

Pass Cheat Sheet Exin ITIL-PRACTITIONER Exam ~ DumpsKey

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There are hundreds of people who attempt the Exin ITIL-PRACTITIONER certification exam every year. The number of students who pass the ITIL Practitioner Certification - IT Service Management ITIL-PRACTITIONER exam in the first attempt is very low than those who have to attempt it multiple times in order to succeed. This lead to the creation of demand of a program or solution which can guarantee success in the ITIL Practitioner Certification - IT Service Management ITIL-PRACTITIONER certification exam in the first attempt. With the increasing demand for such a program, many companies and online sites have tried and still trying to meet the demand of the clients. There has been no one except [Dumpskey](https://www.dumpskey.com/) who have been able to achieve this fleet of providing a solution to their clients which guarantees success in the first attempt.

So today, we will discuss how they have managed to provide a money back guarantee to their clients of passing the ITIL Practitioner Certification - IT Service Management **ITIL-PRACTITIONER exam** in the first attempt. Yes, you read it right. **Dumpskey** is so confident in their program that they are willing to refund all of your money if you buy their program, follow all the instructions and still manages to fail in the first attempt. A lot of research and resources have been utilized by [Dumpskey](https://www.dumpskey.com/) to make sure that they leave no room for any error in their program.



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DUMPSKEY

We Offer Our Exin ITIL-PRACTITIONER Exam Product In Two Formats:

Since the demands of the clients are increasing and evolving, Dumpskey decided to offer their program

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in two formats which are listed and discussed as follows:

- **Preparation material in PDF format**
- **Practice Exam Software**

1- Preparation material in PDF format:

For the students who don't need advanced preparation for the ITIL Practitioner Certification - IT Service Management ITIL-PRACTITIONER exam, Dumpskey is offering preparation material in PDF format. There are multiple reasons behind selecting the PDF format for their program. The decision was made while keeping in mind the evolving needs of the clients. The main reason behind choosing the PDF format was the easiness of accessibility. Since the PDF format is mobile phones and tablets friendly, you can access it easily at any time. You don't need to install any additional software in order to access the content of the program. Because of the PDF format, you can also easily port the files from one device to another. Now you must be thinking that there are also many other sites which are providing preparation material, so why this program is different and effective?

The main reason why the other programs offered online were not so effective is that the content included in those programs was not relevant to the actual exam. So to make sure that this is not the case with their program, Dumpskey consulted more than 90,000 professionals who are best suited to choose the most relevant content for the program. We also provide regular updates to their program since there might be changes in the ITIL Practitioner Certification - IT Service Management ITIL-PRACTITIONER certification exam.

2- Practice Exam Software:

The Practice Exam Software is the advanced version of the program offered by [Dumpskey](https://www.dumpskey.com/). It is designed to make sure that their clients are best prepared to pass the ITIL Practitioner Certification - IT Service Management ITIL-PRACTITIONER exam in the first attempt. It is also designed while keeping in mind the factors behind the failure of candidates in their first attempt. One of the factors behind the failure of students while attempting the ITIL Practitioner Certification - IT Service Management ITIL-PRACTITIONER certification exam in the first attempt is the unfamiliarity with the exam environment. Since they are trying to pass the exam in the first attempt, they take too much pressure when they face the actual exam environment for the first time around.

In order to take care of this problem, [Dumpskey](https://www.dumpskey.com/) is offering the ability to attempt a mock exam to their clients which are designed to be extremely similar to the actual ITIL Practitioner Certification - IT Service Management exam. So by attempting the mock exam, the candidate will get familiar with the actual Exin ITIL-PRACTITIONER exam. The mock exam's format is the same as the actual exam and has questions which are very likely to be in the actual ITIL Practitioner Certification - IT Service Management exam as well.

Dumpskey Renders Mock and Practice ITIL-PRACTITIONER Exam Opportunity to Their Clients:

Apart from the mock ITIL-PRACTITIONER exam, the Practice Exam Software has the following features:

i- Keeping track of progression:

Another key component of the ITIL Practitioner Certification - IT Service Management Practice Exam

Software is its ability to keep track of your progression. It will save all of your mistakes and changes that you make from your previous attempts. As a result, you will be able to highlight the areas which require more attention and preparation. It will also highlight the strong areas which don't require much time for preparation. So you will be able to plan your preparations according to your level of preparation.

ii- Self-assessment:

