



IT認證考試題庫 專業平臺

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Exam : **ITIL 4 Specialist Collaborate
Assure and Improve**

Title : ITIL 4 Specialist:
Collaborate, Assure and
Improve (ITIL-4-CAI)

Version : DEMO

1.What is the primary focus of ITIL 4's management practices?

- A. Cost reduction
- B. Service delivery
- C. Risk management
- D. Value co-creation

Answer: D

2.Which of the following is NOT one of the five management practices in ITIL 4?

- A. Service level management
- B. Change control
- C. Incident management
- D. Configuration management

Answer: A

3.In ITIL 4, what is the definition of a practice?

- A. A specific approach to service design
- B. A set of organizational resources designed for performing work
- C. A set of policies and procedures for managing costs
- D. A blueprint for business strategy

Answer: B

4.What is a key challenge in implementing ITIL 4 practices?

- A. Increasing customer satisfaction
- B. Aligning with business goals
- C. Developing new technologies
- D. Reducing operational costs

Answer: B

5.Which principle emphasizes maintaining a holistic approach to service management?

- A. Focus on value
- B. Start where you are
- C. Collaborate and promote visibility
- D. Optimize and automate

Answer: C