

ITIL 4 Foundation Sample Questions:

01. How should an organization include third-party suppliers in the continual improvement of services?

- a) Ensure suppliers include details of their approach to service improvement in contracts
- b) Require evidence that the supplier uses agile development methods
- c) Require evidence that the supplier implements all improvements using project management practices
- d) Ensure that all supplier problem management activities result in improvements

02. What is the reason for using a balanced bundle of service metrics?

- a) It reduces the number of metrics that need to be collected
- b) It reports each service element separately
- c) It provides an outcome-based view of services
- d) It facilitates the automatic collection of metrics

03. Why should incidents be prioritized?

- a) To help automated matching of incidents to problems or known errors
- b) To identify which support team the incident should be escalated to
- c) To ensure that incidents with the highest business impact are resolved first
- d) To encourage a high level of collaboration within and between teams

04. Which guiding principle recommends assessing the current state and deciding what can be reused?

- a) Focus on value
- b) Start where you are
- c) Collaborate and promote visibility
- d) Progress iteratively with feedback

05. How do all value chain activities transform inputs to outputs?

- a) By determining service demand
- b) By using a combination of practices
- c) By using a single functional team
- d) By implementing process automation

06. Which practice ensures that accurate and reliable information is available about configuration items and the relationships between them?

- a) Service configuration management
- b) Service desk
- c) IT asset management
- d) Monitoring and event management

07. What does the 'service request management' practice depend on for maximum efficiency?

- a) Compliments and complaints
- b) Self-service tools
- c) Processes and procedures
- d) Incident management

08. Which term describes the functionality offered by a service?

- a) Cost
- b) Utility

- c) Warranty
- d) Risk

09. Why should service desk staff detect recurring issues?

- a) To help identify problems
- b) To escalate incidents to the correct support team
- c) To ensure effective handling of service requests
- d) To engage the correct change authority

10. What is the effect of increased automation on the 'service desk' practice?

- a) Greater ability to focus on customer experience when personal contact is needed
- b) Decrease in self-service incident logging and resolution
- c) Increased ability to focus on fixing technology instead of supporting people
- d) Elimination of the need to escalate incidents to support teams

Question 1

Which dimension includes a workflow management system?

- **A.** Organizations and people
- **B.** Partners and suppliers
- **C.** Information and technology
- **D.** Value streams and processes

Question 2

Identify the missing word in the following sentence.

A service is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific [?] and risks.

- **A.** information
- **B.** costs
- **C.** utility
- **D.** warranty

Question 3

Which of these should be logged and managed as a problem?

- **A.** A user requests delivery of a laptop
- **B.** A monitoring tool detects a change of state for a service
- **C.** Trend analysis shows a large number of similar incidents
- **D.** 'Continual improvement' needs to prioritize an improvement opportunity

Question 4

In which two situations should the ITIL guiding principles be considered?

- 1. In every initiative**
- 2. In relationships with all stakeholders**
- 3. Only in specific initiatives where the principle is relevant**
- 4. Only in specific stakeholder relationships where the principle is relevant**

- **A. 1 and 2**
- **B. 2 and 3**
- **C. 3 and 4**
- **D. 1 and 4**

Question 5

Which guiding principle recommends coordinating all dimensions of service management?

- A. Start where you are
- B. Progress iteratively with feedback
- **C. Think and work holistically**
- D. Keep it simple and practical

Question 6

What is the purpose of the 'relationship management' practice?

- **A. To establish and nurture the links between the organization and its stakeholders**
- **B. To align the organization's practices and services with changing business needs**
- **C. To set clear business-based targets for service performance**
- **D. To support the agreed quality of a service handling all agreed, user-initiated service requests**

Question 7

How should the workflow for a new service request be designed?

- **A. Use a single workflow for all types of service request**
- **B. Use different workflows for each type of service request**
- **C. Avoid workflows for simple service requests**
- **D. Leverage existing workflows whenever possible**

Question 8

What is the purpose of the 'information security management' practice?

- **A.** To protect the information needed by the organization to conduct its business
- **B.** To observe services and service components
- **C.** To ensure that accurate and reliable information about the configuration of services is available when and where it is needed
- **D.** To plan and manage the full lifecycle of all IT assets

Question 9

Identify the missing word in the following sentence.

The use of [?] should support, not replace what is observed, when using the 'start where you are' guiding principle.

- **A.** measurement
- **B.** tools
- **C.** plans
- **D.** process

Question 10

How should automation be implemented?