We realized that a key factor which can lead to the success of their clients is their ability to do self-assessment. After attempting the mock ITIL Practitioner Certification - IT Service Management **ITIL-PRACTITIONER** exam, you will be able to get to know how much prepared you are for the exam, what are your strengths, weaknesses, and opportunities. So in short, you will be able to do self-assessment which will surely lead to your success in the **ITIL-PRACTITIONER** ITIL Practitioner Certification - IT Service Management exam. So simulating real exam environment, being similar to the actual **ITIL-PRACTITIONER** ITIL Practitioner Certification - IT Service Management exam, ability to track the progression of the candidate and providing the ability to do self-assessment are the main components of the Practice Exam Software. As we discussed earlier, we consulted more than 90,000 professionals from all around the world. The same professionals also played a vital role in creating the Practice Exam Software.

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They made sure that the mock exam is relevant and similar to the actual ITIL Practitioner Certification - IT Service Management **ITIL-PRACTITIONER** exam so that the clients will not waste their time on preparation of something which is not likely to be in the actual ITIL Practitioner Certification - IT Service Management **ITIL-PRACTITIONER** exam. When you combine all of these great features; you have a program which can guarantee success to the candidates in the first attempt. These features are the reason behind the money back guarantee which comes with the program. You can download a free trial version of the program right now if you still have any concerns. We hope this discussion will assist you in your buying decision.

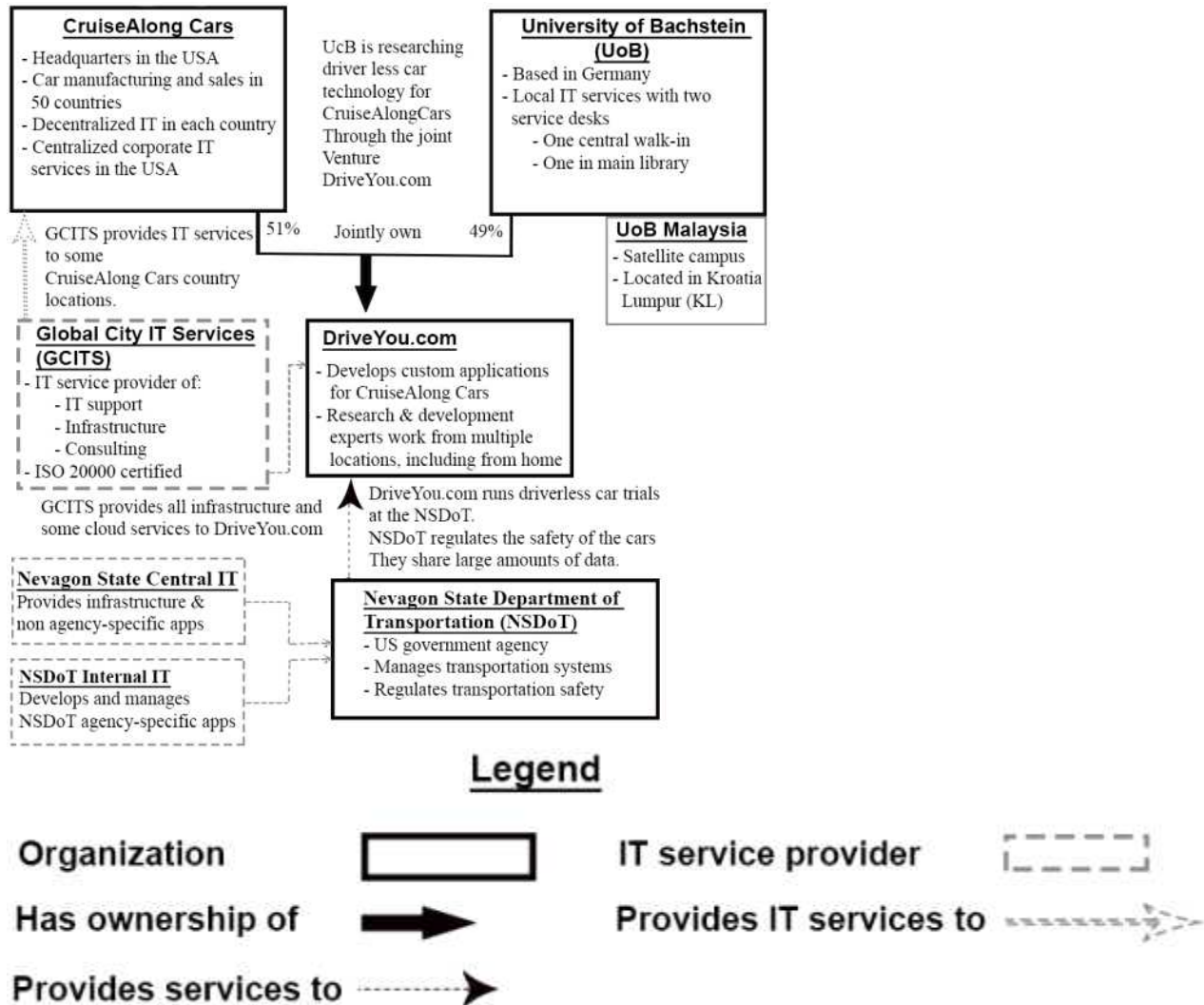
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Question: 1

