



**Free Questions for *ITIL-DSV* by *vceexamstest***

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# Question 1

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## Question Type: MultipleChoice

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An internal IT service provider does not have all the skills needed to create and deliver a new service, but could develop them with enough time. There are many external service providers who can provide this service. Which approach should the organization follow to decide if they should use the internal service provider or to source the service externally?

### Options:

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- A-** Start by reviewing organizational policies for sourcing services, then identify the most important criteria for selecting a service provider, and use a 'decision matrix' to compare service providers
- B-** Start by understanding the cost of procuring the service internally and externally, then ask internal and external service providers to complete a 'request for quotation' documenting their preferred solution
- C-** Start by asking the internal service provider to develop the required skills, then use these newly developed skills to create and deliver the new service internally
- D-** Start by analysing and documenting the detailed service requirements, then ask external service providers to respond to a 'request for information' documenting how they would deliver to these requirements

### Answer:

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A

### **Explanation:**

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The organization should 'Start by reviewing organizational policies for sourcing services, then identify the most important criteria for selecting a service provider, and use a 'decision matrix' to compare service providers.' ITIL 4 advises that when deciding whether to source a service internally or externally, it is crucial to consider organizational policies, identify key criteria for selection, and use a structured approach like a decision matrix to make an informed choice.

## **Question 2**

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### **Question Type: MultipleChoice**

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Which statement about the end-to-end customer journey is CORRECT? Which approach would be BEST aligned to the 'design thinking' methodology at this initial 'empathy' stage?

### **Options:**

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- A-** It reflects an overall perception
- B-** It involves optimizing touchpoints

- C- It focuses on achieving outcomes
- D- It represents a pre-determined path

**Answer:**

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A

**Explanation:**

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The correct statement about the end-to-end customer journey is that 'It reflects an overall perception.' ITIL 4 explains that the customer journey encompasses the entire experience a customer has with a service provider, from initial contact to final service delivery and beyond. It is about the overall perception and experience rather than just optimizing individual touchpoints.

## Question 3

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**Question Type: MultipleChoice**

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A service provider has received information from market analysis which shows that there is strong demand for one of its products in countries in which it does not usually operate. Which activity should the service provider perform now?

### Options:

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- A- Understand and influence the behaviour of different user profiles
- B- Handle improvement opportunities in a professional manner
- C- Produce a cost model that considers all the resources needed
- D- Evaluate pricing mechanisms to ensure they drive the desired behaviour

### Answer:

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A

### Explanation:

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When a service provider identifies a strong demand for one of its products in new markets, the next step is to 'Understand and influence the behavior of different user profiles.' ITIL 4 emphasizes the importance of understanding customer and user profiles to tailor services and marketing strategies effectively. By understanding the behavior and needs of different user profiles in these new markets, the service provider can better position its product and influence purchasing decisions.

## Question 4

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**Question Type:** MultipleChoice

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Which activity, carried out by both the service provider and the service consumer, enables service provision and consumption to start?

**Options:**

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- A- Building trust
- B- Onboarding
- C- Designing the customer journey
- D- Assessing mutual readiness

**Answer:**

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B

**Explanation:**

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The activity that enables service provision and consumption to start, carried out by both the service provider and the service consumer, is 'Onboarding.' ITIL 4 describes onboarding as the process of integrating the service consumer into the service environment, ensuring that they have the necessary knowledge, tools, and access to begin using the service effectively. Onboarding is crucial for establishing a strong foundation for the service relationship.

## Question 5

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**Question Type:** MultipleChoice

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A service provider has recently released an upgrade to its payroll service. The service provider had told the customer that the upgrade would include functionality to copy information from various other HR systems, to reduce the amount of manual data entry. However, this statement was not documented at the time and the proposed functionality was not included in design then.

Which practice includes activities which could have helped to avoid this situation?

