
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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Table of Contents Itil Foundation Exam Questions

1. Understanding the eBook Itil Foundation Exam Questions
 - The Rise of Digital Reading Itil Foundation Exam Questions
 - Advantages of eBooks Over Traditional Books
2. Identifying Itil Foundation Exam Questions
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Itil Foundation Exam Questions
 - User-Friendly Interface
4. Exploring eBook Recommendations from Itil Foundation Exam Questions
 - Personalized Recommendations
 - Itil Foundation Exam Questions User Reviews and Ratings
 - Itil Foundation Exam Questions and Bestseller Lists

5. Accessing Itil Foundation Exam Questions Free and Paid eBooks
 - Itil Foundation Exam Questions Public Domain eBooks
 - Itil Foundation Exam Questions eBook Subscription Services
 - Itil Foundation Exam Questions Budget-Friendly Options
6. Navigating Itil Foundation Exam Questions eBook Formats
 - ePub, PDF, MOBI, and More
 - Itil Foundation Exam Questions Compatibility with Devices
 - Itil Foundation Exam Questions Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Itil Foundation Exam Questions
 - Highlighting and Note-Taking Itil Foundation Exam Questions
 - Interactive Elements Itil Foundation Exam Questions
8. Staying Engaged with Itil Foundation Exam Questions
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Itil Foundation Exam Questions
9. Balancing eBooks and Physical Books Itil Foundation Exam Questions
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Itil Foundation Exam Questions
10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine Itil Foundation Exam Questions
 - Setting Reading Goals Itil Foundation Exam Questions
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Itil Foundation Exam Questions
 - Fact-Checking eBook Content of Itil Foundation Exam Questions
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning

- Utilizing eBooks for Skill Development
- Exploring Educational eBooks

14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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