

## **ITIL Foundations ANSWERS**

### **Question 1**

Of the following which is not one of the four areas that IT Service Management needs to address?

- a. Organization
- b. People
- c. Process
- d. Procedures
- e. Technology

*Yes, All except D. These four pieces are seen as the key stones for IT Service Management. For a long time the Organization piece was left out, as people spoke of PPT (People, Process and Technology) only. Today the IT to Business alignment identifies that the “organization” must have a permanent foothold for consideration.*

*Not correct. Think of the three traditional areas of IT Service Management. These revolved around the actual hardware, the staff and the way things were done. Then there is a fourth area that reflects the fact that we (as an IT function) support the business processes.*

### **Question 2**

IT Service Management using the ITIL Framework is more important than achieving the Business Objectives?

- a. I disagree with this statement
- b. I agree with this statement
- c. I need to check with my Manager

*IT like most other departments in a business is one of the parts of the business. Not the centerpiece. IT is often given high exposure as all other parts of the business use its services, but ultimately there are alternative ways available to do business if IT is non-existent.*

*Not correct. The way that IT is managed is minor in comparison to the way that the business achieves its objectives. If you argue this point, just consider the following.*

*Would the business continue if the IT department was managed in a different way? (Answer: probably yes). Would the IT department be required if there was no business? (Answer: definitely no).*

**Question 3**

The “customer” according to the way ITIL defines it is the person or group who pays for the IT service.

- a. I disagree with this statement
- b. I agree with this statement
- c. ITIL does not define the term customer

*The ITIL definition is that the customer pays for the service and the end user is a user of the service. However, don't take these meanings literally. If an end user calls the Service Desk and complains that “as a customer he is receiving terrible service” then don't try to tell him that they are not a customer – but an end-user. That may (will) inflame the bad situation further!! (Remember the customer will also be an end user).*

*Not correct. In traditional terms, the customer is the person paying for the service. As most organisations don't actually charge for their IT Services, ITIL then defines the Customer as being the person who is a departmental manager responsible for a group of people or the owner of the IT Service being delivered. .*

**Question 4**

The “end user” according to the way ITIL defines it is the person or group who uses the IT service.

- a. I disagree with this statement
- b. I agree with this statement
- c. ITIL does not define the term customer

*The ITIL definition is that the end user is a user of the service and the customer pays for the service.. However, don't take these meanings literally. If a customer wants you to call them an end user then that is fine. It's the concept that is important not the label.*

*Not correct. ITIL defines the “end-user” as an individual that uses the services being provided, and the customer as the person who pays for that service, normally a departmental manager. It is possible to be both. For example, if you are in a supermarket buying goods, you can be considered the customer and “end-user”, as you are paying, but if you go into the store, look around and don't buy anything, then you could be called just an “end-user”.*

**Question 5**

The major challenge facing organizations is not aligning IT service delivery with business needs, but making sure we have the best technology in place?

- a. Yes, technology is still the most important part of IT Service Delivery
- b. In every organization technology is a crucial aspect of delivery of services.
- c. No. technology concerns while complex are not more important than meeting customer expectations.

*This is of course, the traditional view of correctly managing an IT Environment. Simply buy the best hardware, software and get the best people you can meant that you were ensured a success. This philosophy is now giving way to the stark realization that without defining repeatable and interlinked activities and processes, then the best technology and people are – at best – going to be inefficient.*

*Not correct. Think about the reasoning behind such a statement. Does the business benefit most from the best technology or from making sure that what is done with the technology available is matched to meet the business requirements. In reality, technology plays a role – however, IT Service Management teaches us that by understanding business needs we can get the technology to suit.*

**Question 6**

Of the following which best suits the following phrase?

The xxxxxx is a strategic concept that stipulates the future direction of the company.

- a. Outline
- b. Goals
- c. Plan
- d. Vision

*This question is one that helps the participant understand the importance of management's vision for the future of the company. If the senior people in an organization are simply trying to get through each day, fighting fires and reacting to current issues, then the organization is headed for disaster.*

*Not correct. The Mission statement defines the reason for the organisations being, while the Vision statement along with clear objectives defines the direction of the company and how we will get there. .*

### **Question 7**

The major challenge in delivering good IT Service is NOT technology; it is the lack of repeatable processes.

- a. I agree with this statement
- b. I disagree with this statement

*There are too many examples of this situation for anyone to argue the answer to this question. We have seen massive growth in technology developments in recent years. Technology is not and can not be blamed for any poor delivery of service. What we need to look at is our own lack of discipline regarding installations, upgrades, testing, changes and general management of the technology.*

*Not correct. The cost aside technology is common place and relatively easy to obtain. What interests organizations about ITIL is the fact that we now work on defining the way to best utilize our existing resources in a controlled and repeatable fashion.*

### **Question 8**

Of the following what would be the best definition of IT Service Management?

IT Service Management is:

- (d) Maintenance of technical infrastructure to ensure customer expectations are managed and met or exceeded.
- (e) Proper use of People, Process and Technology to ensure IT Service Delivery matches Business requirements in an efficient and effective manner.
- (f) Creation of best practice processes that are repeatable and ensure all staff have a common understanding of terms to be used.

*Answer B is Correct, as it is the only option that mentions delivery of service to meet business needs*

*Answer A is Incorrect, as it only focuses on Technology*

*Answer C is Incorrect, as it only focuses on Process.*

*Not correct.*

*Answer A is Incorrect, as it only focuses on Technology*

*Answer C is Incorrect, as it only focuses on Process.*

### **Question 9**

Once we have our ITIL processes in place there is no need to worry about how we do things. The ITIL processes will take care of everything.

- a. I disagree with this statement
- b. I agree with this statement

*Obviously this statement is False. Processes, like procedures, work practices, etc. are simply notions or ideas. Without continual encouragement to follow the processes, without continual improvement to the processes, then the process is quickly forgotten. Such encouragement comes from people and discipline is required to follow the processes and procedures defined.*

*Not correct. Processes, like procedures, work practices, etc. are simply notions or ideas. Without continual encouragement to follow the processes, without continual improvement to the processes, then the process is quickly forgotten. Such encouragement comes from people and discipline is required to follow the processes and procedures defined.*

### **Question 10**

ITIL focuses on people, organization and technology?

- a. I disagree with this statement
- b. I agree with this statement

*ITIL is a clearly defined set of interwoven PROCESSES that aide in the effective and efficient management of IT Service Delivery.*

*Not correct. ITIL is a clearly defined set of interwoven PROCESSES that aide in the effective and efficient management of IT Service Delivery.*

### **Question 11**

What are the major parts of the IT Infrastructure Library?

#### **Security Management**

ICT Infrastructure Management \_\_\_\_\_

Service Support \_\_\_\_\_

#### **Service Delivery**

Planning to Implement Service Management

The Business Perspective \_\_\_\_\_

Applications Management \_\_\_\_\_

Software Asset Management \_\_\_\_\_

*ITIL is actually a collection of material (the L stands for Library). There may be debate over the exact scope of ITIL, but for most purists these 7 areas, comprise ITIL. We tend to consider ITIL as only being Service Delivery and Service Support. These two are at the core of ITIL and what we focus most of our attention on.*

*Not correct. There are 7 key items within the ITIL Framework. The examinations offered centre on Service Delivery and Service Support. There is also a planning element, an element related to management of actual infrastructure, management of applications, security and taking business issues into account.*

### **Question 12**

There are three LEVELS of things to think about when looking at IT Service Management. Strategic issues are one, what are the other two?

Operational \_\_\_\_\_

Tactical \_\_\_\_\_

*Strategic issues make sure that what we do in IT Service delivery is aligned with what the business needs. Operational Processes are the activities that we are doing or thinking about most of the time. Tactical Processes are the areas that require planning and thought.*

*Not correct.*

*Strategic issues make sure that what we do in IT Service delivery is aligned with what the business needs.*

*Operational Processes are the activities that we are doing or thinking about most of the time.*

*Tactical Processes are the areas that require planning and thought.*

### **Question 13**

The ITIL processes don't have any overlap or interfaces to each other.

