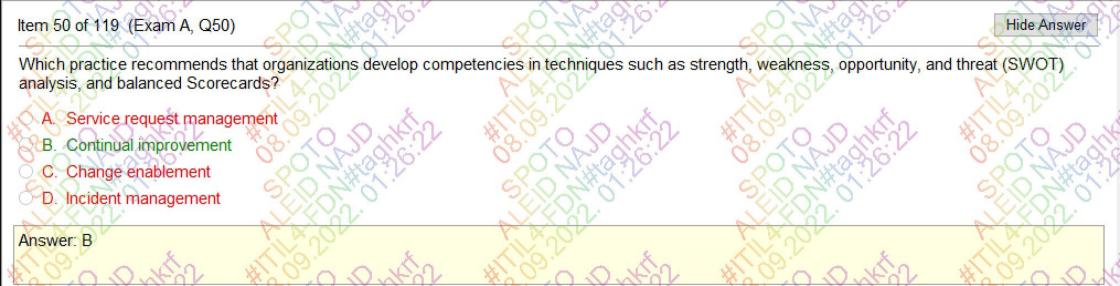




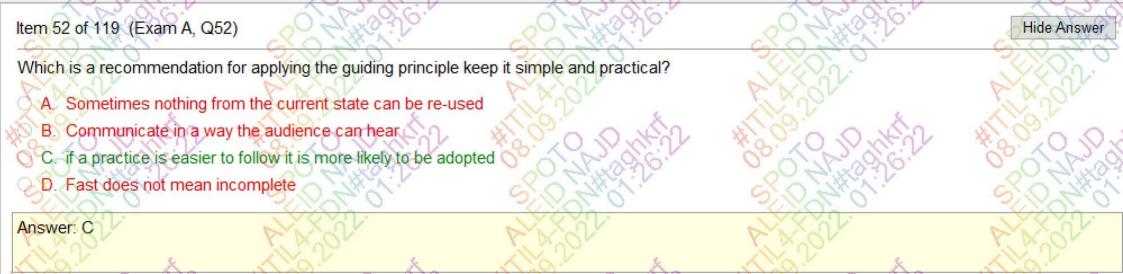




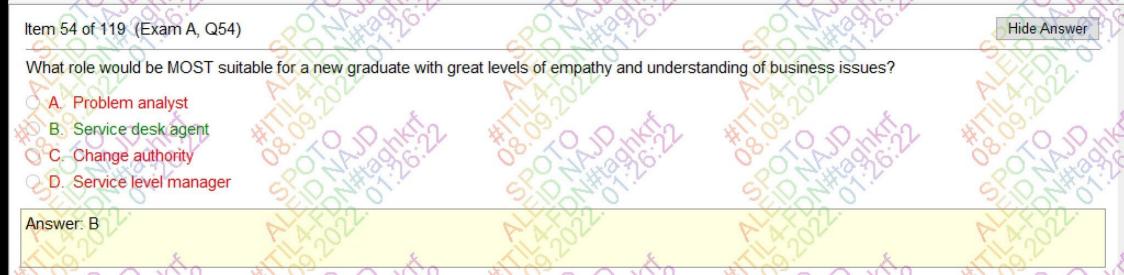




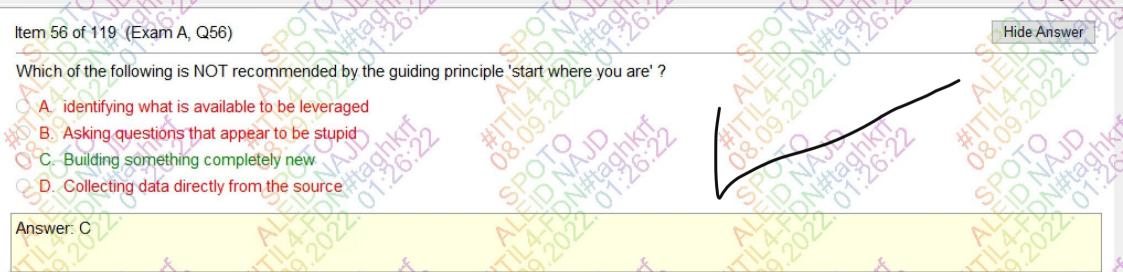


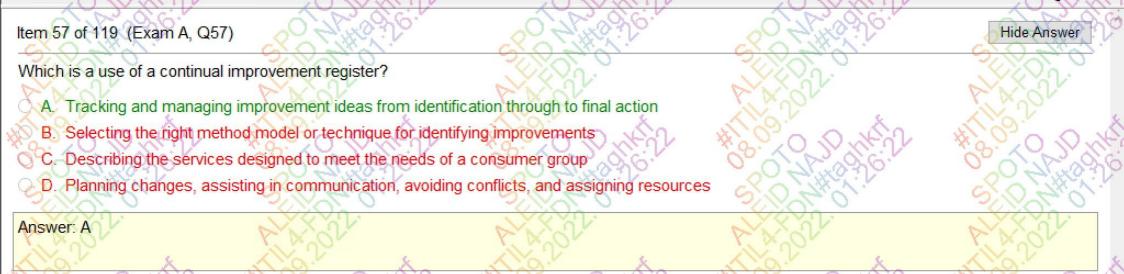


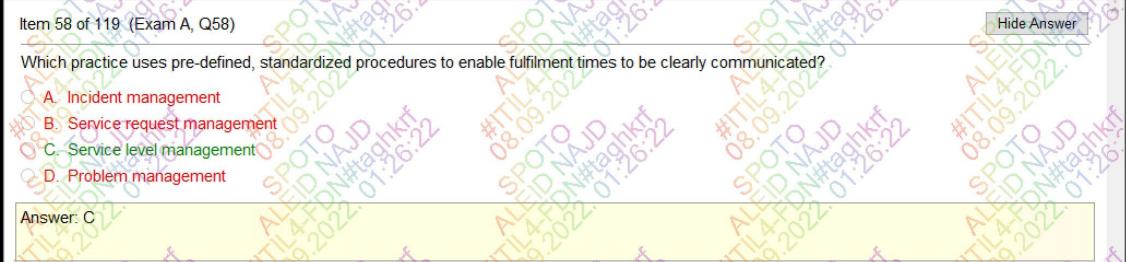
Item 53 of 119 (Exam A, Q53)	50 41 10 J.C.	50 47 History C.	Hide Answer
Which practice has a purpose that includes responding to cor	nditions that could lead to potential	faults or incidents?	30,000
A. Service request management	K. W.O.	K NOV	N NO
B. Incident management	* 000 0 WED	\$10000 WW	* 0000
C. Monitoring and event management	000753000.	000753000	00017530
D. Change enablement	5 10 AHO1.	S D THOI.	S O High.
Answer: C	P. N. O.D.	K X ST	P. A.O.Z.
A No. 1	No.	ANO.	ANO.





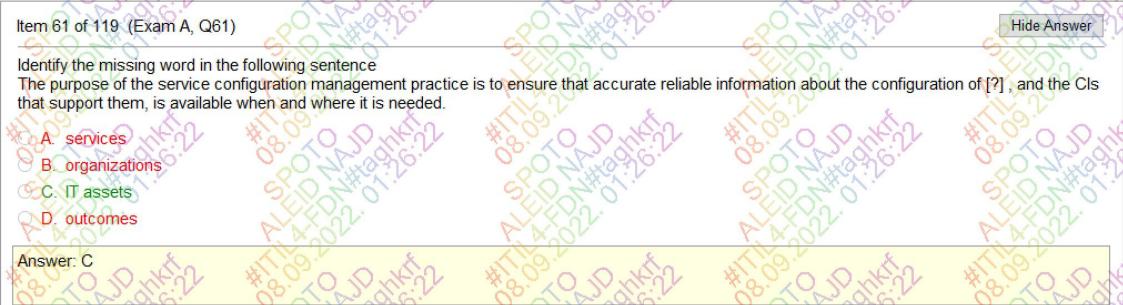






Item 59 of 119 (Exam A, Q5	(a) A A A A A A A A A A A A A A A A A A A	SO HINDSO.	20 4/1/30 Je.	Hide Answer
