



ITIL® 4 Sales Professional

Sample Paper 1

Answers and Rationales

PeopleCert

Official Training Materials

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Q	A	Syllabus Ref	Rationale
1	C	1.1	ITIL helps in delivering IT services in a "standardized and consistent way" leading to higher quality services.
2	B	1.2	The ITIL SVS includes the following components: Guiding Principles... Governance... Service value chain... Practices... Continual Improvement... Governance is 'the means by which an organization is directed and controlled'.
3	D	1.2	The overall initiative or program, as well as its component iterations, must be continually re-evaluated and potentially revised to reflect any changes in circumstances and ensure that the focus on value has not been lost. This re-evaluation should make use of a wide range of feedback channels and methods to ensure that the status of the initiative and its progress are properly understood.
4	C	1.2	The technologies that support service management include, but are not limited to, workflow management systems, knowledge bases, inventory systems, communication systems, and analytical tools.
5	B	1.3	The ITIL maturity model is a tool for organizations to objectively and comprehensively assess their service management capabilities and the maturity of the organization's SVS.
6	C	2.1	The purpose of the ITIL 4 practice guides is to provide structured information about ITIL practices.
7	C	2.2	Value streams are designed for specific combinations of activities and practices tailored to scenarios.
8	A	2.2	Recognizing the importance of value streams involves understanding and eliminating non-value-adding activities and forms of waste.
9	C	3.1	Although the ITIL maturity model is based on the architecture and concepts of ITIL 4, it is NOT designed to assess the extent or success of implementation of the ITIL guidance.
10	B	3.2	Scoping considerations include the SVS components, the four dimensions of service management, and a selection of management practices.
11	A	3.2	The assessment of the organization's service management capability is based on evidence of the fulfilment of defined criteria relating to the 34 ITIL management practices. The primary intended purpose of such assessments is to inform the organization's improvement planning by highlighting the areas that need improvement.
12	B	3.3	Business alignment/effectiveness focuses on aligning IT services with business needs and managing stakeholder satisfaction.
13	A	3.3	Strategic focus of organizational resilience includes: minimized operational losses; managed risk, security, and compliance; managed architecture and standardization.
14	C	3.4	Unclear expectations can lead to scope changes during ITSM implementation.

Q	A	Syllabus Ref	Rationale
15	B	3.4	Lack of skilled resources can lead to suboptimal configuration and utilization of the ITSM solution.
16	C	3.5	Expenses incurred by hiring external consultants or experts are related to consulting and professional services.
17	C	3.5	Integration Costs. Expenses for external services or tools required to integrate the ITSM system with existing software and databases, including data migration from legacy systems to the new ITSM solution.
18	B	3.6	EVA metrics are used to measure project performance in ITSM implementations.
19	B	4.1	Workflow management and collaboration tools: used to structure, optimize and automate workflows of the service management processes; to manage lifecycle of the key service management objects (incidents, problems, changes, and others); keep records of actions; exchange information between the team members involved in the processes.
20	A	4.1	Analysis and reporting tools: used to analyze accumulated records to understand and highlight trends and predict future events; they are used to analyze and report performance of various objects, from technology components to products and services, to processes, practices, and organizations.

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