

ITIL 4 FOUNDATIONS: SERVICE MANAGEMENT Part 2 Skillport test

According to ITIL, which is NOT an input to a service desk single point of contact? - Answer Suggestions

What management practice supports the agreed quality of service by handling all agreed user-initiated service needs in an effective manner? - Answer Service Request Management

What is the final action taken by the service desk on an issue? - Answer Act

Which are common sources of a disaster for an organization? - Answer Health Emergency, Cyber Attack, Supply Chain Failure and Inclement Weather

What entity is used to store configuration records throughout their lifecycle? - Answer CMDB

What is the basic purpose of service configuration management? - Answer To ensure accurate information about the configuration of services

What staging option allows specific software to be released in a controlled manner? - Answer Feature Flags

What term describes a version of a service or configuration items that is made available? - Answer Release

Which type of deployment is used for integrated, tested, and deployed components when they are needed, providing frequent opportunities for customer feedback loops? - Answer Continuous Deployment

Which of these are common service requests according to ITIL? - Answer Feedback, compliments, and complaints; Requests for: Service delivery action, resource or service provisioning, access a resource or service

What is the first step of the continual improvement process? - Answer Define the vision of the initiative

What type of deployment uses a controlled repository, like GitHub, where users download the software when they choose? - Answer Pull deployment

Which of these is NOT a successful requirement for an SLA? - Answer It should relate only to operational metrics and not defined outcomes

What management practice has the goal of setting clear business-based targets for service performance? - Answer Service Level Management

Skillport Test Answers

JG Myers

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