 Managing the people asp Ensuring that organizatio 	ollowing are considerations of change enab	D. N. O.	A. 202.	A 2022.
4. Ensuring that changes ar		**************************************	#1900 O 10 1/4/35	#1200 DUN
A. 3 and 4 B. 2 and 3 C. 1 and 2	STO THON.	STIP THON	STO THOU	STIP THON.
D 1 and 4	#1100 O WED	#1100.0 0 MEN	#1100 O WED	*10000 W
Answer: A	000/7636000	000 /7 12 00 10.	000 4140000	000 41200



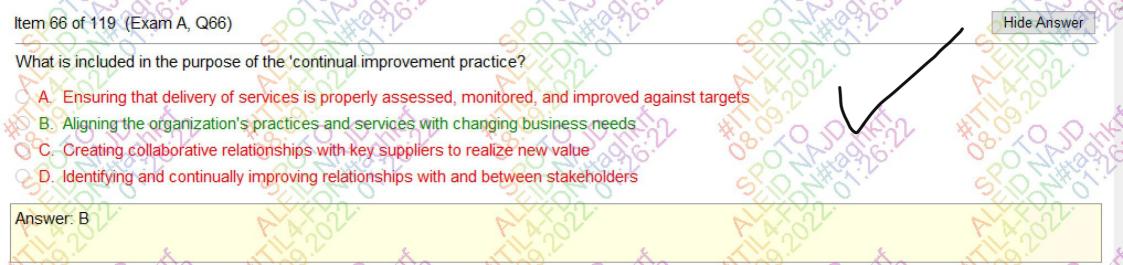


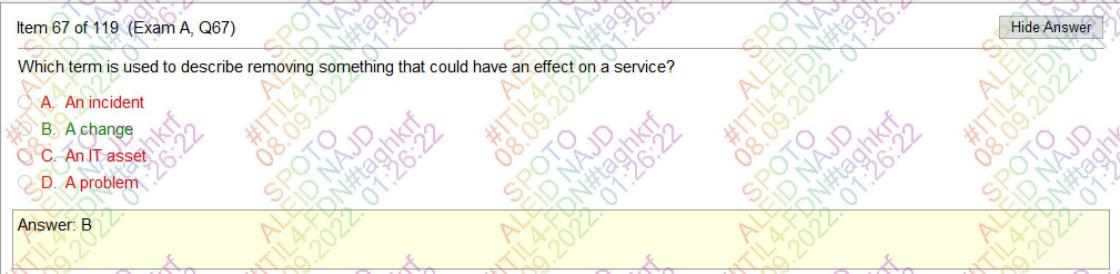
Item 62 of 119 (Exam A, Q62)	0 41 110 16.	00 41 100 16.	Hide Answer
Which practice helps to ensure that the services delivered to	customers are aligned with their n	eeds?	35,000
A. Change enablement	K WOO	K A TO	10 V
B. Service level management	* CO CO WED	*10000 WW	* CO O W
C. Problem management	00076300	000753000	000/76300
D. Service request management	S D THO	S D THOI.	S 10 4401.
Answer: B	A SOL	P. N. O.D.	A N. O.
	100	100	NO.

