
ITIL 4 FOUNDATION QUESTIONS AND ANSWERS

governance - Answers :the means by which an organization is directed and controlled

service management - Answers :A set of specialized organizational capabilities for providing value to customers in the form of services

value - Answers :the perceived benefits, usefulness, and importance of something

Who determines the perceived value? - Answers :the RECIPIENT

value is objective - Answers :False

organization - Answers :a person or a group of people that have it's own functions, responsibilities, and relationships to perform it's own activities

What are the 2 roles an organization can provide? - Answers :1. service provider
2. service consumer

Value is _____ by the service provider and consumer - Answers :co-created

What are the 3 roles for a consumer provider? - Answers :1. user
2. customer
3. sponsor

What is a user? - Answers :a person who uses the service

What is a customer? - Answers :a person who defines the requirements and takes responsibility for the outcome of the consumption

access to resources - Answers :access to resources that are licensed to a consumer under agreed conditions

service action - Answers :actions performed to address a consumer's needs

service relationship - Answers :the cooperation between a service provider and a service consumer

service provision - Answers :the services performed by the service provider, activities performed by an organization to provide services

service consumption - Answers :activities performed by an organization to consumer a service

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M Lipman

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