- **A.** By replacing human intervention wherever possible
- **B.** By replacing the existing tools first
- **C.** By initially concentrating on the most complex tasks
- **D.** By optimizing as much as possible first

Question 11

Which activity is part of the 'continual improvement' practice?

- **A.** Identifying and logging opportunities
- **B.** Delivering tactical and operational engagement with customers
- **C.** Populating and maintaining the asset register
- **D.** Providing a clear path for users to report issues, queries, and requests

Question 12

Which competencies are required by the 'service level management' practice?

- **A.** Problem investigation and resolution
- **B.** Business analysis and commercial management
- **C.** Incident analysis and prioritization
- **D.** Balanced scorecard reviews and maturity assessment

Question 13

Which practice uses techniques such as SWOT analysis, balanced scorecard reviews, and maturity assessments?

- **A.** Incident management
- **B.** Problem management
- **C.** Continual improvement
- **D.** Service request management

Question 14

Which statement about costs is CORRECT?

- **A.** Costs imposed on the consumer are costs of service utility
- **B.** Costs removed from the consumer are part of the value proposition
- **C.** Costs imposed on the consumer are costs of service warranty
- **D.** Costs removed from the consumer are part of service consumption

Question 15

What is typically needed to assign complex incidents to support groups?

- **A.** A self-help tool
- **B.** The incident priority
- **C.** A change schedule
- **D.** The incident category

Question 16

Which process or function is responsible for monitoring activities and events in the IT infrastructure?

- Incident management
- IT operations management
- Capacity management
- Service level management

Question 17

Implementation of ITIL service management requires the preparation and planning of the effective and efficient use of "the four Ps." What are these four Ps?

- People, process, products, partners
- Performance, process, products, problems
- People, products, perspective, partners
- People, process, partners, performance

Question 18

Which of the following options is a hierarchy that is used in knowledge management?

- Information - Data - Knowledge - Wisdom
- Data - Information - Knowledge - Wisdom
- Knowledge - Wisdom - Information - Data
- Wisdom - Information - Data - Knowledge

Question 19

At which stage of the lifecycle is value creation a driving principle?

- Service design
- Service strategy
- Service transition
- Continual service improvement

Question 20

Which of the following statements BEST describes a definitive media library (DML)?

- A secure library where definitive authorized versions of all media configuration items (CIs) are stored and protected
- A secure location where definitive hardware spares are held
- A database that contains definitions of all media CIs
- A secure library where definitive authorized versions of all software and back-ups are stored and protected

Question 21

Which of the following statements MOST correctly identifies the scope of design coordination activities?

- Only changes to business-critical systems are included
- Any changes that would benefit the organization are included
- All changes are mandated to be included
- Only changes that introduce new services are included

Question 22

Which of the following items would commonly be on the agenda for a change advisory board (CAB)?

- Updates to the change schedule
- Reviews of completed changes
- Details of failed changes
- All of these options

Question 23

Who is responsible for defining metrics for change management?

- Change advisory board (CAB)
- Change management process owner
- Continual service improvement manager
- Service owner

Question 24

Which of the following is an enabler of best practice?

- Standards
- Academic research
- Technology
- Internal experience

Question 25

Which function or process would provide staff to monitor events in an operation's bridge or network operations Center?

- Technical management
- Applications management
- IT Operations Management
- Request fulfilment

Question 26

What is the BEST description of a service request?

- Anything that the customer wants and is prepared to pay for
- Any request for change (RFC) that is low-risk and which can be approved by the change manager without a change advisory board (CAB) meeting
- A request from a user for information, advice or for a standard change
- Any request or demand that is entered by a user via a self-help web-based interface

Question 27

What type of baseline captures the structure, contents and details of the infrastructure and represents a set of items that are related to each other?

- Project baseline
- Change baseline
- Asset baseline
- Configuration baseline

Question 28

Which of the following are types of service are NOT defined in ITIL?

- Enhancing
- Special
- Enabling
- Core

Question 29

Which of the following statements is CORRECT for every process?

- Neither of these
- Both of these
- It delivers its primary results to a customer or stakeholder
- It defines activities that are executed by a single function

Question 30

Why are public frameworks, such as ITIL, attractive when compared to proprietary knowledge?