Item 63 of 119 (Exam A, Q63)	40 41 Had Jo.	40 47 Habite.	Hide Answer
Which service request management decisions require that policies	s are established?	3000	3000
A. Deciding how degradations of service are resolved	K 1000	E A ZOV	K X 20
B. Deciding how to handle service requests where the steps a	re unknown	\$1000 DVEU	\$1000 DW
C. Deciding when workarounds should be used	000713000	0007153070.	000/1/200
D. Deciding which service requests require approval	S DAYO	SICHIO	S. 10 4401.
Answer: D	P. A. OZ	F A SOL	P. W.O.
Ala Cala	6	No.	



Item 65 of 119 (Exam A, Q65)	50 41 HO JO.	20 41 Hadister	Hide Answer
A user contacts the service desk to ask how they can cre Which practice is MOST LIKELY to contribute to resolving	eate a report. g this issue?	N. 22.	A
A. Change enablement B. Service request management	2 *************************************	**************************************	**************************************
C. Service level management D. Incident management	STIP THOUSE	STIP THE	STIP THE
Answer: B	N MIGO O WALL	*1100 O O WED	*1100,0 DY

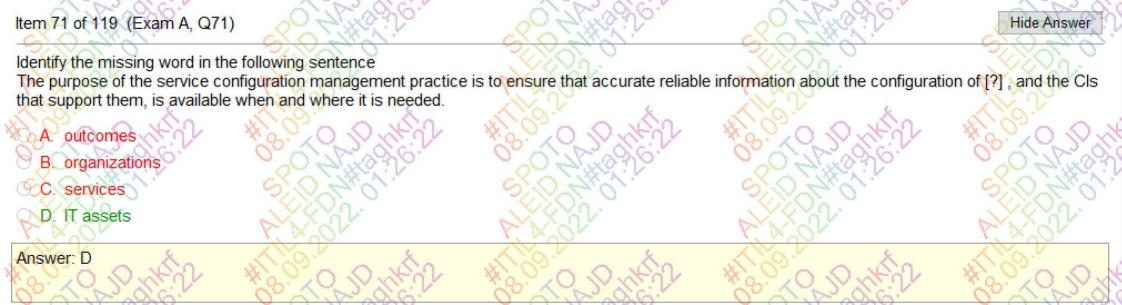


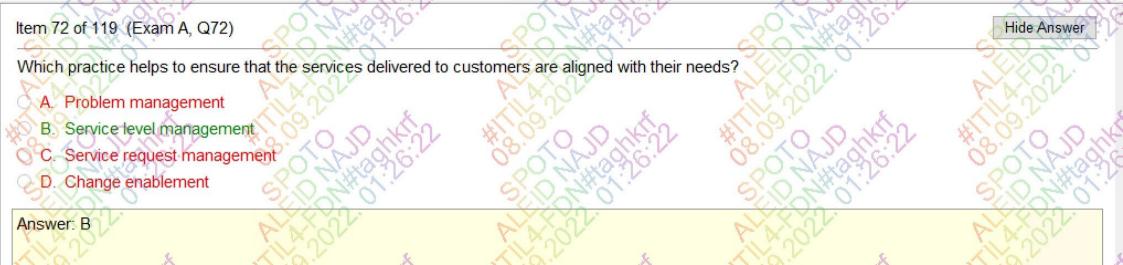


Item 68 of 119 (Exam A, Q68)	60 47 130 10. V	50 47 H 30 16.	Hide Answer
How does the 'incident management practice set user expectation	1s?	3000	SCHOOL.
A. By agreeing, and communicating target resolution times	XX201	1 1 20 V	XX.00
B. By assigning resources to ensure that all incidents are reso	lived as quickly as possible	1000 0 0 W	W. C. O. O. J.
C. By automated matching of incidents 1to known errors	06.0753000	00.075.000	00.07530
D. By using collaboration tools to communicate effectively	S D THO!	S DANOT.	S D A O
Answer: B	A AZOZI	A A ZOZI	A A SOL

Item 69 of 119 (Exa	am A, Q69)	SO FILING	16.	SO FIFTIS	, io	SO FILIS	0,0.	Hide Answer
What is the differen	ice between th	e 'incident manag	ement and 'se	rvice desk' practice	s?	JUNON.		3000
A. Incident man	agement man	ages interruptions	to services, s	ervice desk monito	rs achieved s	ervice quality	c	1200
B. Incident man	agement resto	ores service opera	tion, service d	esk provides comn	nunication wit	husers	WED.	*10000 W
C. Incident man	agement reso	lves issues, servi	e desk investi	igates the underlyin	g causes of i	ssues	0,6	000/7530
D. Incident man	agement reso	lves complex issu	es, service de	sk resolves simple	issues	5 D H	N	S 0 47
Answer: B		ALXXX.		WY ST		WXXXI.		W. C.
No. V	٤.	11/2/2	£	1/02	£	No.?	8	ALON OF THE PROPERTY OF THE PR