True or False? (write your answer here)      FALSE \_\_\_\_\_

*This statement couldn't be further from the truth. There is no end to the overlap and interaction between the ITIL processes. That is what is so powerful about the way that the processes are defined. Each supports and relies on all others. Yes, there are some processes that share a stronger relationship than others, but ultimately your Service Manager should be able to "spider-web" each process to all others.*

*Not correct.*

*One of the principle attractions of ITIL is the way it defines good processes, but then extends that definition to include the way that each process relates or interfaces to the others.*

**Question 14**

The owner of the ITIL framework is the Office of Government Commerce (OGC) in England.

True or False? (write your answer here)      TRUE \_\_\_\_\_

*This is true. In the past, the CCTA was responsible for ITIL. However, in the year 2001, the OGC assumed ownership. The role of the itSMF as a supporting agent for the framework has also started to grow.*

*Not correct. In the past, the CCTA was responsible for ITIL. However, in the year 2001, the OGC assumed ownership.*

**Question 15**

There are two examination agencies that provide exams in IT Service Management. EXIN and ISEB.

True or False? (write your answer here)      TRUE \_\_\_\_\_

*This is true. An interesting, but little known fact is that the two bodies spend time working together to ensure a consistent examination and accreditation service.*

*Not correct. Both these bodies develop examinations for ITIL and conduct marking. Both tend to work closely together to ensure a consistency in the level of testing for each certification.*

**Question 16**

What is the name of the group that brings people together to talk about IT Service Management?

itSMF \_\_\_\_\_

*The itSMF is a global organization, with an increasing number of Countries having active bodies. Naturally, the itSMF was historically strongest in the UK and Europe, but rapid advances are being made in Australasia and the US. Recent activity is increasing in Asia and the Middle East.*

*Not correct. The itSMF is a global organization, with an increasing number of Countries having active bodies. Naturally, the itSMF was historically strongest in the UK and Europe, but rapid advances are being made in Australasia and the US. Recent activity is increasing in Asia and the Middle East*

**Question 17**

What is the name of the first level of education in IT Service Management?  
Is it called the ITIL Foundations, ITIL Beginners or Learning Processes by ITIL?

ITIL Foundations \_\_\_\_\_

*The Foundations Certificate in IT Service Management is the starting point for certification in ITIL. It is a pre-requisite for either advancing into the Practitioner or Managers level.*

*Not correct. The Foundations Certificate in IT Service Management is the starting point for certification in ITIL. It is a pre-requisite for either advancing into the Practitioner or Managers level.*

**Question 18**

ITIL works only in large, multi-national organizations that have over 1000 staff working in Information Technology.

True or False? (write your answer here)      FALSE \_\_\_\_\_

*Like any good methodology ITIL is totally scalable. The practices and principles of the framework apply equally to a small, one person IT operation as they do to a 5000 person strong IT operation.*

*Not correct. Whilst the implementation can be divided amongst multiple teams in larger organizations (which of course can complicate the initiative), the processes apply equally to small organizations of 20 or less IT staff.*

**Question 19**

What are the major parts of any Process?

Goal  
Inputs  
Activities  
Outputs  
Metrics  
Norms

*This three step explanation of what a Process is, is about as simple as it can get. This definition of a process can apply to any industry, from manufacturing to total service based organizations. The goal is essential in determining the purpose of the process, and the metrics help you determine, against norms, how well you are performing.*

*Not correct. Think about the fact that a process is essentially a set of activities. In order to perform these activities it will require information or data (as an input) and the activities will produce data or information (as an output). The goal is essential in determining the purpose of the process, and the metrics help you determine, against norms, how well you are performing.*

**Question 20**

When you put ITIL processes in place you need to change the way that the organization is arranged.

True or False? (write your answer here)      FALSE \_\_\_\_\_

*Some companies do decide to re-model their IT organization according to the different processes of ITIL. For instance, they may create an Incident Department, a Service Level Department, etc. etc. However, this restructuring should not and is not a mandatory requirement when the framework is adopted. Remember, ITIL is not about adding new work to the team, it is about redefining what they already do*

*Not correct. This is an interesting point; however, ITIL does not mandate that a restructure of the IT organization should take place. This is a matter for line and senior managers. It is true that some organizations will restructure into more process focused teams. Remember, ITIL is not about adding new work to the team, it is about redefining what they already do.*

### **Question 21**

Of the following which can be called Infrastructure?

1. Applications
  2. Software
  3. Hardware
  4. Documentation
  5. Agreements
- 
- a. None of these items are infrastructure
  - b. All of these are infrastructure items
  - c. Only 3 can be considered as infrastructure
  - d. 1, 2, and 3 are infrastructure items

*Most people tend to limit their thinking to only hardware. However, in ITIL parlance, all of these come under the control of the IT Service Delivery department and are therefore defined as infrastructure.*

*Not correct. Anything that is part of, used by or belongs to the IT Department can be referred to as infrastructure. This includes documents, contracts, etc.*

### **Question 22**

When you are part of a Service Delivery organization you should only care about making sure your area is working well. It isn't your problem if another area is failing.

- a. I agree with this statement
- b. I disagree with this statement

*This is almost a “trick question”. If you think that you live in an isolated silo, where you only concern should be the immediate tasks in your work area, you are most likely living in an experimental organization looking at ways to make a business fail.*

*Not correct. Remember that ITIL clearly defines the overlaps and interfaces between one process area and the other process areas. There can be no working in silo's as it is counter productive to aligning Service Delivery with Business needs.*

### **Question 23**

When you are going to introduce ITIL into your organization, you should just rush into it without any planning or thought.

- a. Planning is only required for major implementations
- b. This is a correct statement
- c. This is an incorrect statement
- d. The level of planning is not my concern

*Ok. If you answered False to this, then you simply didn't read the question or you are really not ready to be looking at ways to learn about or introduce best practice IT process. However, it is a shame that a lot of people will put more thought into planning their week's holiday than they would put into planning a complex introduction of processes that has the potential to affect hundreds or thousands of staff.*

*Not correct. If you answered False to this, then you simply didn't read the question or you are really not ready to be looking at ways to learn about or introduce best practice IT process. However, it is a shame that a lot of people will put more thought into planning their week's holiday than they would put into planning a complex introduction of processes that has the potential to affect hundreds or thousands of staff.*

### **Question 24**

ITIL is...

- (e) Just a set of books – a library.
- (f) Clear processes that guarantee success.
- (g) The way that an IT department should be organized.
- (h) A guaranteed money saver with higher customer satisfaction levels.

*At the end of the day, the ITIL Framework has been written down and put into a set of books. You should also be able to reach this answer by deductive exclusion. Answer (b) & (d), both mention a key word "guarantee". ITIL certainly does not offer any such guarantees, its success is determined by the actions of the people implementing the framework. Answer (c) is not correct as ITIL makes no suggestions or recommendations about the way the IT department should be organized. Inferences can be drawn from the framework, but there are no concrete guidelines regarding the people structure.*

*Not correct. There is only one answer that can't be debated. ITIL is a set of books. ITIL does not "guarantee success (answer b). ITIL does not mean that the IT department should be re-arranged to accommodate it (answer c). ITIL does not guarantee cost reduction and increased customer satisfaction (answer d).*

### **Question 25**

What should be the first point of contact for end users when trying to get help from the IT support people?

