Free Questions for ITIL-DSV

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Question 1

An organization provides an online portal that its employees can use to learn about and request standard services. Which practice would ensure that users can easily find information on the portal and that the information is kept up-to-date?

Options:

A- Service request management

B- Service desk

C- Service level management

D- Service catalogue management

Answer:

D

Explanation:

The practice that ensures users can easily find information on the portal and that the information is kept up-to-date is 'Service catalogue management.' ITIL 4 highlights that service catalogue management is responsible for ensuring that accurate and up-to-date information

about services is available to users, making it easier for them to find and request services through an online portal.

Question 2

Which TWO are examples that can be handled as service requests?

1. A customer asks a service provider to design an app for staff to submit vacation requests

2. A staff member asks for a new barcode scanner from an internal IT department

3. A manager requires swift changes to user access rights for an employee

4. A service provider establishes a channel for users to submit emergency changes

Options:

A- 3 and 4

B- 1 and 4

C- 1 and 2

D- 2 and 3

Answer:

D

Explanation:

The examples that can be handled as service requests are 'A staff member asks for a new barcode scanner from an internal IT department' (2) and 'A manager requires swift changes to user access rights for an employee' (3). According to ITIL 4, service requests are predefined and standard requests for services, which often include requests for hardware or changes in access rights. Both examples fit within the typical scope of service requests.

Question 3

Question Type: MultipleChoice

Which TWO are possible checks for ensuring user entitlement before access to a service is provided?

1. Performing annual identity checks for all users

2. Confirming user identity when users contact the service desk team for support

3. Ensuring users receive training for services that require certification

4. Performing security checks when necessary to prove user identity

Options:

A- 2 and 3

B- 3 and 4

C- 1 and 4

D- 1 and 2

Answer:

A

Explanation:

The two possible checks for ensuring user entitlement before access to a service are 'Confirming user identity when users contact the service desk team for support' (2) and 'Ensuring users receive training for services that require certification' (3). ITIL 4 suggests that verifying user identity is a fundamental step in ensuring that access is only provided to authorized users, and that proper training and certification may be required before granting access to certain services to ensure security and compliance.

Question 4

Different types of service relationships require different approaches to assessing mutual readiness. Which of the following statements is CORRECT?

Options:

A- Readiness to change is crucial for a basic relationship

B- Readiness to collaborate is crucial for a partnership relationship

C- Assessment of capability, maturity and past performance is crucial for a partnership relationship

D- Readiness to collaborate is crucial for a basic relationship

Answer:

C

Explanation:

The correct statement is 'Assessment of capability, maturity, and past performance is crucial for a partnership relationship.' ITIL 4 highlights that in partnership relationships, it is important to assess not just readiness but also the capabilities, maturity, and past performance of both parties. This ensures that the partnership can achieve its objectives and that both parties are aligned in terms of skills and expectations.

Question 5

A user has logged an incident because their laptop is performing badly. This is potentially going to impact a big sale. The service level agreement says that the response should be within 8 hours, but the service desk agent recognizes that this is an exceptional situation and escalates the situation immediately. The issue is resolved quickly and the user is delighted with the service. What is this an example of?

Options:

A- Moment of truth

B- Smoothing demand

C- Elevating capabilities

D- Design thinking

Explanation:

The situation described is an example of a 'Moment of truth.' In ITIL 4, a moment of truth occurs when a customer has a critical experience with the service provider, which can significantly influence their perception of the service. The prompt escalation and resolution of the incident beyond standard SLA requirements is a perfect example of exceeding customer expectations during such a critical moment.

Question 6

Question Type: **MultipleChoice**

An organization is using an out-of-the-box service from a large service provider. How does the service provider know about the organization's needs?

Options:

A- The service provider's marketing and business analysis teams consider generic market needs, instead of the needs of this specific organization

B- The service provider's business analysis team negotiates detailed requirements with the organization during the 'offer' stage of the relationship

C- The organization provides a request for proposal (RfP) to the service provider, so they can understand the needs, and design the service to meet these needs

D- The service provider's 'service level management' team negotiates detailed requirements with the organization during the 'co-create' stage of the relationship

Answer:

A

Explanation:

In the case of using an out-of-the-box service from a large service provider, the service provider typically knows about the organization's needs because 'The service provider's marketing and business analysis teams consider generic market needs, instead of the needs of this specific organization.' ITIL 4 indicates that standardized services are often designed based on common market needs rather than being tailored to the specific needs of individual customers, which is common with large, scalable service offerings.

Question 7

Users contacting an organization's service desk team often complain that they are required to repeat information when communicating with different individuals and systems within the organization. Specialists that work with the service desk team also complain that they frequently do not get the information needed to handle user queries. What would resolve these issues for all stakeholders?

Options:

A- Establishing omnichannel communications

B- Automating the logging of user emails

C- Providing multichannel support

D- Providing a self-service portal

Answer:

A

Explanation:

The issue of users having to repeat information and specialists not receiving the necessary information can be resolved by 'Establishing omnichannel communications.' ITIL 4 explains that omnichannel communication allows all interaction channels (such as phone, email, chat, etc.) to be integrated so that information is consistently shared and accessible across all platforms. This ensures that users do not have to repeat themselves and that specialists have access to the full context of the user's interactions.

Question 8

Question Type: MultipleChoice

An organization is evaluating the advantages and disadvantages of replacing its legacy information systems with

cloud-based services as a part of its strategic plan. The market is extremely competitive, so the organization wants to

ensure that all factors are considered.

Which technique would allow this organization to BEST understand the external factors that could influence this

decision?

Options:

A- Business analysis

B- PESTLE analysis

C- Stakeholder analysis

D- Four dimensions assessment

Answer:

B

Explanation:

The technique that would best help the organization understand the external factors influencing the decision to replace legacy systems with cloud-based services is 'PESTLE analysis.' ITIL 4 suggests PESTLE (Political, Economic, Social, Technological, Legal, and Environmental) analysis as a comprehensive framework for understanding external factors that can impact strategic decisions. This analysis provides a thorough evaluation of the external environment, helping the organization make informed decisions.

Question 9

Question Type: MultipleChoice

Which charging mechanism could cause the price of a service to change depending on the time of day?

Options:

A- Differential charging

B- Cost

C- Cost plus

D- Market price

Answer:

A

Explanation:

'Differential charging' is the charging mechanism that could cause the price of a service to change depending on the time of day. ITIL 4 describes differential charging as a method where pricing is adjusted based on factors such as demand, usage patterns, or time of day, which is often used to manage demand or optimize resource usage.