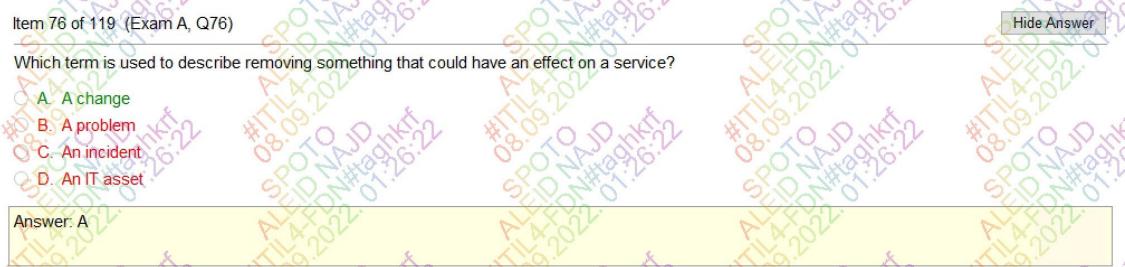


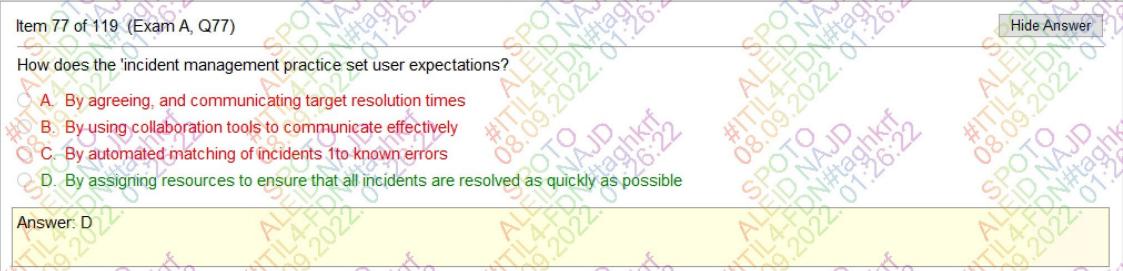




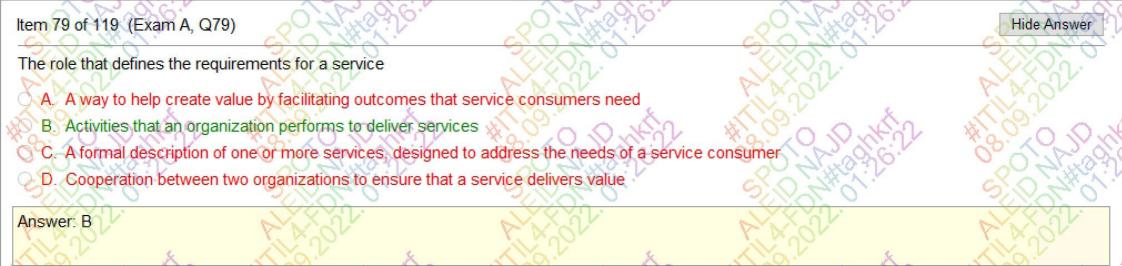


Item 75 of 119 (Exam A, Q75)	SO Mindigo.	SO FILITONS.	Hide Answer
What is included in the purpose of the 'continual improvem	ent practice?	77.700	3000
A Aligning the organization's practices and services wi		1020	1000
 B. Ensuring that delivery of services is properly assess C. Creating collaborative relationships with key supplier 		t targets O	* O D 1/4
D. Identifying and continually improving relationships with	-21 20 41 2	2 O THOUSE	SO THUS
Answer: A	A. A. C.	A A COL	K WOOT
A SOLVE AND		Marie A	(No.1)

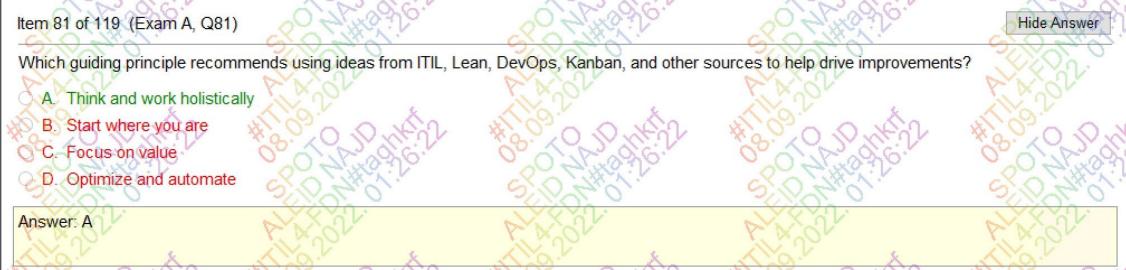






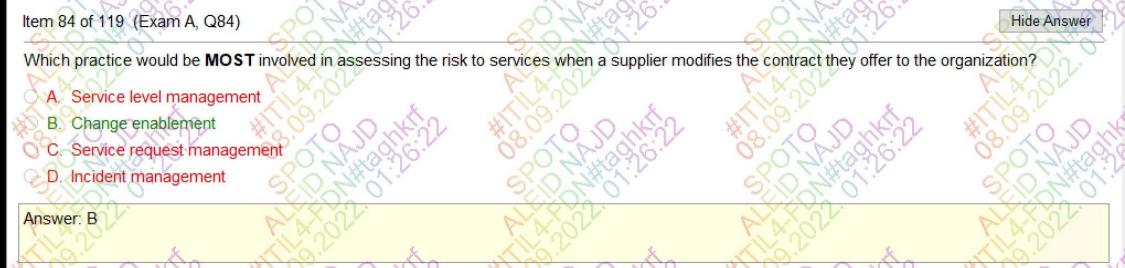


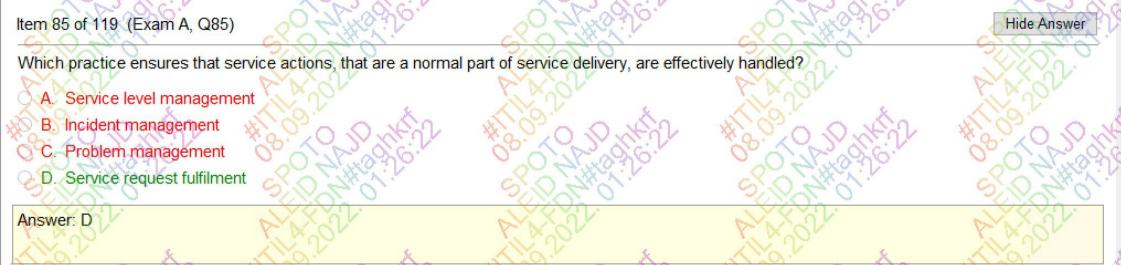
Item 80 of 119 (Exam A, Q80)	50 41 10 16.	20 - 1 1 1 2 1 1 6 . T	Hide Answer
What is the CORRECT order for the three phases of problem	management?	3000	3000
A. Problem control, error control, problem identification	1000	1000	1000
B. Problem identification, problem control, error control	* 0 D WAY	* CONTRIVE	\$1000 DXX
C. Error control, problem control, problem identification D. Problem identification, error control, problem control	SO THE DESTO	2 D 4 1 1 2 3 10.	2077
Answer: B	A A SOL	N. S.	A NOON
No. 1 A No. 1	No. X	No. X	No.