- Public frameworks are always cheaper to adopt
- Proprietary knowledge may be difficult to adopt, replicate or transfer since it is often undocumented
- Proprietary knowledge has been tested in a wide range of environments
- Public frameworks are prescriptive and tell you exactly what to do

Question 31

Which of the following is MOST concerned with the design of new or changed services?

- Service strategy
- Change management
- Service design
- Service transition

Question 32

Which of the following are NOT objectives of service level management?

- Monitoring, measuring and reporting the actual level of services provided
- Defining, documenting and agreeing the level of services to be provided
- Monitoring and improving customer satisfaction
- Identifying possible future markets that the service provider could operate in

Question 33

Which one of the following would NOT involve event management?

- Monitoring the status of configuration items
- Intrusion detection
- Recording service desk staff absence
- Recording and monitoring environmental conditions in the data centre

Question 34

What BEST describes the purpose of access management?

- To detect security events and make sense of them
- Provides the rights for users to be able to use a service or group of services
- To prevent problems and resulting Incidents from happening
- To provide a channel for users to request and receive standard services

Question 35

Which one of the following can help determine the level of impact of a problem?

- Standard operating procedures (SOP)
- Configuration management system (CMS)
- Definitive media library (DML)
- Statement of requirements (SOR)

Question 36

What should a service always deliver to customers?

- Infrastructure
- Resources
- Value
- Application

Question 37

Which statement about the service portfolio is TRUE?

- The service portfolio includes all services except those managed by third parties
- It allows the organization unlimited resources when planning for new service deployments
- It represents all resources presently engaged or being released in various stages of the service lifecycle
- It is an integral part of the service catalogue

Question 38

What does NOT need to be defined as part of EVERY process?

- Inputs and outputs
- Metrics
- Functions
- Roles

Question 39

What is a set of specialized organizational capabilities for enabling value for customers in the form of services?

- Service offering
- Service provision
- Service management
- Service consumption

Question 40

Which ITIL practice recommends performing service reviews to ensure that services continue to meet the needs of the organization?

- Service desk
- Service request management
- Service level management
- Service configuration management

Question 41

Which statement about the 'optimize and automate' guiding principle is CORRECT?

- Activities should be automated before they are optimized
- Automation is best applied to non-standard tasks
- Technology eliminates the need for human intervention
- Automation frees human resources for more complex activities

Question 42

Which directly assists with the diagnosis and resolution of simple incidents?

- Scripts for collecting user information
- Use of shift working patterns
- Fulfilment of service requests
- Creation of a temporary team

Question 43

Which practice includes management of workarounds and known errors?

- Monitoring and event management
- Service configuration management
- Problem management
- Incident management

Question 44

Which type of change is MOST LIKELY to be initiated as part of the 'service request management' practice?

- A normal change
- An emergency change
- A standard change
- A change model

Question 45

Which of the four dimensions includes the knowledge bases needed to deliver and manage services?

- Organizations and people
- Information and technology
- Partners and suppliers
- Value streams and processes

Question 46

Which statement about the 'change enablement' practice is CORRECT?

- Standard changes are those that need to be scheduled, assessed and authorized following a standard process
- Normal changes are triggered by the creation of a change request which can be created manually or automated
- Assessment and authorization of normal changes should be expedited to ensure they can be implemented quickly
- There should be a separate change authority for standard changes which includes senior managers who understand the risks involved

Question 47

Which is included in the purpose of the 'deliver and support' value chain activity?

- Meeting stakeholder expectations for time to market
- Understanding the organization's service vision
- Understanding stakeholder needs
- Providing services to agreed specifications

Question 48

Which is a purpose of the 'service desk' practice?

- To minimize the negative impact of incidents by restoring normal service operation as quickly as possible
- To be the entry point and single point of contact for the service provider with all of its users
- To support the agreed quality of a service by handling all pre- defined, user-initiated service requests
- To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels

Question 49

Which are elements of the service value system?

- Service provision, service consumption, service relationship management
- Governance, service value chain, practices
- Outcomes, utility, warranty
- Customer value, stakeholder value, organization

Question 50

What is defined as a change of state that has significance for the management of an IT service?

- Event
- Incident
- Problem
- Known error

Question 51

Which practice makes new services available for use?

- Change enablement
- Release management
- Deployment management
- IT asset management

Question 52

Which guiding principle considers the importance of customer loyalty?

- Progress iteratively with feedback
- Focus on value
- Optimize and automate
- Start where you are

Question 53

Which guiding principle helps to ensure that each improvement effort has more focus and is easier to maintain?