- (e) Service Desk Process
- (f) Incident Management Function
- (g) Problem Management Process
- (h) Service Desk Function

*The Service Desk is a FUNCTION.*

*It describes a collection of people who perform a specific functional activity (ie. Taking calls, etc.)  
The difference is that none of the 10 ITIL processes say that you need a group of specialised people gathered together. Although a lot of organisations may choose to rearrange their IT departments around ITIL process areas.*

*Not correct. ITIL clearly defines the Service Desk as a function, not a process. The function requires staff with specialized skills and they tend to have to devote parts of their working days to the function of providing support to end users and customers.*

### **Question 26**

Quality – what are the 4 steps of a CONTINUOUS IMPROVEMENT quality life cycle?

- (a) PLAN, DO, CHECK, ACT
- (b) DO, MANAGE, PLAN, UPDATE
- (c) CHECK, ACT, ACTION, ACTIVITY
- (d) ACTION, STRATEGY, MANAGE, MOTIVATE

*Correct. Edward Deming formulated this now widely known and commonsense iterative circle of activities associated with the introduction of change. The activities are Plan, Do, Check and Act. Most ITIL implementations will start as a project, but as the business changes, so does the supporting services, therefore, so will the processes. This is important to understand as an ITIL implementation is never really complete.*

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### **Question 27**

What is the name of a Quality Measurement framework?

Clue: there is a number in the answer.

- (a) Seven Hills
- (b) Four Fathers
- (c) Six Sigma
- (d) 12 Disciplines

*Correct. This widely accepted framework is used exclusively in major organizations like General Electric and Motorola. The premise of the methodology is based in statistical measurement of defects. The methodology suggests a 5 step model: Define Measure, Improve, Analyze, Control (DMAIC).*

*Incorrect. Six Sigma is the name of a Quality Measurement framework. This widely accepted framework is used exclusively in major organizations like General Electric and Motorola. The premise of the methodology is based in statistical measurement of defects. The methodology suggests a 5 step model: Define, Measure, Improve, Analyze, Control (DMAIC).*

### **Question 28**

Which are the Service Delivery processes?

- (a) Availability, Incident, Change, Release,
- (b) Availability, Capacity, Financial Management for IT Services, IT Service Continuity, Service Level Management
- (c) Financial Management for IT Services, Configuration, Availability, Service Level Management
- (d) IT Service Continuity Management, Service Desk, Change, Service Level Management, IT Service Continuity Management

*Correct. The Service Delivery processes are tactical processes. They can be thought of as “planning” processes.*

*Incorrect. The five Service Delivery processes are Service Level Management, Financial Management, Capacity Management, Availability Management, IT Service Continuity Management.*

### **Question 29**

List the Service Support processes and the one Functional area.

- (a) Service Desk, Release, Incident, Availability, Configuration, Change
- (b) Service Desk, Release, Incident, Problem, Continuity, Change
- (c) Service Desk, Release, Incident, Problem, Configuration, Change
- (d) Help Desk, Release, Incident, Problem, Configuration, Change

*Correct. The Service Support processes are operational processes. They can be thought of as “activity” processes.*

*Incorrect. The five Service Support process are Incident Management, Problem Management, Change Management, Release Management and Configuration Management. The Service Desk is the official ITIL name for what we may think of as the Help Desk.*

### **Question 30**

Security Management evolved from which of the following process areas?

- (e) Availability Management
- (f) IT Service Continuity Management
- (g) Incident Management
- (h) Problem Management

*Correct. It wasn't until well after the development of the ITIL Framework, that Security Management was broken out into its own area of study. Availability Management still has easily identifiable elements of Security Management.*

*Incorrect. Three key concepts talked about in Security Management are CIA, Confidentiality, Integrity and Availability. The Security Management process will set guidelines and policies regarding certain aspects of Availability, the Availability Management process will be responsible for implementing these.*

### **Question 31**

What does CIA stand for when considering security management?

- (a) Capacity, Incident, Availability
- (b) Configuration, Involvement, Action
- (c) Catch, Interrogate, Arrest
- (d) Confidentiality, Integrity, Availability

*Correct. CIA stands for Confidentiality, Integrity and Availability. The Security Management process will set guidelines and policies regarding certain aspects of Availability, the Availability Management process will be responsible for implementing these.*

*Incorrect. CIA stands for Confidentiality, Integrity and Availability. The Security Management process will set guidelines and policies regarding certain aspects of Availability, the Availability Management process will be responsible for implementing these.*

### **Question 32**

A simple form of measuring basic availability is to measure the proportion of time that a unit or component is available for use within the agreed service time.

- a. I disagree with this statement
- b. I agree with this statement
- c. I need to check with my Manager

*Correct. This is a very common measurement taken in today's IT environments. The big question that really needs to be asked is from a customer's perspective. Do they care about how long the component was unavailable or do they care about how long their IT Service was unavailable. IT needs to be measuring end-to-end service availability, and component measurement will form part of that.*

*Incorrect. This is a very common measurement taken in today's IT environments. The big question that really needs to be asked is from a customer's perspective. Do they care about how long the component was unavailable or do they care about how long their IT Service was unavailable. IT needs to be measuring end-to-end service availability, and component measurement will form part of that.*

### **Question 33**

If our systems are broken into, then we should make it public knowledge and have this published in the newspaper.

- (e) Yes, I would agree with this statement
- (f) No, I disagree with this statement
- (g) My manager will decide
- (h) It will depend on what the Business policy is regarding such matters.**

*Correct. There is wide spread speculation that a large number of businesses that have to be perceived as “secure” do not make public knowledge security breaches. For organizations that have such a high requirement regarding their perception of security the IT Department has no right to be making statements regarding breaches. This is a simple example of how the IT Department must comply with business policies.*

*Incorrect. It is the IT Departments responsibility to align itself with the needs of the business. With regards to Security Management, the processes should be built in conjunction with the Security policy of the organisation itself.*

### **Question 34**

Evaluation and audit is part of the security management process?

- a. I need to check with my Manager
- b. I disagree with this statement
- c. I agree with this statement**

*Correct. Through evaluation we can look at the effectiveness of the process itself. To bypass the evaluation process is to blindly trust security measures that have been implemented a long time ago, creating a false sense of security. The business changes, external threats change, internal threats change, and technology changes. It is important to ensure that evaluations and audits occur regularly.*

*Incorrect. Without an evaluation process what would happen to the security of IT Services? What are the potential impacts on the business? The business changes, external threats change, internal threats change, and technology changes. It is important to ensure that evaluations and audits occur regularly.*

**Question 35**

Tick, which of the following is NOT an activity of Security Management

- (a) Maintenance
- (b) Control
- (c) Evaluation
- (d) Planning
- (e) Meetings
- (f) Implementation

*Correct. There can be no “rules” made regarding issues like the number and structure of meetings held in an organization.*

*Incorrect. Control, Planning, Implementation, Evaluation and Maintenance are all measurable activities that can be governed by guidelines, whereas meetings will need to occur as a natural progression of any process implementation and is not subject to the same strictures as the other activities.*

**Question 36**

The following list has threats to security. Which should be considered as external threats and which as internal threats?

Hackers	Internal / External _____
Loss of Power in server room	Internal / External _____
Disgruntled employee	Internal / External _____
Fire in server room	Internal / External _____
Acts of Terrorism	Internal / External _____
Virus/Worm	Internal / External _____
Theft of equipment	Internal / External _____

*Correct. External threats are those things that are outside of your control. It is not possible to identify or protect against all threats, either internal or external, however, it is important to record and recognize as many as possible. Manifestation of some of these threats may only be dealt with through manual workarounds due to cost restraints or technology issues. This is where you would work very closely with the IT Service Continuity Management process.*

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### **Question 37**

What are the four areas we must consider for SECURITY in our Organisation?

<u>Organizational</u>	Guidelines, escalation, and roles and responsibilities.
<u>Procedural</u>	How the staff are required to act in particular cases.
<u>Technical</u>	Providing security to computer systems and networks.
<u>Physical</u>	Providing the physical security like cameras, and locks.

