Service Value System

1. What describes how components and activities work together to facilitate value creation?

A. The ITIL service value system

B. The ITIL guiding principles

C. The four dimensions of service management

D. A service relationship

A

2. Which includes governance, management practices, and continual improvement?

A. The service value system

B. The 'deliver and support' value chain activity

C. The 'focus on value' guiding principle

D. The 'value stream and processes' dimension

A

3. What includes governance as a component?

A. Practices

B. The service value chain

C. The service value system

D. The guiding principles

C

4. Which is NOT a component of the service value system?

A. The service value chain

B. Opportunity and demand

C. Continual improvement

D. Governance

B