- Start where you are
- Collaborate and promote visibility
- Progress iteratively with feedback
- Think and work holistically

Question 54

Which is a key activity carried out in the 'did we get there?' step of the 'continual improvement' model?

- Define measurable targets
- Perform baseline assessments
- Execute improvement actions
- Evaluate measurements and metrics

Question 55

What is important for a 'continual improvement register' (CIR)?

- Improvement ideas are documented, assessed and prioritized
- Improvement ideas from many sources are kept in a single CIR
- Improvement ideas that are not being actioned immediately are removed from the CIR
- Improvement ideas are tested, funded and agreed

Question 56

What can a service remove from the consumer and impose on the consumer?

- Utility
- Asset
- Cost
- Outcome

Question 57

Which is a purpose of the 'service level management' practice?

- To establish and nurture the links between the organization and its stakeholders
- To ensure that the organization's suppliers and their performance are managed appropriately
- To support the agreed quality of a service by handling all agreed, user-initiated service requests
- To set clear business-based targets for service levels

Question 58

Which statement about the automation of service requests is CORRECT?

- Service requests that cannot be automated should be handled as incidents
- Service requests and their fulfilment should be automated as much as possible
- Service requests that cannot be automated should be handled as problems
- Service requests and their fulfilment should be carried out by service desk staff without automation

Question 59

Identify the missing word in the following sentence.

A service is a means of enabling value co-creation by facilitating [?] that customers want to achieve, without the customer having to manage specific costs and risks.

- utility
- warranty
- outcomes
- outputs

Question 60

Which benefit is MOST aligned with the guiding principle 'progress iteratively with feedback'?

- Service providers are able to respond more quickly to customer needs
- Bottlenecks in the service provider's workflow are identified
- The complexities of the service provider's IT systems are identified
- The service provider gains a better understanding of the customer experience

Question 61

Which guiding principle discourages silo activity'?

- Focus on value
- Start where you are
- Collaborate and promote visibility
- Keep it simple and practical

Question 62

In which step of the 'continual improvement model' is an improvement plan implemented?

- What is the vision?
- How do we get there?
- Take action
- Did we get there?

Question 63

Which practice includes conducting regular reviews to ensure that services are still appropriate and relevant?

- Service desk
- Continual improvement
- Service level management
- Change enablement

Question 64

Which practice establishes a channel between the service provider and its users?

- Change enablement
- Supplier management
- Relationship management
- Service desk

Question 65

Which describes a 'change authority'?

- A tool used to help plan changes
- A person who approves a change
- A way to manage the people aspects of change
- A model used to determine who will assess a change

Question 66

Which guiding principle considers which parts of an existing process should be kept by identifying how they contribute to value creation?

- Progress iteratively with feedback
- Collaborate and promote visibility
- Keep it simple and practical
- Think and work holistically

Question 67

Identify the missing word in the following sentence. A service is a means of enabling value co-creation by facilitating [?] that customers want to achieve, without the customer having to manage specific costs and risks.

- outputs
- outcomes
- utility
- warranty

Question 68

Which of the four dimensions includes the knowledge bases needed to deliver and manage services?

- Value streams and processes
- Information and technology
- Partners and suppliers
- Organizations and people

Question 69

Which phase of problem management includes analysing incidents to look for patterns and trends?

- Error control
- Problem identification
- Problem control
- Post-implementation review

Question 70

Which guiding principle considers customer and user experience?

- Start where you are
- Focus on value
- Collaborate and promote visibility
- Keep it simple and practical

Question 71

Which BEST describes the purpose of the 'improve' value chain activity?

- To continually improve all products and services across all value chain Activities
- To make new and improved services and features available for use
- To ensure a shared understanding of the vision and improvement direction for all products and services
- To organize a major improvement initiative into several smaller initiatives

Question 72

Which benefit is MOST aligned with the guiding principle 'progress iteratively with feedback'?

- The complexities of the service provider's IT systems are identified
- The service provider gains a better understanding of the customer experience
- Service providers are able to respond more quickly to customer needs
- Bottlenecks in the service provider's workflow are identified

Question 73

Identify the missing word in the following sentence. A [?] is the addition, modification, or removal of anything that could have a direct or indirect effect on services.

- configuration item
- change
- problem
- risk

Question 74

What aspect of 'service level management' asks service consumers what their work involves and how technology helps them?