See the Scenario for additional information.

Scenario:

(Note: The companies and people within the scenario are fictional)



CruiseAlong Cars

CruiseAlong Cars is a car manufacturing and sales company with corporate headquarters in the United States of America. It has grown by acquisition over the last 20 years and has operations in over 50 countries.

Each country has its own IT organization, with some central corporate IT services provided by the US parent company. In some countries CruiseAlong Cars has outsourced infrastructure and service desks. The largest IT supplier is Global City IT Services (GCITS). In two countries GCITS provides CruiseAlong

Cars with full outsourced services. They also provide selected services in other countries.

Some of the issues that CruiseAlong Cars needs to address include:

Inefficiencies caused by the current IT structure

Inconsistency of IT services when employees are travelling

CruiseAlong Cars is working with a European university (the University of Bachstein) to research and develop driverless car technology. The venture operates as an independent company called DriveYou.com, and CruiseAlong Cars owns a 51% share.

DriveYou.com

This is a small, innovative company, that is jointly owned by CruiseAlong Cars and the University of Bachstein

(UoB). DriveYou.com develops custom applications using a highly collaborative, rapid and iterative development approach. Their employees are mostly research and development experts, working from multiple locations, with a significant number working from home. Initial driverless car testing is being conducted in the

US at the Nevegon State Department of Transportation.

Infrastructure and cloud services are purchased from Global City IT Services and other providers, and these relationships are managed by a DriveYou.com supplier manager.

Some of the issues that DriveYou.com needs to address include:

Better structure and accountability around their work practices

Compliance with safety and other regulatory requirements.

University of Bachstein (UoB)

The UoB is a university that is based Germany, with a satellite campus in Kuala Lumpur, Malaysia. In the past, some IT services were funded and run centrally, and some were funded and run independently by each faculty. Centrally owned services include a 'walk-in' service desk, plus a separate service desk in the main library, run by library staff. Library services and IT are both part of the university's administrative services division. Recently, under a new CIO, there has been a drive to centralize and consolidate IT as a corporate function, although this has not been fully achieved.

The central IT department runs a variety of legacy systems, which serve students, administrators, researchers and academics. It also runs some high performance computing systems and high bandwidth networks across the main campus area.

Some of the issues that the UoB needs to address include:

Complete the centralization and consolidation of IT

Manage growth and increasing IT demand

Demonstrate value through competitive, responsive and transparent services

Global City Services (GCITS)

GCITS is a global service provider which has grown through acquisition and which offers a wide range of services, including IT support, infrastructure and consulting. GCITS has mature and efficient IT servicemanagement processes, and holds an ISO/IEC 20000 certification.

GCITS provides the entire infrastructure and some cloud services for DriveYou.com, as well as a range of services in different countries to CruiseAlong Cars.

Some of the issues that GCITS needs to address include:

Succeed in establishing a strategic partnership with CruiseAlong Cars

Nevagon State Department of Transportation (NSDoT)

NSDot is a government agency in the US state of Nevagon, where DriveYou.com is running their trials. It is responsible for managing transportation systems and safety. DriveYou.com must work with the agency to ensure that their trials comply with safety regulations, and the program includes bi0directional sharing of large amounts of data.

The NSDoT's internal IT team writes and manages most of their agency-specific applications, however

most other applications and infrastructure are provided by the Nevagon State central IT department. CruiseAlong Cars central IT organization wants to implement a new ITSM toolset to replace their outdated system. The new ITSM toolset will be used by all CruiseAlong Cars' IT departments and their service desks.

The business case for the improvement has not been made yet. This could include financial contribution from various countries. The overall goal of the initiative is to achieve efficiencies and cost reductions through the centralization of processes and data for reporting across country-based IT departments.