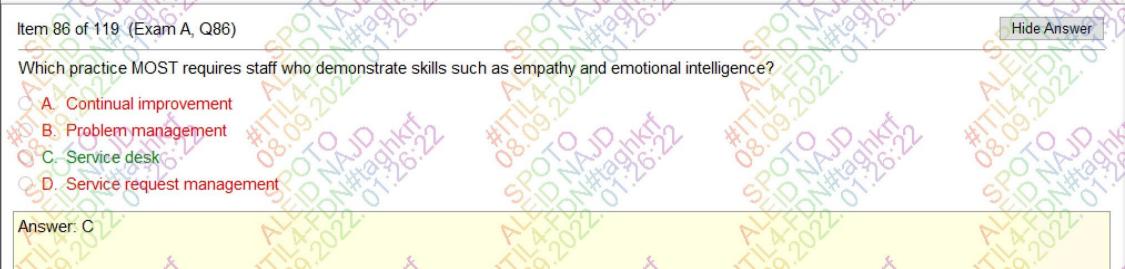


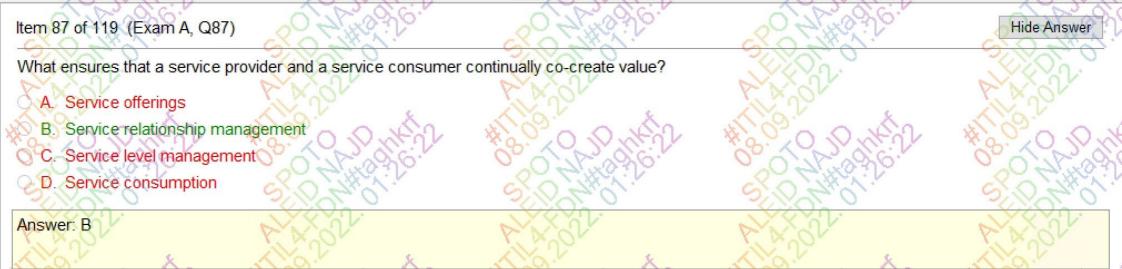
			7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7
Item 82 of 119 (Exam A, Q82)	30 4 Million 10.	20 H 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Hide Answer
Which of the four dimensions is concerned with	service integration and management?	JE FOR	JUL DO
A. Organizations and people	* * *	* A SOL	10.70v
B. Information and technology	0 % y 6 0 0 % y 5	\$ 000 0 WW	\$ 0.00 W
C. Value streams and processes	9076. 000 TE 9076.	0007129096.	000175
D. Partners and suppliers	9, 10 Fig.	SI DAMON.	5, 0,40
Answer: C	P. M. OZ	A A COL	A A COL
No. k	k Xo. k	10.	

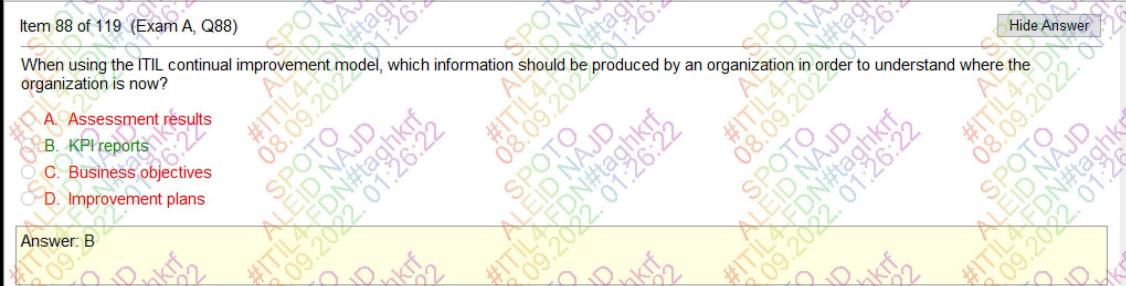
Item 83 of 119 (Exam A, Q83)		50 41 H 30 16.	50 41 100 Je.	Hide Answer
Which practice identifies changes of state related	ted to infrastructur	e, services, and business proc	cesses?	TERON.
A. Monitoring and event management B. Information security management	0.450	*1109.00 NASON	AL CO CO MENT	ALLO O O O
C. service configuration management	3000	06.075.3000	06.01/23/01/6.	00017530
D. Change enablement	801.1	S. O. THO.	S D THO!	3 0 A
Answer: A	v v	ANDE	A A 2021	A A ZOZZ