- Customer engagement
- Business metrics
- Customer feedback
- Operational metrics

Question 75

Which type of change is MOST LIKELY to be initiated as part of the 'service request management' practice?

- An emergency change
- A change model
- A standard change
- A normal change

Question 76

Which practice provides a communications point for users to report operational issues, queries and requests?

- Service desk
- Incident management
- Relationship management
- Continual improvement

Question 77

What includes governance as a component?

- The service value chain
- The guiding principles
- Practices
- The service value system

Question 78

Which describes a CORRECT approach to change authorization?

- Normal changes are typically implemented as service requests and authorized by the service desk
- Normal changes should be assessed and authorized before they are deployed
- Emergency changes should be authorized by as many people as possible to reduce risk
- Changes included in the change schedule are pre-authorized and do not need additional authorization

Question 79

Which TWO statements about the guiding principles are CORRECT?

1. The guiding principles support continual improvement
2. Each guiding principle applies to a selection of the available stakeholder groups
3. Organizations should decide which one of the guiding principles is relevant to them
4. Organizations should consider how the guiding principles interact with each other

- 1 and 4
- 1 and 2
- 3 and 4
- 2 and 3

Question 80

What is the purpose of the 'monitoring and event management' practice?

- To restore normal service operation as quickly as possible
- To systematically observe services and service components
- To capture demand for incident resolution and service requests
- To manage workarounds and known errors

Question 81

Which practice improves customer and user satisfaction by reducing the negative impact of service interruptions?

- Change enablement
- Incident management
- Service level management
- Service request management

Question 82

What is the definition of a problem?

- An incident for which a full resolution is not yet available
- A cause, or potential cause, of one or more incidents
- An unplanned interruption to a service, or reduction in the quality of a service
- Any change of state that has significance for the management of a configuration item (CI)

Question 83

Which dimension is MOST concerned with skills, competencies, roles and responsibilities?

- Value streams and processes
- Organizations and people
- Information and technology
- Partners and suppliers

Question 84

Which practice includes management of workarounds and known errors?

- Incident management
- Service configuration management
- Monitoring and event management
- Problem management

Question 85

Which ITIL practice recommends performing service reviews to ensure that services continue to meet the needs of the organization?

- Service configuration management
- Service desk
- Service level management
- Service request management

Question 86

Which costs are included in the value proposition of a service?

- Tangible or intangible results for the service consumer because they are using the service
- Additional expense that the service consumer has because they are using the service
- The benefits, usefulness, and importance of the service that are perceived by the service consumer
- Money that the service consumer no longer needs to spend because they are using the service

Question 87

Which statement about the 'continual improvement model' is CORRECT?

- The model is applicable to only certain parts of the service value system
- Organizations should use an additional model or method to link improvements to customer value
- The flow of the model helps organizations to link improvements to its goals
- Organizations should work through the steps of the model in the sequence in which they are presented

Question 88

Which activity is part of the 'continual improvement' practice?

- Improving relationships with and between stakeholders
- Identifying the cause of unplanned interruptions to service
- Handling compliments and complaints from users to identify improvements
- Prioritizing and creating business cases for improvement initiatives

Question 89

Why should some service requests be fulfilled with no additional approvals?

- To streamline the fulfilment workflow
- To ensure that information security requirements are met
- To ensure that spending is properly accounted for
- To set user expectations for fulfilment times

Question 90

What is used to link activities within the service value chain?

- Opportunity, demand and value
- Service desk
- Inputs, outputs and triggers
- Service level agreements

Question 91

Which is a purpose of release management?

- To make new and changed services available for use
- To handle user-initiated service requests
- To move hardware and software to live environments
- To protect the organization's information

Question 92

What is the PRIMARY use of a change schedule?

- To support the 'incident management' practice and improvement planning
- To manage emergency changes
- To manage standard changes
- To plan changes and help avoid conflicts

Question 93

Which practice has a purpose that includes managing risks to confidentiality, integrity and availability?

- Service level management
- Information security management
- Continual improvement
- Monitoring and event management

Question 94

What is the purpose of the 'incident management' practice?

- To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents
- To capture demand for incident resolution and service requests
- To support the agreed service quality by effective handling of all agreed user initiated service requests
- To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

Question 95

What impact does automation have on a service desk?

- Increased phone contact and a reduced ability to focus on user experience
- Ability to work from a single centralised location
- Less low level work and a greater ability to focus on user experience
- Ability to work from multiple locations, geographically dispersed

Question 96

A service offering may include goods, access to resources, and service actions. Which is an example of a service action?