CruiseAlong Cars' CIO recognizes that they must adopt an approach that focuses on service, and adapt ITIL best practices to achieve value from the processes that are underpinned by the new toolset.

What is the BEST way for best practice to be adapted to achieve the project goals?

- A. Utilize the process flows already available in the ITSM toolset because this requires least rework and is the lowest cost option.
- B. Use the best of the current processes from each country because costs will be reduced if the same solution is accepted by all of them.
- C. Utilize the ITIL guidance as a framework for the new processes because this will improve support and achieve cost reduction.
- D. Replace all current processes with fully ITIL aligned versions because this will allow easy automation to cut costs.

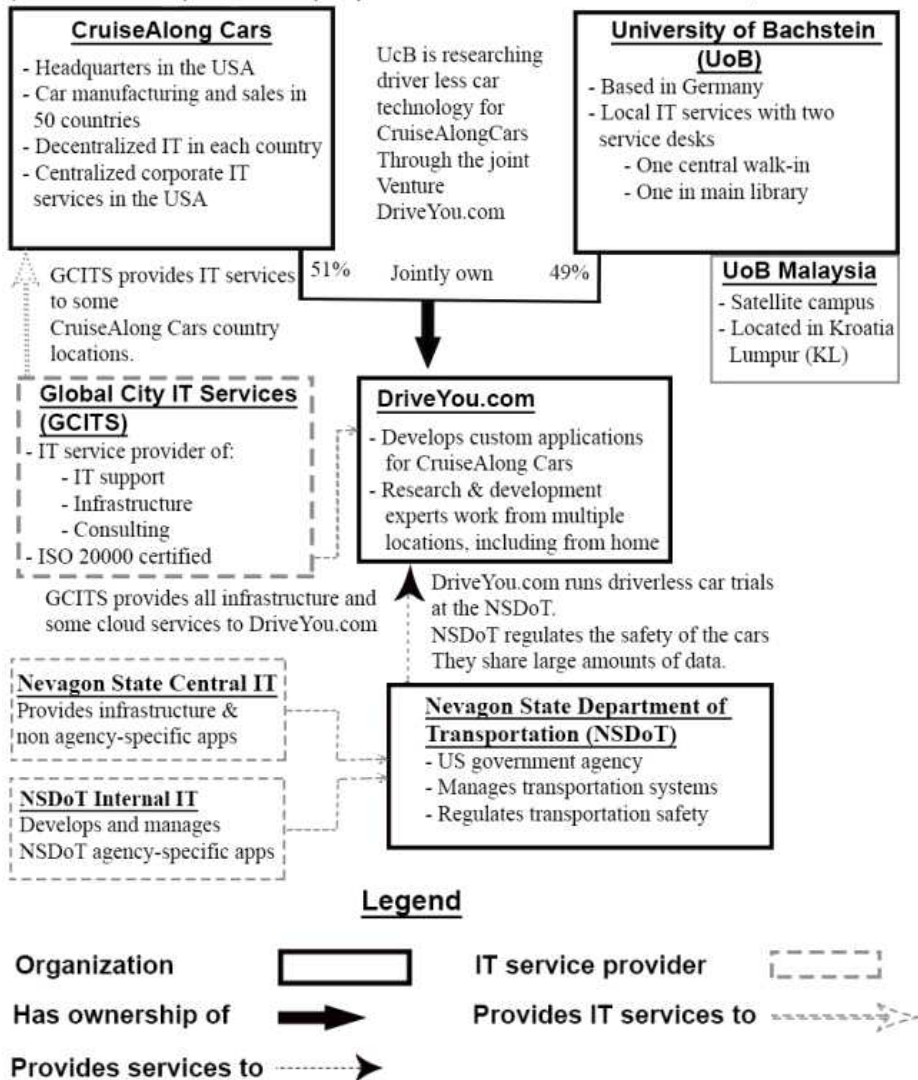
Answer: C

Question: 2

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The business case for the improvement has not been made yet. This could include financial contribution from various countries. The overall goal of the initiative is to achieve efficiencies and cost reductions through the centralization of processes and data for reporting across country-based IT departments.

Which benefit is the MOST important to include in the business case for this improvement and why?

A. A lower risk of overspending the IT budget, because this is aligned with the goal of the improvement.

B. Fewer breaches of agreed service levels, because this will lead to improved business unit satisfaction.

- C. Provision of shared funding from many countries, because this will lead to improved business unit satisfaction.
- D. A reduction in the cost of service desks, because this is aligned with the goal of the improvement

Answer: D

Question: 3

The project manager is writing a business case for the improvement. This business case explains how following the CSI approach will contribute to the improvement work.