**Options:**

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- A- Portfolio management
- B- Service catalogue management
- C- Business analysis
- D- Service desk

**Answer:**

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C

**Explanation:**

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The practice that includes activities which could have helped to avoid the situation where promised functionality was not delivered is 'Business analysis.' ITIL 4 highlights that business analysis is critical in ensuring that all requirements are accurately captured, documented, and communicated during the design and development phases. Proper business analysis would have identified the need to include the functionality in the design and ensured it was delivered.

## Question 6

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**Question Type:** MultipleChoice

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In the context of the 'five principles of service design thinking', which principle includes combining touchpoints and interactions into service moments?

### Options:

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- A- Sequencing
- B- Evidencing
- C- Co-creative
- D- User-centered



**Answer:**

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A

**Explanation:**

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In the context of the 'five principles of service design thinking,' the principle that includes combining touchpoints and interactions into service moments is 'Sequencing.' ITIL 4 explains that sequencing involves arranging service interactions in a logical order to create meaningful and effective service moments, ensuring a cohesive and satisfying user experience.

## Question 7

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**Question Type: MultipleChoice**

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An organization is aiming to develop a partnership relationship with their service consumers. One of the objectives is to increase the level of trust and customers' satisfaction by establishing a service mindset across the organization. Which initiative is the BEST way to achieve it?

**Options:**

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- A- Carry out a capability assessment and share the results with customers
- B- Hire and develop good relationship managers
- C- Establish and enforce detailed service level agreements
- D- Develop interpersonal skills and service empathy in all teams

**Answer:**

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D

**Explanation:**

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The best initiative to develop a partnership relationship with service consumers and increase trust and customer satisfaction is to 'Develop interpersonal skills and service empathy in all teams.' ITIL 4 emphasizes the importance of service empathy and interpersonal skills in fostering a service mindset. By enhancing these skills across the organization, teams can better understand and address customer needs, leading to stronger relationships and higher satisfaction.

## Question 8

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**Question Type:** MultipleChoice

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A service provider is collecting requirements for a cloud-based document storage service. Which is an example of a utility requirement for this service?

**Options:**

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- A- The service will display a list of items uploaded by the user
- B- Menu pages will update in less than 5 seconds
- C- The service will be available for 24 hours every day
- D- The service will allow each user 100GB of storage space

**Answer:**

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D

**Explanation:**

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An example of a utility requirement for a cloud-based document storage service is 'The service will allow each user 100GB of storage space.' ITIL 4 defines utility as the functionality of a service that meets user needs. In this case, the amount of storage space provided is a key functional requirement that determines the utility of the service for its users.

## Question 9

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**Question Type:** MultipleChoice

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An organization is encouraging its staff to work from home instead of the office. This has caused changes to how and when users access services.

Which aspect of 'managing demand and opportunities' would provide a better understanding of this situation?

### Options:

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- A- Introducing component capacity management
- B- Introducing differential charging
- C- Building a customer business case
- D- Analysing patterns of business activity

### Answer:

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D

### Explanation:

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The aspect of 'managing demand and opportunities' that would provide a better understanding of changes in how and when users access services due to working from home is 'Analysing patterns of business activity.' ITIL 4 explains that understanding patterns of business activity (PBA) helps in predicting demand for services and ensuring that resources are allocated appropriately to meet the varying needs of users.

## Question 10

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**Question Type:** MultipleChoice

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Which is the BEST approach for a service consumer to use when they want to obtain services from a service provide?

### Options:

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- A- Develop a list of needs focusing on what should be achieved
- B- Ask the service provider to customize a solution to suit their requirements
- C- Ensure that their detailed requirements are based on a previous legacy solution
- D- Provide the service provider with a detailed list of requirements

### Answer:

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A

**Explanation:**

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The best approach for a service consumer to use when they want to obtain services from a service provider is to 'Develop a list of needs focusing on what should be achieved.' ITIL 4 emphasizes the importance of focusing on outcomes rather than specific technical requirements. By clearly stating what needs to be achieved, the service provider can design or select the best service to meet those needs.

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