

ITIL Practice Test Questions and Answers

1. What constitutes the core of service management?

- A) Service component
- B) Value realization
- C) Service
- D) Configuration item

2. Which of the following best describes the company?

- A) Establishing a RACI chart to depict the roles and responsibilities of all the team members
- B) The people working together to accomplish the needs of a stakeholder
- C) A person or group of people that has its own function with responsibilities, authorities and relationships to achieve the objectives
- D) A conglomeration of all the stakeholders working together to achieve the common cause

3. Which position approves the service consumption budget?

- A) Customer
- B) Sponsor
- C) Service Manager
- D) Relationship Manager

4. Which of the following is offered as part of the service?

- A) Service functionalities
- B) Utility and warranty
- C) Services and Products
- D) Goods, access to resources and service actions

Answers: 1-C 2-C 3-B 4-D

For More ITIL Questions and Answers FREE, ITIL Online Prep Training,
ITIL Exam, ITIL Study Guide, ITIL Flashcards, ITIL Quizzes visit:

ITIL Practice Test