Which is a correct description of the purpose of a CSI step in this improvement work?

- A. "Where are we now?" will document process issues that need to be resolved.
- B. 'How do we get there?' will specify the objectives and business case for the project.
- C. 'What is the vision?' will identify the best ITSM software tool to use.
- D. 'Did we get there?' will define measurable steps for the project.

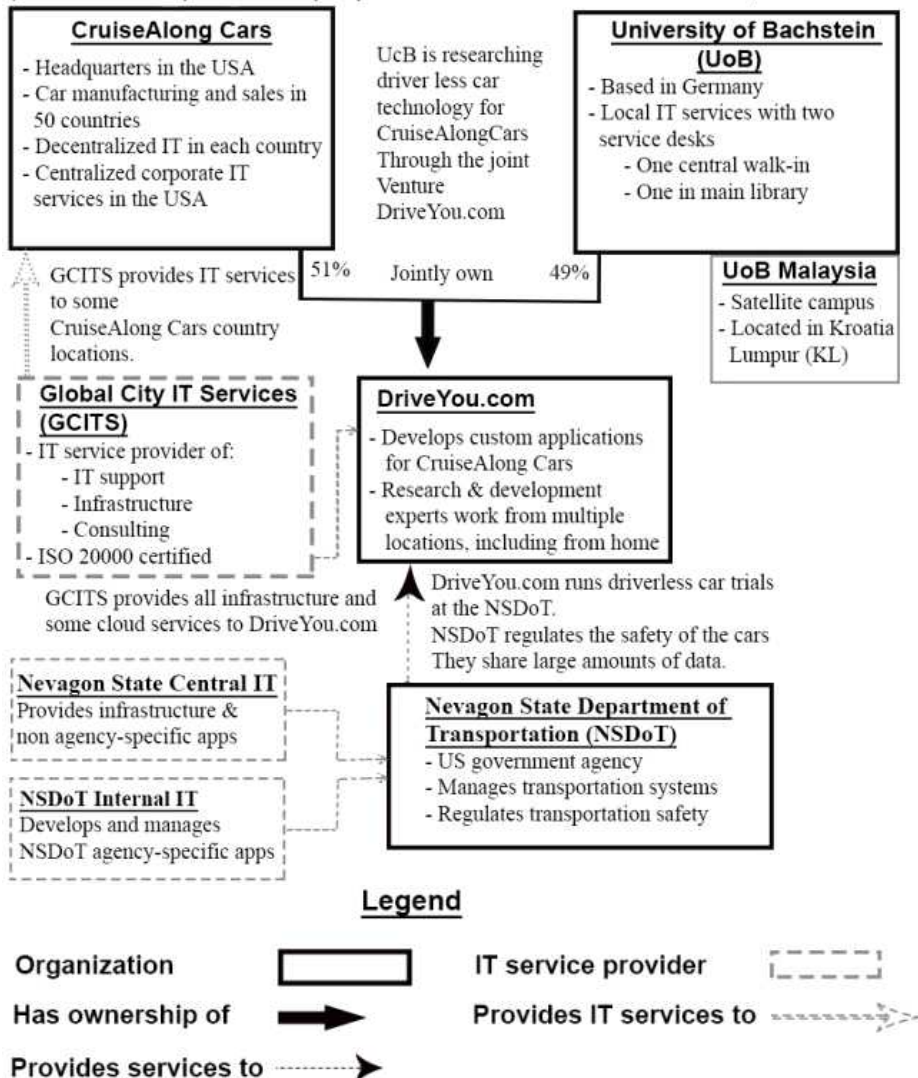
Answer: A

Question: 4

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Which row of information BEST supports the business case?

A. Key stakeholders: Central IT CIO Selected country CIOs

Baseline value: Time taken to produce weekly reports = 1 day

Expected result: Time taken to produce weekly reports = 0.5 day

B. Key stakeholders: Central IT CIO All country CIOs

Baseline value: Number of incorrectly categorized incidents per month = 50

Expected result: Number of incorrectly categorized incidents per month = 30

C. Key stakeholders: Central IT CIO Selected country CIOs

Baseline value: Total IT headcount = 470

Expected result: Total IT headcount = 500

D. Key stakeholders: Central IT CIO All country CIOs

Baseline value: Average cost per incident = \$12.50

Expected result: Average cost per incident = \$9.00

Answer: D

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