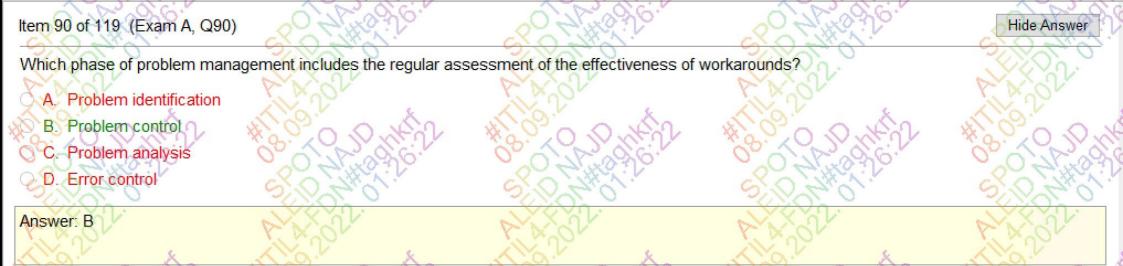






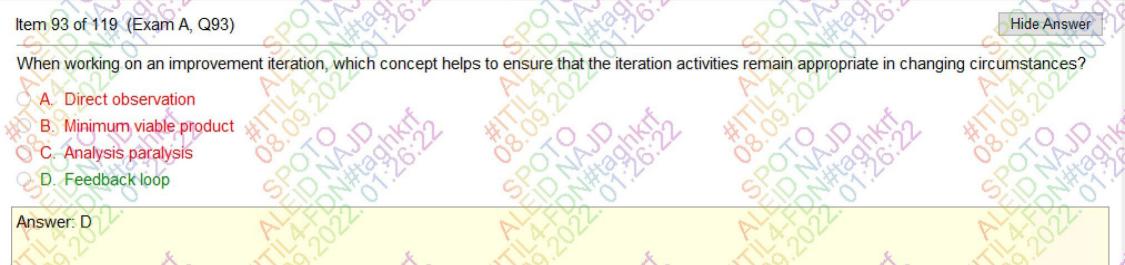






Item 91 of 119 (Exam A, Q91)	16. 50 41 30 Je.	50 4/400 Je.	Hide Answer
Why should a service level agreement include bundle	es of metrics?	11. CO.	3000
A. To ensure that all services are included in the	service reports	K W Don	K WO
B. To help focus on business outcomes, rather the	nan operational results	10000 WW	\$1000 W
C. To reduce the number of metrics that need to	be measured and reported	00075	00075
D. To ensure that the service levels have been ag	greed with customers	5 0 High.	S. O. Hilly
Answer: B	AXXXV.	NXXV.	PANA.
	& The Park		No. 2





Item 94 of 119 (Exam A, Q94) Hide Answer What is MOST LIKELY to be handled as a service request? A. Managing an interruption to a service B. The implementation of a workaround C. An emergency change to apply a security patch D. Providing a virtual server for a development team Answer: D

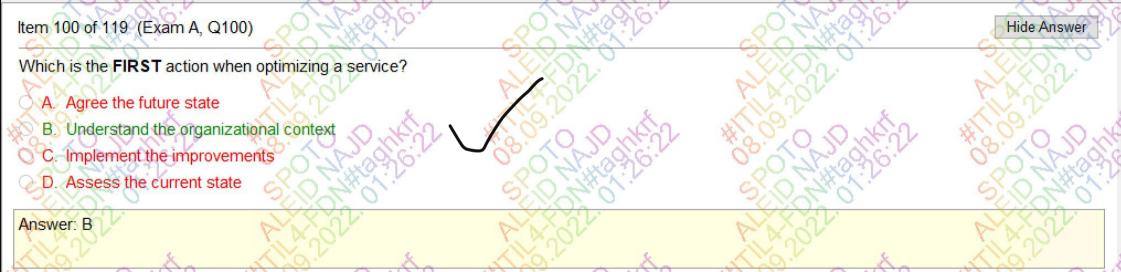
Item 95 of 119 (Exam A,	Q95)	370.	SO HIND	10.	SO FILIT	6,6	Hide Answer
Which is a description of	service provision?		STANT.		JUNO D.)	3000
X YO.	n of one or more service	8		8	e consumer	ķ	200
J. C. J.	te value by facilitating out en two organizations to e	VI II V	* CO	VV IIV	#30,000	16:55	# 500 C 10 K
D. Activities that an or	ganization performs to d	eliver service	5 5 0 A	100	5710 74	N. L.	SPANO
Answer: D	NA SOL		K NOOT		P. WOOD		P. W. O.D.
No.V	(No.1)	8	No.	大	. CYO.	8_	1 0.V







