



ITIL® 4 Sales Professional

Sample Paper 2

Answers and Rationales

PeopleCert

Official Training Materials

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Q	A	Syllabus Ref	Rationale
1	C	1.1	ITIL focuses on methods and practices that enhance the efficiency of IT service delivery. When services are delivered efficiently, it logically leads to reduced operating costs and quicker project completions.
2	A	1.2	The ITIL SVS describes how all the components and activities of the organization work together as a system to enable value creation.
3	B	1.2	When improvement activity occurs in relative silence, or with only a small group being aware of the details, assumptions and rumours can prevail. Resistance to change will often arise as staff members speculate about what is changing and how it might impact them. If the right mechanisms are established for all of the relevant stakeholders to collaborate in a timely manner, it will be possible to address any issue holistically, without delay.
4	D	1.2	The value streams and processes dimension is concerned with how various parts of the organization work in an integrated and coordinated way to enable value creation through products and services.
5	D	1.3	The ITIL maturity model is not designed to assess the extent or success of implementation of the ITIL guidance.
6	A	2.1	Key metrics for the incident management practice are mapped to its PSFs. The key metrics should be applied to assess the effectiveness and performance of the ITIL practices.
7	D	2.2	The first step after recognizing the importance of value streams is to understand and map the 'as is' situation.
8	C	2.2	Once designed, value streams should be subject to continual improvement.
9	B	3.1	The ITIL SVS includes several components, one of which is governance. It is the means by which an organization is directed and controlled.
10	B	3.2	The report should be used as a basis for further improvement activities. The ITIL maturity model is used to assess service management capabilities and the maturity of the organization's service value system. The model is not applicable to products and services.
11	B	3.2	The report should always refer back to the purpose of the assessment.
12	C	3.3	ITIL 4 maturity model maps the four areas of strategic focus to common strategic objectives. For each objective, ITIL maturity model suggests key and supporting management practices.
13	C	3.3	Organizational resilience emphasizes minimizing operational losses and managing risks.
14	C	3.4	Not preparing for changes can result in resistance and reduced adoption of ITSM practices.
15	B	3.4	Unclear expectations can lead to misunderstandings and dissatisfaction during ITSM implementation.
16	B	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.

Q	A	Syllabus Ref	Rationale
17	B	3.5	Training and education. Costs associated with external training programs, instructors, and certification courses for staff and users to learn and adapt to the ITSM system.
18	D	3.6	Net Promoter Score (NPS) for service customers and users is an example of a service quality metric.
19	B	4.1	Service configuration management tools: used to record, analyze, and visualize relationships between service components; this makes them very useful in all activities including diagnosis of service malfunctions or evaluation of the impact (actual or planned) of events and changes to services and users.
20	C	4.1	Work planning and prioritization tools: used to plan, prioritize, and visualize tasks assigned to people and teams; used together with workflow management and collaboration tools to optimize workload and maintain visibility of work.

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