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Question 1. (Single Select)

When working on an improvement iteration, which concept helps to ensure that the iteration activities remain appropriate in changing circumstances?

- A: Analysis Paralysis
- B: Direct observation
- C: Minimum viable product
- D: Feedback loop

Correct Answer: D

Question 2. (Single Select)

Which is a description of service provision?

- A: A formal description of one or more services, designed to address the needs of a service consumer
- B: Activities that an organization performs to deliver services
- C: A way to help create value by facilitating outcomes that service consumers need
- D: Cooperation between two organizations to ensure that a service delivers value

Correct Answer: B

Explanation:

The ITIL SVS describes how all the components and activities of the organization work together as a system to enable value creation.

The SVS is made up of specific inputs, elements, and outputs relevant to service management. The key inputs to the SVS are opportunity and demand. The output of the SVS is value delivered by products and services.

Opportunity refers to options or possibilities to add value for stakeholders or otherwise improve the organization.

Demand refers to need or desire for products and services among internal and external consumers.

<https://www.bmc.com/blogs/itil-service-value-system/>

Question 3. (Single Select)

How is a continual improvement register used?

- A: To record requests for provision of a resource or service
- B: To provide a structured approach to implementing improvements
- C: To organize past, present, and future improvement ideas
- D: To authorize changes to implement improvement initiatives

Correct Answer: B

Explanation:

The ITIL continual improvement model, which provides organizations with a structured approach to implementing improvements

<https://www.bmc.com/blogs/itil-continual-improvement/>

Question 4. (Single Select)

Which is an input to the service value system?

- A: The system of directing and controlling an organization
- B: A model to help meet stakeholders expectations
- C: Recommendations to help an organization in all aspects of its work
- D: A need from consumers for new or changes services

Correct Answer: D

Explanation:

A set of interconnected activities that an organization performs to deliver a valuable product or service to its consumers and to facilitate value realization

<https://www.bmc.com/blogs/itil-service-value-system/#:~:text=The%20key%20inputs%20to%20the,or%20otherwise%20improve%20the%20organization.>

Question 5. (Single Select)

Which organization delivers output or outcomes of a service?

- A: A service consumer delivers outcomes of the service
- B: A service provider delivers outcomes of the service
- C: A service consumer delivers outputs of the service
- D: A service provider delivers outputs of the service

Correct Answer: D

Explanation:

An output is a tangible or intangible deliverable of an activity, while an outcome is a result for a stakeholder enabled by one or more outputs¹. A service provider produces outputs that allow customers to achieve outcomes². A service consumer utilizes the outputs and benefits from the outcomes².

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