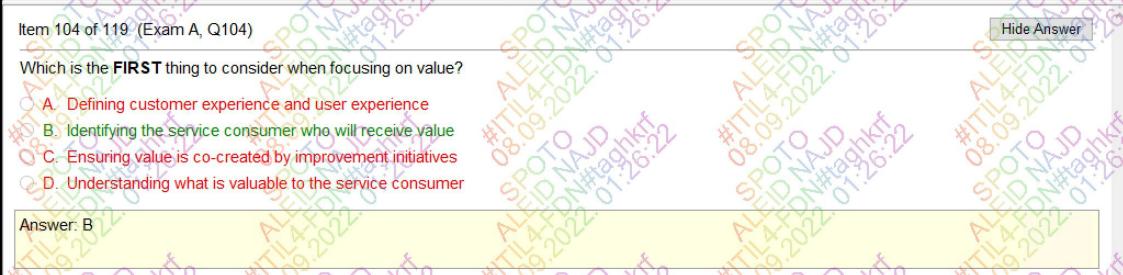


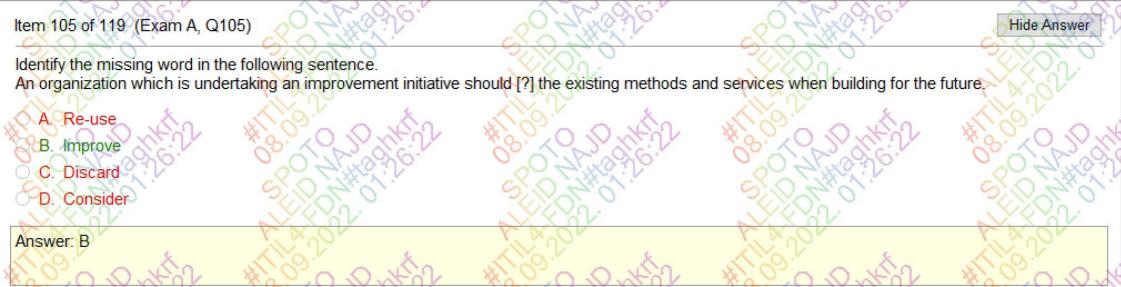


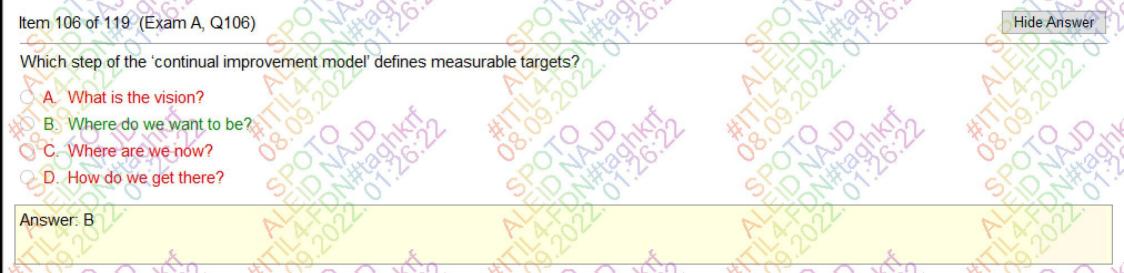




Item 103 of 119 (Exam A, Q103)	50 41 10 16.	60 41 130 Jo.	Hide Answer
Which BEST describes the focus of the 'think and work holistica	ally principle?	35.500.	30.00
A. Breaking down large initiatives into smaller pieces of work	A NOV.	120	1,00
 B. Considering the existing organizational assets before build C. Eliminating unnecessary steps to deliver valuable outcom 	40° 10° 10° 10° 10° 10° 10° 10° 10° 10° 1	* CONTRACT	***************************************
D. Integrating an organization's activities to deliver value	SUPPO	S DANOT.	SOF
Answer: D	F 1002	K A COL	F. W.O.J.
10. X 10. X	10 × 10	A SOLVER	100.

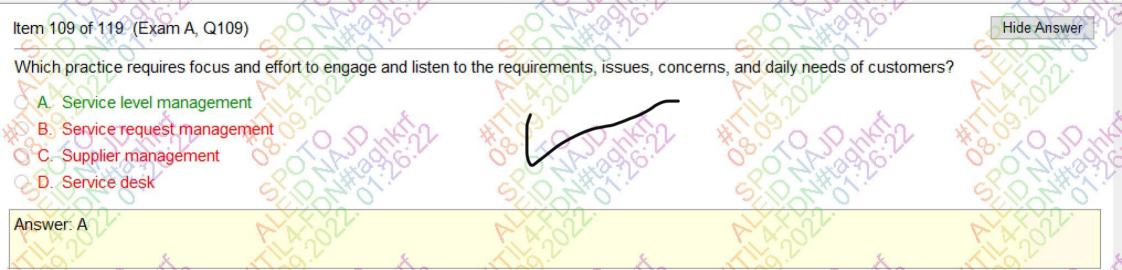




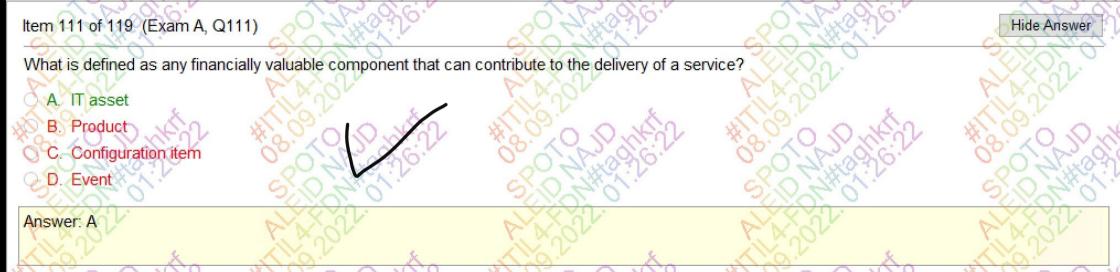


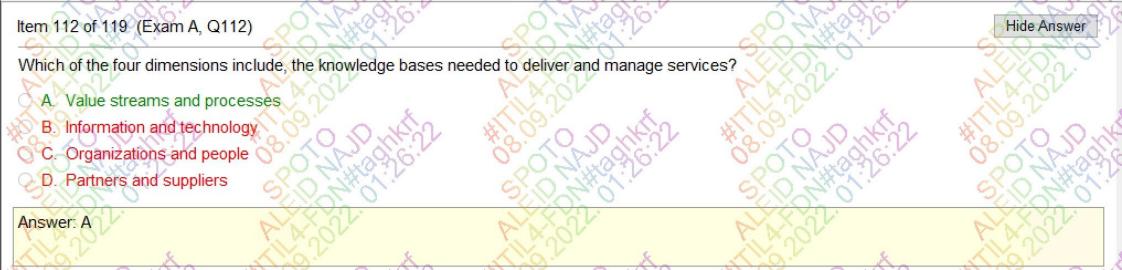
Item 107 of 119 (Exam A, Q107)	50 47 130 Je.	40 41 1 20 Je.	Hide Answer
What is included in the purpose of the 'release management' p	oractice?	STACO.	STADIT.
A. Making new features available for use	KAZOV.	Karon .	200
B. Moving new software to live environments	\$1000 D. W.D.	* 00 0 0 WY	\$ 000 DW
C. Authorizing changes to proceed	000 71,400,6.	000 71/1000	000 71/100
D. Ensuring information about services is available	S. 1543.01.	S. 104,01.	S. 104,01.
Answer: A	A NOOL	A DE ST	P. COL
	* * * * * * * * * * * * * * * * * * *	KO.V &	No.V