*Correct. There are four key areas to consider when implementing Security Measures, Organizational, Procedural, Technical and Physical. Most organisations are very good at one of these key areas, Technical. The Security Management process helps us think about other aspects that we would generally neglect.*

*Incorrect. There are four key areas to consider when implementing Security Measures, Organizational, Procedural, Technical and Physical. Most organisations are very good at one of these key areas, Technical. The Security Management process helps us think about other aspects that we would generally neglect.*

### **Question 38**

There 5 key types of Security Measures that can be applied to each of the four key areas of Security Measures. List the five key types and give an example of each.

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*Correct.*

<i>Prevention and Reduction</i>	<i>Firewalls, recruitment policy, locks on doors</i>
<i>Detection</i>	<i>Firewalls, security cameras, alarms, virus software</i>
<i>Repression</i>	<i>Remove system of network, email policy, guards</i>
<i>Correction</i>	<i>Rebuild system, new virus definitions, reboot system</i>
<i>Evaluation</i>	<i>System logs, incident logs, firewall logs, security policy</i>

*Incorrect.*

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<i>Evaluation</i>	<i>System logs, incident logs, firewall logs, security policy</i>

### **Question 39**

Your manager has asked you to investigate better ways to get to understand what the business requirements are for IT. Which of the following processes are you going to use?

- (e) Availability Management
- (f) Incident Management
- (g) Service Level Management
- (h) Service Desk

*Correct. Service Level Management is the process area that gets closest to understanding and interpreting the business requirements. This is achieved through activities such as establishing SLR's (Service Level Requirements).*

*Incorrect. (A) Availability Management key focus is maintaining and measuring the availability of the end to end service. (B) Incident Management is about restoring service as quickly as possible. (D) Service Desk is a function and is the interface between IT and the end-users and is responsible for managing Incidents. It is beneficial to know that the Availability Management process does work closely with Service level Management from a Service Improvement Program point of view. Availability Management will work closely with the Service Level Requirements (SLR) and provide constructive feedback with regards to the ability to supply the services listed in the SLRs.*

### **Question 40**

Of the following which is not part of Service Level Management.

- (e) Service Level Requirement
- (f) Service Desk
- (g) Service Catalogue
- (h) Service Improvement Plan

*Correct. The Service Desk is a functional area of the IT organization.*

*Incorrect. The Service Level Requirements help gather information regarding the customers needs. The Service Catalogue details those services being delivered or capable of being delivered. The Service Improvement Plan works in conjunction with Availability Management and Problem Management to improve the levels of service being delivered.*

### **Question 41**

You must present the customer with technical reports of system performance so that they can see that they are getting value for money.

- (e) Always
- (f) Never
- (g) Only when there is a system crash
- (h) If agreed with the customer as part of negotiation

*Correct. The majority of customers and end-users tend not to rely on numbers to judge performance. This is frustrating for IT Managers who agree service levels with them based on numbers. However, at the end of the day a customer's satisfaction level is largely determined by their perception of the service. However, if statistical reports are requested by customers then they should be provided.*

*Incorrect. The majority of customers and end-users tend not to rely on numbers to judge performance. This is frustrating for IT Managers who agree service levels with them based on numbers. However, at the end of the day a customer's satisfaction level is largely determined by their perception of the service. However, if statistical reports are requested by customers then they should be provided.*

### **Question 42**

We can understand what the customer's needs are for IT Services by understanding the:

- (e) SLRs
- (f) SLAs
- (g) SIP
- (h) Service Catalogue

*Correct. The Service Level Requirements are the input for the Service Level Agreements.*

*Incorrect. So often in IT we view the Service Level Agreements as what the customer actually needs. Why wouldn't we, they signed it. But the fact is, the business changes and their needs change, so it is vitally important that for each new calendar year we review and recapture the customer requirements in Service Level Requirement documents. It is surprising at the amount of service that IT delivers at the wrong level. Massive costs savings are being realized because of the simple principle of understanding requirements before creating and signing agreements.*

### **Question 43**

You have three IT components under your control. The maximum availability for these components is 99%, 85% and 97%. There is one other component that affects availability, but it is not controlled by you – the availability of the other component is 90%.

Of the following statements which is correct?

- (e) Availability cannot be measured as some items are not in our control
- (f) Availability is calculated by adding all the percentages up and dividing by the number of components.
- (g) The availability calculation is performed as part of the Service Desk process.
- (h) Availability is calculated as the product of the individual availability on all components irrespective of who is in control of the components.

*Correct. Although components may be beyond the scope of control, the end-user/customer is not and should not be concerned about who looks after what component. They simply want to see high availability.*

*Incorrect. All components that make up the delivery of a service determine the overall end to end service availability. Those items that are outside of your organisation's control should be governed by Under Pinning Contracts. Where this is not possible, use your incident management process to determine the frequency of disruptions in the past, helping you ascertain availability levels. In your Service Level Agreements allow provision for loss of service caused by infrastructure outside the governance of the organisation.*

### **Question 44**

You are in charge of putting an agreement in place between your organization and a supplier of support services from outside your company. What is the name of the document that you must create?

- (e) Operational Level Agreement (OLA)
- (f) Underpinning contract (UC)
- (g) Service Catalog (SC)
- (h) Service Level Agreement (SLA)

*Correct. The underpinning contract will generally always reference an SLA that has been made between the customer and the IT Department.*

*Incorrect. Operational Level Agreements occur between departments within the organisation, not with external organisations. The OLA and UC are integral to agreeing an SLA with the internal customers. Without an understanding of the OLA and UC agreements, it becomes very hard to positively define and agree a Service Level Agreement. Imagine if I agreed to a two hour fix time, but the fault was caused by a failure in the Air-conditioning and my contractor has only promised to respond in 4 hours. I have been setup for failure before I even start.*

### **Question 45**

You have been asked to send some information about the services you provide to a customer in another city. Which document do you need to send them?

- (e) Operational Level Agreement
- (f) Underpinning contract
- (g) Service Catalog
- (h) Service Level Agreement

*Correct. A Service Catalog articulates the services provided by the IT Department. It is written in user language, not technical language. There can be a supplemental section to the Service Catalog that is more technically focused.*

*Incorrect. A Service Catalog articulates the services provided by the IT Department. It is written in user language, not technical language. There can be a supplemental section to the Service Catalog that is more technically focused.*

### **Question 46**

Of the following which is best NOT to include in the Service Catalog?

- (e) The names of the people involved
- (f) Service Description
- (g) Prices
- (h) Functional description

*Correct. In so many areas of IT documentation is quickly outdated by the inclusion of names. A better approach is to use role descriptions and job titles. This ensures longevity of the documents.*

*Incorrect. In so many areas of IT documentation is quickly outdated by the inclusion of names. A better approach is to use role descriptions and job titles. This ensures longevity of the document.*

### **Question 47**

Of the following which is a description of a service that you would use in a Service Level Agreement?

- (e) Fully redundant file server
- (f) E-Mail
- (g) Ethernet network
- (h) SQL Database

*Correct. The names given to services must be meaningful to business users.*

*Incorrect. The selection is too technical and will have no meaning to the business. These are the people that use the service and it is best that the name is meaningful to them.*

### **Question 48**

Which two processes along with Service Level Management are used to instigate a Service Improvement Program (SIP)?

- (e) Problem and Capacity
- (f) Continuity and Availability
- (g) Availability and Problem
- (h) Incident and Financial

*Correct. When complaints begin to surface then the Service Level Management processes requires assistance from Problem Management (to identify the underlying cause of the complaints) and Availability Management ( to take corrective steps to remedy the identified issue/s), so that normal service quality can be restored.*

*Incorrect. When complaints begin to surface then the Service Level Management processes requires assistance from Problem Management (to identify the underlying cause of the complaints) and Availability Management ( to take corrective steps to remedy the identified issue/s), so that normal service quality can be restored.*

### **Question 49**

Consider the following two statements.

