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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