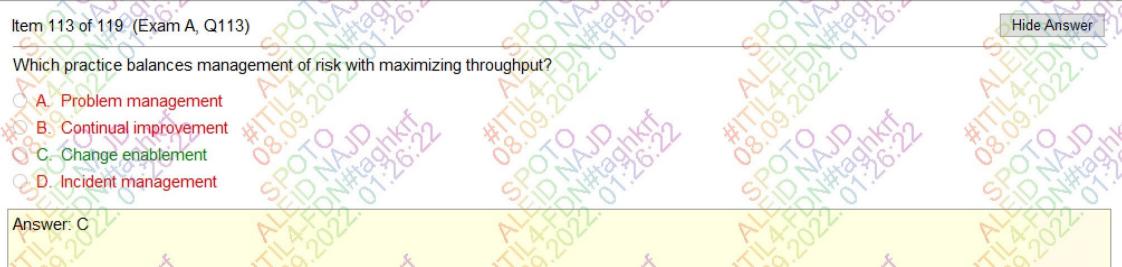
Item 108 of 119 (Exam A, 0	2108)	20 AL 10 16.	50 41 1 10 50 v	Hide Answer
What is the CORRECT de	finition of service management?	THEOD.	11/20D	11/202
A. A set of specialized	organizational capabilities for deliv	ering value to customers in the forr	n of services.	X X 201
Secretary NAMED A	Letter to the second of the se	sts without reducing the value of th	e services	\$1000 W
- 21 40 412 ·	plier to deliver services to provider		0007153070	00075300
D. A set of specialized	assets for transitioning services in	to the live operational environment.	S. 12 4401.	S. 10 4401.
Answer: A	A A SOL	P. A. O.	A A SOL	P. A. OZ
100 O NOW	WAS CONSTRUCTION	***************************************		***************************************



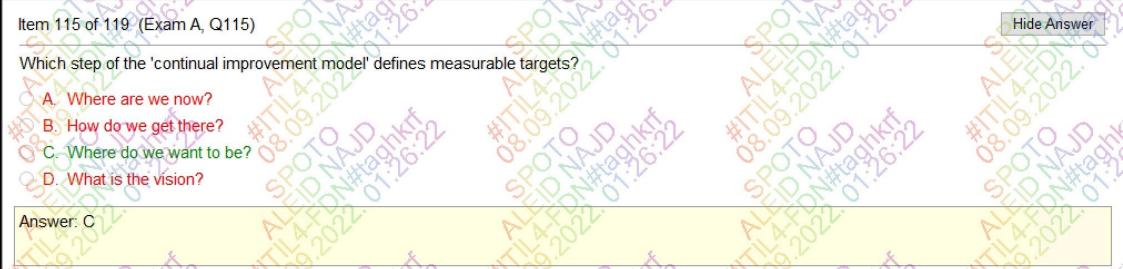


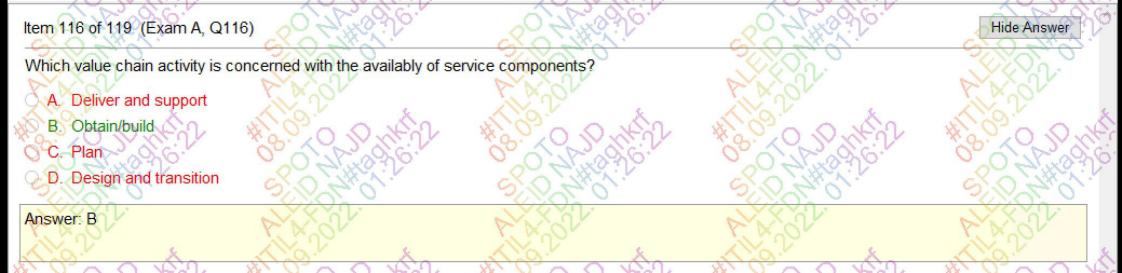






Item 114 of 119 (Exam A,	Q114) Q Z	00 41 100 16.	60 41 kg	Hide Answer
What is the definition of 'se	ervice management?	31/02/0	31/07/0	31/07/0
A. Joint activities perfo	rmed by a service provider and	a service consumer to ensure co	ntinual value co-creation	. XX01
B. A result for a stakeh	nolder enabled by one or more o	outputs *** O O O O	V * 600000	EN \$1000 W
C. A set of specialized	organizational capabilities for e	enabling value for customers in the	form of services	6. 000 1200
D. A formal description	of one or more services, design	gned to address the needs of a tar	get consumer group	S O THOU
Answer: D	NY SOL	N. C.	N. C.	A X COL
	102	102		8









Item 119 of 119 (Exam /	A, Q119)	6.6	20 Alika 9	16.	SO FILL	0.00	Hide Answer
Which statement about	the inputs and outputs of t	he value cha	in activities is CORREC	T?	TINON.	2,	JERON.
A NO.	s governance will determi	5.	10.	- &	ivity	×.	TINO.
40 - 10 10 VV II	activities only have input s are fixed for each value	Chillip	60 100	6.1	* PO CO 1	0000	**************************************
D. Each value chain	activity rec <mark>eiv</mark> es inputs ar	nd provides o	utputs		2, 10 m	27.	S. 10 7491.
Answer: D	A A 202	\$	NA NOOL	k	ANDI	£	NA NOOT