- (1) Serviceability aspects of supporting IT infrastructure are defined in an Operational level agreement (OLA)
- (2) An Operational level agreement should come under the control of the Change Management process.

Of these statements which of the following applies?

- (e) Statement 1 only is correct
- (f) Statement 2 only is correct
- (g) Both statements are correct
- (h) Both statements are incorrect

*Correct. Statement 1 makes the claim that “serviceability” is defined through an internal document (the OLA). However, serviceability of IT infrastructure relates to the external suppliers (as defined through Underpinning contracts). The OLA addresses issues relating to manageability and reliability.*  
*Statement 2 is correct. Every OLA, SLA, UC and other critical Service Management document should be controlled properly through the Change Management process.*

*Incorrect. Statement 1 makes the claim that “serviceability” is defined through an internal document (the OLA). However, serviceability of IT infrastructure relates to the external suppliers (as defined through Underpinning contracts). The OLA addresses issues relating to manageability and reliability.*  
*Statement 2 is correct. Every OLA, SLA, UC and other critical Service Management document should be controlled properly through the Change Management process.*

### **Question 50**

Which of the following is not a part of Financial Management for IT Services?

- (e) Charging
- (f) Budgeting
- (g) Accounting
- (h) Procurement

*Correct. Procurement is not covered by ITIL. Procurement is a specialist skill often performed by qualified buyers.*

*Incorrect. Budgeting, Accounting and Charging are the three key activities of Financial Management. Procurement is not covered by ITIL at all.*

### **Question 51**

Your manager asks you to explain the purpose of Financial management for IT Services. Of the following which is the best answer?

- (e) Knowing how much we are going to spend next year
- (f) Financial Management is the sound stewardship of the monetary resources of the organization
- (g) Making sure we charge the customer for everything we provide
- (h) Keeping the accountants happy

*Correct. Financial Management allows to budget, account and if need be charge for IT services. As a result of this, the process is allowing a structure in which we can better manage our financial resources to ensure that we can financially deliver the services that our customers need.*

*Incorrect. Knowing how much we are going to spend is just one aspect of Financial Management. This statement describes the budgeting activity. Accounting is the activity that helps us better predict the budget requirements by capturing our actual spend in a structured framework. Charging is a political game and most organisations choose not to get their IT Departments to charge for their services. Is it even possible to keep accountants happy?*

### **Question 52**

The new employee asks you what the method of depreciating assets in the company is. You know that an equal amount is written off the value of the asset each year. What is your answer?

- (e) Straight line method
- (f) Reducing balance method
- (g) By usage method
- (h) Incremental method

*Correct. Straight line sees an equal and in advance amount of the value of an asset written off each accounting period. The Reducing balance method is where a set percentage is used to calculate the write*

*off amount – this means that the currency value will decrease each accounting period (eg. \$100 asset, at 10% write down, in Year 1 is \$10 ( $\$100 * 10\%$ ), in Year 2 is \$9 ( $\$90 * 10\%$ ), in Year 3 is \$8.10 ( $\$81 * 10\%$ )).*

*Incorrect. Straight line sees an equal and in advance amount of the value of an asset written off each accounting period. The Reducing balance method is where a set percentage is used to calculate the write off amount – this means that the currency value will decrease each accounting period (eg. \$100 asset, at 10% write down, in Year 1 is \$10 ( $\$100 * 10\%$ ), in Year 2 is \$9 ( $\$90 * 10\%$ ), in Year 3 is \$8.10 ( $\$81 * 10\%$ )).*

### **Question 53**

You are in charge of purchasing IT equipment. Of the following statements which is correct?

- (a) Blank CDs bought for backup are typically operational expenses
- (b) Purchasing a new file server will always be a capital expense
- (c) The cost of a security breach is calculated by the Service Desk
- (d) Cleaning cloths bought to wipe computer monitors are typically capital costs

*Correct. Most organizations set their own rules with regard to what constitutes Operational and Capital expenditure. They usually will do this based on set amounts. If the amount requested exceeds the set currency amount, then justifications for the expenditure will be a lot more rigorous.*

*Capital expenditure will increase the total value of the company (even though it is depreciated over time). Operational expenditure is seen as a cash outflow that does not add balance sheet value to the organization.*

*Capital Costs are the purchase of major enhancements or fixed assets. Operational Costs are those resulting from the day-to-day running of the IT Services organization.*

*Incorrect. Rethink your answer. Capital Costs are the purchase of major enhancements or fixed assets. They are sometimes determined a monetary value, for example, if the item is more than \$800 dollars then it can be considered a Capital Cost. Operational Costs are those resulting from the day-to-day running of the IT Services organization.*

### **Question 54**

You are asked to explain the difference between direct and indirect costs. Which of the following statements help to explain the difference?

- (a) Pay per call to the Help Desk is indirect, but a new system installed for Accounts is direct cost.
- (b) Physical Security mechanisms for the organization are direct costs, cleaning equipment for the server room is also direct.
- (c) New PC fleet for a department are direct costs, backup tapes for the purchasing department applications are also direct costs.

*Correct. Direct costs are costs that are incurred for a specific customer or department in your organisation. Indirect costs or overheads are the expenditures that benefit all or at least a number of customers. In this case the costs must be spread (e.g. cleaning services and other consumables.)*

*Incorrect. Direct costs are costs that are incurred for a specific customer or department in your organisation. Indirect costs or overheads are the expenditures that benefit all or at least a number of customers. In this case the costs must be spread (e.g. cleaning services and other consumables.)*

### **Question 55**

What is it that determines how we will charge the customers of the IT Services?

- (e) The company accountant
- (f) The IT Manager
- (g) The charging policy
- (h) The senior business managers

*Correct. The charging policy is negotiated and agreed upon by several key stakeholders. It remains in force for an agreed period of time. It is the document that is referred to when debating issues about charging or looking to change current charging practice.*

*Incorrect. It is not the responsibility of the IT Manager to determine if the IT Services will be charged. Senior Business managers may also not be in a position to determine this and would generally say no anyway. The company accountant does not set policy. The Charging Policy needs to be agreed upon by several key stakeholders in the business and would remain in place for an agreed period of time.*

### **Question 56**

What is the name of the charging mechanism where no money is exchanged between the IT Department and the customer?

- (e) Notional charging
- (f) Charge back
- (g) Cost plus pricing
- (h) Market rate

*Correct. Notional charging allows business leaders to see and visualize the costs that they would incur if actual charging were in place. Even though it does not involve actual revenue transfer it is often enough of an incentive for the business leaders to begin a process of looking at ways to reduce their pseudo expenditure on IT services.*

*Incorrect. Charge back is where money is exchanged between the IT Department and the customer. Cost Plus and Market Rate is the pricing model.*

### **Question 57**

Which of the following is true?

3. Financial Management provides costing information to SLM, for use in the Service Catalog
  4. All costs must be charged to the end customer
- (e) One only  
(f) Two only  
(g) Both  
(h) Neither

*Correct. Statement 1 is correct, but statement 2 is not. Whether costs get charged to the end customer is determined by agreement with the end customer. If the IT department is viewed as a cost centre, then costs will not get charged out (note the keyword in this statement is “must”. ITIL will not mandate rules over these issues, it will simply highlight the options available).*

*Incorrect. Statement 1 is correct, but statement 2 is not. Whether costs get charged to the end customer is determined by agreement with the end customer. If the IT department is viewed as a cost centre, then costs will not get charged out (note the keyword in this statement is “must”. ITIL will not mandate rules over these issues, it will simply highlight the options available).*

### **Question 58**

Which of the following is not a way to look at pricing IT services?