- A password allows a user connect to a Wi-Fi network
- A service desk agent provides support to a user
- A mobile phone enables a user to work remotely
- A license allows a user to install a software product

Question 97

Which step of the continual improvement model includes baseline assessments?

- Where do we want to be?
- Did we get there?
- Where are we now?
- What is the vision?

Question 98

Which directly assists with the diagnosis and resolution of simple incidents?

- Scripts for collecting user information
- Fulfilment of service requests
- Creation of a temporary team
- Use of shift working patterns

Question 99

Which statement about the 'optimize and automate' guiding principle is CORRECT?

- Activities should be automated before they are optimized
- Automation is best applied to non-standard tasks
- Automation frees human resources for more complex activities
- Technology eliminates the need for human intervention

Question 100

An organization asks a stakeholder to review a planned change. Which guiding principle does this demonstrate?

- Collaborate and promote visibility
- Focus on value
- Start where you are
- Keep it simple and practical

Question 101

What is a set of specialized organizational capabilities for enabling value for customers in the form of services?

- Service provision
- Service offering
- Service consumption
- Service management

Question 102

What varies in size and complexity, and uses functions to achieve its objectives?

- A risk
- An outcome
- An organization
- A practice

Question 103

What are typically recognized through notifications created by an IT service, CI or monitoring tool?

- Events
- Incidents
- Problems
- Requests

Question 104

Which of these activities is carried out as part of 'problem management'?

- Trend analysis of incident records
- Diagnosing and resolving incidents
- Escalating incidents to a support team for resolution
- Creating incident records

Question 105

Which guiding principle says that it is not usually necessary to build something new?

- Think and work holistically
- Start where you are
- Progress iteratively with feedback
- Focus on value

Question 106

Which MOST helps an organization adapt ITIL concepts so that they apply to the organization's specific circumstances

- Guiding principles
- Practices
- Continual improvement
- Service value chain

Question 107

Which is provided by the 'engage' value chain activity?

- Ensuring that service components are available when needed
- Ensuring that stakeholder needs are understood by the organization
- Ensuring that stakeholder expectations for quality are met
- Ensuring that services are operated to meet agreed specifications

Question 108

What are 'engage', 'plan' and 'improve' examples of?

- Service level management
- Service value chain activities
- Change control
- Service value chain inputs

Question 109

Which practice establishes a channel between the service provider and its users?

- Change enablement
- Service desk
- Supplier management
- Relationship management

Question 110

Which describes a 'change authority'?

- A person who approves a change
- A way to manage the people aspects of change
- A model used to determine who will assess a change
- A tool used to help plan changes

Question 111

Which approach is CORRECT when applying the guiding principle 'keep it simple and practical'?

- Only add controls and metrics that are required for compliance
- Only add controls and metrics when they are needed
- Design controls and metrics first, then remove those not adding value
- Design controls and metrics and add them individually until all are implemented

Question 112

Which skill is an essential part of the 'service level management' practice?

- Problem analysis
- Listening
- Technical knowledge
- Diagnosis

Question 113

Which TWO statements about an organization's culture are CORRECT?

- 1. It is created from shared values based on how it carries out its work**
- 2. It is determined by the type of technology used to support services**
- 3. It should be based on the culture of prospective suppliers**
- 4. It should be based on the objectives of the organization**

- 3 and 4
- 1 and 4

- 1 and 2
- 2 and 3

Question 114

What is defined as any financially valuable component that can contribute to the delivery of a service?

- IT asset
- Product
- Configuration item
- Event

Question 115

Which dimension considers the application of artificial intelligence to service management?

- Information and technology
- Value streams and processes
- Partners and suppliers
- Organizations and people

Question 116

Which is a low risk change that has been pre-approved so that no additional authorization is needed?

- An emergency change
- A change model
- A standard change
- A normal change

Question 117

Which TWO are important aspects of the 'service request management' practice?

- 1. Standardization and automation**
- 2. Providing a variety of channels for access**
- 3. Establishing a shared view of targets**
- 4. Policies for approvals**

- 2 and 3
- 3 and 4
- 1 and 2
- 1 and 4

Question 118

Question 119

Which practice has a purpose that includes the handling of pre-defined, user- initiated demands for service?

- Deployment management
- Service request management
- Change enablement
- Service configuration management

Question 120

Which activity is part of the 'continual improvement' practice?