- (g) Market price  
(h) Cost price  
(i) Cost price plus  
(j) Sale price  
(k) Going rate  
(l) Fixed Price

*Correct. Sale Price is what we eventually sell it for. Market Price is what the external market is charging for this service. Cost price is the actual cost for delivering the service with no markup. Cost price is the actual cost of the service with a nominal fee on top. Going Rate is what is being charged to other departments in the organization for that service. Fixed Price is a nominated charge for that service, which may be below the actual cost of the service.*

*Incorrect. Sale Price is what we eventually sell it for. Market Price is what the external market is charging for this service. Cost price is the actual cost for delivering the service with no markup. Cost price is the actual cost of the service with a nominal fee on top. Going Rate is what is being charged to other departments in the organization for that service. Fixed Price is a nominated charge for that service, which may be below the actual cost of the service.*

### **Question 59**

Which of the following is NOT a method of depreciating IT Assets?

- (e) Straight line
- (f) Reducing balance
- (g) By usage
- (h) Percentage build up

*Correct. Straight line sees an equal and in advance amount of the value of an asset written off each accounting period. The Reducing balance method is where a set percentage is used to calculate the write off amount – this means that the currency value will decrease each accounting period (eg. \$100 asset, at 10% write down, in Year 1 is \$10 ( $\$100 * 10\%$ ), in Year 2 is \$9 ( $\$90 * 10\%$ ), in Year 3 is \$8.10 ( $\$81 * 10\%$ ). By usage is- where depreciation is written-off according to the extent of usage during a period. The Percentage build up is a nothing answer and is therefore incorrect.*

*Correct. Straight line sees an equal and in advance amount of the value of an asset written off each accounting period. The Reducing balance method is where a set percentage is used to calculate the write off amount – this means that the currency value will decrease each accounting period (eg. \$100 asset, at 10% write down, in Year 1 is \$10 ( $\$100 * 10\%$ ), in Year 2 is \$9 ( $\$90 * 10\%$ ), in Year 3 is \$8.10 ( $\$81 * 10\%$ ). By usage is- where depreciation is written-off according to the extent of usage during a period. The Percentage build up is a nothing answer and is therefore incorrect.*

### **Question 60**

Of the following which is NOT an outcome of charging for the use of IT Services?

- (e) It forces business divisions to control their own users' demands of IT Services.
- (f) It will lead to a reduction of overall costs, through highlighting areas of service delivery that are not **cost effective**
- (g) It will help to determine the appropriate depreciation method for capital expenditure.
- (h) Through direct funding, it will allow the organization to match services required to a justifiable business need.

*Correct. Deciding the depreciation method for fixed assets is not a result of charging, while the other three answers are. The decision on the depreciation method for IT Assets will most likely follow the method used by the business for other (non-IT) assets.*

*Incorrect. Deciding the depreciation method for fixed assets is not a result of charging, while the other three answers are. The decision on the depreciation method for IT Assets will most likely follow the method used by the business for other (non-IT) assets.*

### **Question 61**

Which of the following is NOT a sub-process of the Capacity Management process?

- (e) Business Capacity Management
- (f) Financial Capacity Management
- (g) Resource Capacity Management
- (h) Service Capacity Management

*Correct. There is no sub-process within ITIL called Financial Capacity Management. Business Capacity Management looks at the Business Strategy and Business Plans to help predict the future needs of IT Capacity and that they are planned for and implemented in a timely manner. Service Capacity Management looks at the overall capacity of the service being delivered to identify and understand their use of resource, working patterns, peaks and troughs, and to ensure that the services can and do meet their SLA target. Resource Capacity Management looks at the actual capacity and utilization of each of the component parts in the IT Infrastructure. There is no sub-process within ITIL called Financial Management.*

*Incorrect. Business Capacity Management looks at the Business Strategy and Business Plans to help predict the future needs of IT Capacity and that they are planned for and implemented in a timely manner. Service Capacity Management looks at the overall capacity of the service being delivered to identify and understand their use of resource, working patterns, peaks and troughs, and to ensure that the services can and do meet their SLA target. Resource Capacity Management looks at the actual capacity and utilization of each of the component parts in the IT Infrastructure. There is no sub-process within ITIL called Financial Management.*

## **Question 62**

You are listening to a presentation on Capacity Management. The presenter lists the following activities for this process. Do you agree?

5. Modeling
  6. Application sizing
  7. Maintain the capacity plan
  8. Provide reports on capacity
- (c) Yes  
(d) No

*Correct. These are all activities of the Capacity Management process. Modeling is about predicting the future state of the IT Infrastructure with regards to capacity issues. Application Sizing looks at identifying if the correct capacity will exist for a new or enhanced application. It will investigate the available hard drive space, the amount of RAM, the throughput capacity on the network to meet the increase in transaction rates, etc. The Capacity Plan determines the scope of capacity activities for the coming periods. Reports are an activity of every process. The thing to remember about reports is that they have to be written in a way so as to suit the intended audience. No use delivering a highly technical report to a non-technical business manager. They simple won't understand it.*

*Incorrect. All of the above listed activities form part of the Capacity Management process. Modeling is about predicting the future state of the IT Infrastructure with regards to capacity issues. Application Sizing looks at identifying if the correct capacity will exist for a new or enhanced application. It will investigate the available hard drive space, the amount of RAM, the throughput capacity on the network to meet the increase in transaction rates, etc. The Capacity Plan determines the scope of capacity activities for the coming periods. Reports are an activity of every process. The thing to remember about reports is that they have to be written in a way so as to suit the intended audience. No use delivering a highly technical report to a non-technical business manager. They simple won't understand it.*

### **Question 63**

The risk manager of the company sends you an e-mail asking you to explain the goal of Capacity Management. Which is the best reply to send?

- (e) To ensure that all the current and future capacity and performance aspects of the business requirements are met cost effectively.
- (f) To fill in the CDB
- (g) To provide accurate reporting on the usage of CPU cycle time on critical resources.
- (h) To measure the impact the lack of performance of IT will have on users in the short term.

*Correct. Capacity Management has a very strong link with the business, especially through the 3 sub-processes. This goal highlights the strong connection with the business and some of the activities listed in the process. What is also good about this goal is the proactive nature of the statement.*

*Incorrect. Filling in a CDB, reporting on the usage of CPU cycle time or measuring impact due to poor performance are not goal or objectives. Although they may appear to achieve something, they do it without alignment to the business.*

### **Question 64**

Look at the following data descriptions. Which would not be held in the Capacity Management database?

- (f) Financial
- (g) Business
- (h) Technical
- (i) Location
- (j) Utilization

*Correct. Location information is most likely to be held in the Configuration Management Database, not the Capacity Database.*

*Incorrect. The Capacity Database is a logical database. It is made up of several physical databases and can therefore store a variety of information.*

**Question 65**

The \_\_\_\_\_ business function is the most critical thing that a particular process delivers.

- (e) Critical
- (f) Vital
- (g) Crucial
- (h) Main

*Correct. The vital business function describes a function of a service that is the most important aspect in delivering that service. For example, if at an ATM you withdraw money, but all you get is a receipt that shows your account has been debited. The vital business function in this instance is the dispensing of cash not the receipt. You wouldn't care if you got the money, but the receipt was wrong or didn't print.*

*Incorrect. The vital business function describes a function of a service that is the most important aspect in delivering that service. For example, if at an ATM you withdraw money, but all you get is a receipt that shows your account has been debited. The vital business function in this instance is the dispensing of cash not the receipt. You wouldn't care if you got the money, but the receipt was wrong or didn't print.*

**Question 66**

You send an e-mail to the IT Support group for some help. What is their VBF?

- (e) Speed of response
- (f) How polite they are
- (g) Working hours
- (h) How they support their team mates.

*Correct. Speed will be the key issue. An end user does not care about the hours that the Service Desk provides cover for. They simply want a quick response to their query/incident when it affects them. This may be during normal hours or even after hours.*

*Incorrect. Speed will be the key issue. An end user does not care about the hours that the Service Desk provides cover for. They simply want a quick response to their query/incident when it affects them. This may be during normal hours or even after hours.*

**Question 67**

What is the name of the average amount of time between one incident occurring and the next incident occurring?

- (f) MTBSI
- (g) MTBF
- (h) MTTR
- (i) Detection
- (j) Response time

*Correct. MTBSI – Mean Time Between System Incident. MTBSI = MTBF (Mean Time Between Failures) + MTTR (Mean Time To Recovery)*

*Incorrect. MTBSI – Mean Time Between System Incident. MTBSI = MTBF (Mean Time Between Failures) + MTTR (Mean Time To Recovery)*

### **Question 68**

On a file server, what is the name of the average amount of time between the recovery point of one incident until the next incident occurs?

- (f) MTBSI
- (g) MTBF
- (h) MTTR
- (i) Detection
- (j) Response time

*Correct. Measurements like this should not be limited to the component. It is important to measure the MTBF (Mean Time Between Failure) for the IT Service as well.*

*Incorrect. Measurements like this should not be limited to the component. It is important to measure the MTBF (Mean Time Between Failure) for the IT Service as well.*

### **Question 69**

A 24x7 IT Service requires a weekly 2-hour planned downtime period for application maintenance. Following the completion of the weekly maintenance an application software error occurs which results in 3 hours of unplanned downtime.

The weekly Availability for the IT Service in this reporting period is therefore based on the following:

The **AST** should recognize that the planned 2 hr weekly downtime is scheduled.

The **AST** value is therefore 24hrs x 7days - 2 hrs planned maintenance = 166 hrs/week.

What is the system availability percentage for this week?

- (a)  $A = 166 - 2 / 166 \times 100 = 96.78\%$
- (b)  $A = 166 - 3 / 166 \times 100 = 98.78\%$
- (c)  $A = 166 + 3 / 166 \times 100 = 78.8\%$
- (d)  $A = 166 - (5-3) / 166 \times 100 = 95\%$

### **Question 70**

Within Availability Management we can plan for Availability and plan for .....?

- a. Serviceability
- b. Recovery
- c. Maintainability
- d. Expectations

*Correct. In reality IT Failures WILL occur, despite all the best planning activities. While all Availability design is about “failure avoidance” and “Fail-Safe” Infrastructure – there is too much emphasis on technology and we have all seen cases where even the best technology will fail. In these cases we must have a system in place that allows for quick and reliable recovery.*

*Incorrect. In reality IT Failures WILL occur, despite all the best planning activities. While all Availability design is about “failure avoidance” and “Fail-Safe” Infrastructure – there is too much emphasis on technology and we have all seen cases where even the best technology will fail. In these cases we must have a system in place that allows for quick and reliable recovery.*

### **Question 71**

The availability of the service is determined by looking at the one component that has the lowest overall ability?

- a. I disagree with this statement
- b. I agree with this statement
- c. I need to check with my Manager

*Correct. This question makes you think that if you consider the lowest availability you have the answer regarding the total amount of unavailability. This is not the case as availability is calculated by looking at all components. Remember the question is about a service. If we have just two pieces of equipment responsible for this service and one is available 80% of the time and the other available 85% of the time, the total availability is 68% !*

*Incorrect. This question makes you think that if you consider the lowest availability you have the answer regarding the total amount of unavailability. This is not the case as availability is calculated by looking at all components. Remember the question is about a service. If we have just two pieces of equipment responsible for this service and one is available 80% of the time and the other available 85% of the time, the total availability is 68% !*

### **Question 72**

The term that describes the area of concern relating to external availability of services is called.....?

- (e) Recovery
- (f) Maintainability
- (g) Serviceability
- (h) Expectations

*Correct. Measuring Serviceability is a very difficult thing to do. However, serviceability and the concepts around it are best governed by Service Level Management, through Underpinning Contracts.*

*Incorrect. Measuring Serviceability is a very difficult thing to do. However, serviceability and the concepts around it are best governed by Service Level Management, through Underpinning Contracts.*

### **Question 73**

You should rename all your Disaster Recovery Planning activities to IT Service Continuity Management. This is because ITSCM is a better name.

- a. I disagree with this statement
- b. I agree with this statement
- c. I need to check with my Manager

*Correct. What is in a name? At the end of the day, the name is irrelevant, as long as everyone in your organisation has the same common understanding for it. ITSCM does however, encompass more than the traditional view of Disaster Recovery. In fact, Disaster Recovery is just a component of ITSCM.*

*Incorrect. What is in a name? At the end of the day, the name is irrelevant, as long as everyone in your organisation has the same common understanding for it. ITSCM does however, encompass more than the traditional view of Disaster Recovery. In fact, Disaster Recovery is just a component of ITSCM.*

### **Question 74**

ITSCM should be planned in isolation from the business requirements?

- a. I agree with this statement
- b. I disagree with this statement
- c. I need to check with my Manager

*Correct. ITSCM is there to support the overall Business Continuity Management, just as the rest of IT is there to support the business. Failure to do this could result in time, effort and money being spent in areas that is not really necessary.*

*Incorrect. ITSCM is there to support the overall Business Continuity Management, just as the rest of IT is there to support the business. Failure to do this could result in time, effort and money being spent in areas that is not really necessary.*

### **Question 75**

What is the best description of ITSCM?

- (d) To support the overall Business Continuity by ensuring that the IT Service provision can be recovered within required and agreed timeframes.
- (e) To make sure we can recover from acts of natural disaster as fast as possible.
- (f) To ensure IT services can be recovered up to the point of last backup

*Correct. ITSCM is there to support the business, and the business continuity strategy. Notice the strong link with Service Level Management.*

*Incorrect. B and C are too limiting in scope. What happens if it is not a natural disaster, what happens is the last backup doesn't work? The scope needs to encompass the business requirements, not we in IT say it should.*

### **Question 76**

Which of the following is not a stage of the Business Continuity Lifecycle within ITSCM?

- (f) Initiation
- (g) Requirements and Strategy
- (h) Implementation
- (i) Monitoring
- (j) Operational Management

*Correct.*

*The Business Continuity Lifecycle has four stages*

*Stage 1 – Initiation. This is where the lifecycle process actually begins.*

*Stage 2 – Requirements and Strategy. During this stage we look at Business Impact Analysis, Risk Assessment and then produce a Business Continuity Strategy.*

*Stage 3 – Implementation. During this stage we undertake Organization and implementation planning (including stand by arrangements implementation, development of recovery plans and performing risk reduction measures) as well as Procedure development and Initial testing.*

*Stage 4 – Operational Management – With assurance as an activity underpinning this stage we have Education and Awareness, Review and audit, Testing, Change Management and Training.*

*Incorrect.*

*The Business Continuity Lifecycle has four stages*

*Stage 1 – Initiation. This is where the lifecycle process actually begins.*

*Stage 2 – Requirements and Strategy. During this stage we look at Business Impact Analysis, Risk Assessment and then produce a Business Continuity Strategy.*

*Stage 3 – Implementation. During this stage we undertake Organization and implementation planning (including stand by arrangements implementation, development of recovery plans and performing risk reduction measures) as well as Procedure development and Initial testing.*

*Stage 4 – Operational Management – With assurance as an activity underpinning this stage we have Education and Awareness, Review and audit, Testing, Change Management and Training.*

### **Question 77**

You have an unlimited budget to build the ITSCM process within your organization. What should you do?