- Prioritizing and creating business cases for improvement initiatives
- Improving relationships with and between stakeholders
- Handling compliments and complaints from users to identify improvements
- Identifying the cause of unplanned interruptions to service

Question 121

Which practice involves the management of vulnerabilities that have been analysed but not resolved?

- Problem management
- Service request management
- Service level management
- Change enablement

Question 122

Identify the missing word in the following sentence.

A service is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific [?] and risks.

- utility
- costs
- warranty
- information

Question 123

Which TWO are considered part of the 'organizations and people' dimension of service management?

1. Systems of authority

2. Culture

3. Relationships between organizations

4. Workflows

- 3 and 4
- 2 and 3
- 1 and 2
- 1 and 4

Question 124

Which statement about the steps to fulfil a service request is CORRECT?

- They should be complex and detailed
- They should be well-known and proven
- They should include incident handling
- They should be brief and simple

Question 125

Which describes the 'plan' value chain activity?

- It ensures that services are delivered and supported according to agreed specifications and stakeholders' expectations
- It ensures continual improvement of products, services, and practices across all value chain activities
- It ensures that service components are available when and where they are needed, and meet agreed specifications
- It ensures a shared understanding of the current status and vision for all products and services across the organization

Question 126

Which is part of the 'focus on value' guiding principle?

- Reducing the number of steps in the customer experience
- Identifying activities that can be achieved in smaller iterations
- Assessing services to identify parts that can be reused
- Understanding what services help the service consumer

Question 127

Which statement about 'continual improvement' is CORRECT?

- Everyone in the organization is responsible for some aspects of 'continual improvement'
- All improvement ideas should be logged in a single 'continual improvement register'
- A single team should carry out 'continual improvement' across the organization
- Continual improvement' should have minimal interaction with other practices

Question 128

Which 'service level management' activity helps staff to deliver a more business- focused service?

- Measuring low-level operational activities
- Understanding the ongoing requirements of customers
- Creating targets based on the percentage of uptime of a service
- Using complex technical terminology in service level agreements (SLAs)

Question 129

Which is one of the MAIN concerns of the 'design and transition' value chain activity?

- Understanding the organization's vision
- Understanding stakeholder needs
- Meeting stakeholder expectations
- Ensuring service components are available

Question 130

Why is it important to set target resolution times in 'incident management'?

- They facilitate information sharing and learning
- They determine which support team the incident should be escalated to
- They determine when an incident becomes a problem
- They enable the management of customer and user expectations

Question 131

Which practice facilitates operational communication between the service provider organization and users in the service consumer organization?

- Monitoring and event management
- Service level management
- Service desk
- Relationship management

Question 132

What is the purpose of the 'problem management' practice?

- To align the organization's practices and services with changing business needs through the ongoing identification and improvement of services
- To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors
- To minimize the negative impact of incidents by restoring normal service operation as quickly as possible
- To protect the information needed by the organization to conduct its business

Question 133

What is the MAIN benefit of 'problem management'?

- Managing workarounds and known errors
- Restoring normal service as quickly as possible
- Maximizing the number of successful changes
- Reducing the number and impact of incidents

Question 134

Which activity contributes to the 'where are we now?' step of the 'continual improvement' model?

- Defining the improvement plan
- Performing baseline assessments
- Executing improvement actions
- Understanding the business mission

Question 135

Which BEST describes the purpose of the 'improve' value chain activity?

- To ensure a shared understanding of the vision and improvement direction for all products and services
- To continually improve all products and services across all value chain activities
- To make new and improved services and features available for use
- To organize a major improvement initiative into several smaller initiatives

Question 136

What aspect of 'service level management' asks service consumers what their work involves and how technology helps them?

- Operational metrics
- Customer engagement
- Customer feedback
- Business metrics

Question 137

Identify the missing word(s) in the following sentence.

The service desk should be the entry point and single point of contact for the [?] with all of its users.

- Service consumer
- Supplier
- Service provider
- Customer

Question 138

Which competencies are required by the 'service level management' practice?

- Business analysis and commercial management
- Balanced scorecard reviews and maturity assessment
- Incident analysis and prioritization
- Problem investigation and resolution

Question 139

Which statement about a 'continual improvement register' is CORRECT?

- It should be managed at the senior level of the organization
- There should only be one for the whole organization
- It should be re-prioritized as ideas are documented
- It should be used to capture user demand