- (e) Spend it all on the latest technology
- (f) Don't spend all the money so you're manager gives you praise
- (g) Study the Business Continuity requirements
- (h) Set up a intermediate recovery site

*Correct. The first thing is to see how we can align our process with the needs of the organisation. This creates efficiencies. Spending it on technology, or setting up a recovery site straight away will probably result in a waste of money. What guarantee do we have that says this was what the business needed.*

*Incorrect. The first thing is to see how we can align our process with the needs of the organisation. This creates efficiencies. Spending it on technology, or setting up a recovery site straight away will probably result in a waste of money. What guarantee do we have that says this was what the business needed.*

### **Question 78**

One of your main suppliers approaches you to discuss an arrangement of sharing facilities to be used in times of disaster.

What type of arrangement will you be discussing?

- (f) Immediate recovery
- (g) Intermediate recovery
- (h) Gradual recovery
- (i) Reciprocal arrangement
- (j) Manual work around

*Correct. A reciprocal arrangement is created between two like organisations, so that in the event of a disaster one organisation can use the others infrastructure and services to survive. This most commonly occurs between Universities and Government Departments.*

*Incorrect. A reciprocal arrangement is created between two like organisations, so that in the event of a disaster one organisation can use the others infrastructure and services to survive. This most commonly occurs between Universities and Government Departments.*

### **Question 79**

When performing a risk analysis you need to look at....?

- (e) Threats and vulnerabilities
- (f) Costs and benefits
- (g) Value and business needs
- (h) Risks and damage

*Correct. By looking at our Assets, Threats and Vulnerabilities we will be able to ascertain our Risks and therefore be able to implement appropriate countermeasures. This methodology is called CRAMM. CCTA Risk Assessment Management Methodology.*

*Correct. By looking at our Assets, Threats and Vulnerabilities we will be able to ascertain our Risks and therefore be able to implement appropriate countermeasures. This methodology is called CRAMM. CCTA Risk Assessment Management Methodology.*

**Question 80**

Which of the following statements is true?

4. IT Service Continuity Management must support the Business continuity plans.
  5. Immediate recovery systems are typically the most expensive to implement.
  6. No organization can afford to “Do Nothing” when a disaster strikes IT
- 
- (h) 1 only
  - (i) 2 only
  - (j) 3 only
  - (k) All are correct
  - (l) 1 and 2 only
  - (m) 1 and 3 only
  - (n) None

*Correct. Statement 3 is the only one that is incorrect. The statement claims that “NO ORGANIZATION CAN AFFORD...”. The reality is that some organizations will make deliberate decisions and not go to the expense and time of developing a recovery plan. The statement also makes an assumption that all organizations use IT. Again not true and a wrong assumption to make.*

*Incorrect. Statement 3 is the only one that is incorrect. The statement claims that “NO ORGANIZATION CAN AFFORD...”. The reality is that some organizations will make deliberate decisions and not go to the expense and time of developing a recovery plan. The statement also makes an assumption that all organizations use IT. Again not true and a wrong assumption to make.*

**Question 81**

Which of the following is not a process within the Service Support set?

- (i) Incident Management
- (j) Release Management
- (k) Service Desk
- (l) Configuration Management

*Correct. Although the Service Desk is covered in the Service Support set, it is considered a Function and not a Process. However, the Service Desk does own the Incident Management process. When setting up a Service Desk and Incident Management together, you need to be aware of any potential conflicts with regards to KPI's.*

*Incorrect. Although the Service Desk is covered in the Service Support set, it is considered a Function and not a Process. However, the Service Desk does own the Incident Management process. When setting up a Service Desk and Incident Management together, you need to be aware of any potential conflicts with regards to KPI's.*

### **Question 82**

You are discussing ITIL with a friend. He tells you that the Configuration Management and Service Level Management processes are the most important for any organization.

- a. I need to check with my Manager
- b. I agree with this statement
- c. I disagree with this statement

*Correct: It is possible that the SLM and Configuration Management process are the most important, to his organisation. Before implementing any process you need to first identify where your pain points are and what quick wins you can establish to maintain a sense of urgency during your implementation.*

*Incorrect. It is possible that the SLM and Configuration Management process are the most important, to his organisation. Before implementing any process you need to first identify where your pain points are and what quick wins you can establish to maintain a sense of urgency during your implementation.*

### **Question 83**

Monitoring is part of the Capacity Management process. It ensures that the utilization of each resource and service is recorded. Which of the following measures is not something that we would measure in this activity?

- (f) CPU utilization
- (g) % CPU per transaction type
- (h) number of logons and concurrent Users
- (i) user satisfaction levels
- (j) number of network nodes in use (e.g. PCs, servers etc).

*Correct. It is possible to monitor the other answers from a capacity point of view, but it is not possible to monitor the capacity of user satisfaction levels. User Satisfaction Levels are generally captured by the Service Desk and through the Incident Management process.*

*Incorrect. It is possible to monitor the other answers from a capacity point of view, but it is not possible to monitor the capacity of user satisfaction levels. User Satisfaction Levels are generally captured by the Service Desk and through the Incident Management process.*

**Question 84**

All but one of the following are costs we are interested in tracking. Which one is not a cost of interest?

- (h) hardware costs
- (i) software costs
- (j) people costs
- (k) meeting costs
- (l) accommodation costs
- (m) External Service costs
- (n) Transfer costs.

*Correct. As we already attribute the cost of people to the services we deliver, there is no practical need to all measure the cost of meetings.*

*Incorrect. As we already attribute the cost of people to the services we deliver, there is no practical need to all measure the cost of meetings.*

**Question 85**

The Service Desk is only responsible to act as the first point of contact for end users.

- a. I need to check with my Manager
- b. I agree with this statement
- c. I disagree with this statement

*Correct. The Service Desk not only receives incoming information, but it also sends out communication and runs a lot of reports for other process areas. The Service Desk can also perform other tasks such as backup routines, managing third party suppliers, and coordinating and updating second line support where necessary.*

*Incorrect. The Service Desk not only receives incoming information, but it also sends out communication and runs a lot of reports for other process areas. The Service Desk can also perform other tasks such as backup routines, managing third party suppliers, and coordinating and updating second line support where necessary.*

**Question 86**

Of the following what are activities of the Service Desk?

3. To act as a single point of contact for Customers and end users.
  4. To facilitate the restoration of normal operational service with minimal business impact on the Customer within agreed service levels and business priorities
- (e) 1 only
  - (f) 2 only
  - (g) Both
  - (h) Neither

*Correct. A primary function of the Service Desk is certainly to act as a single point of contact for the Customers and end-users. However, the Service Desk, in most situations, owns the Incident Management process, and as a result of this, it is responsible for restoration of normal service operations as quickly as possible with minimum disruption to the business.*

*Incorrect. What process does the Service Desk own and what would be the main goal for that process.*

### **Question 87**

Of the following which are structures that should be considered when planning the Service Desk?

- 4. Local Service Desk
  - 5. Central Service Desk
  - 6. Virtual Service Desk
- (f) All three  
(g) 1 only  
(h) 2 only  
(i) 3 only  
(j) None

*Correct. All three are different structures for a Service Desk. There is also a split-function Service Desk model, an example of this is where an organisation has two service desks, one for IT issues, and one for business issues. The Local Service Desk is sometimes called a Distributed Service Desk.*

*Incorrect. All three are different structures for a Service Desk. There is also a split-function Service Desk model, an example of this is where an organisation has two service desks, one for IT issues, and one for business issues. The Local Service Desk is sometimes called a Distributed Service Desk.*

### **Question 88**

Of the following what is the best example of a service request?

- (e) Upgrade to accounting application
- (f) Grant security access to a directory of read only data regarding company policy
- (g) Moving a group of people to a new floor
- (h) Establish a immediate recovery site for the data centre

*Correct. The other answers are obviously major changes in the IT Infrastructure. It could be argued that the answer B is also a change and you would be correct. However, given that it has a non existent business impact and really is only changing a data value, ITIL provides provision for it to be categorized as a service request. Imagine subjecting each request for access or password resets as a change? Subjecting them to the change management process of approval, build, test, implement. It would be way too time consuming and not at all efficient. Question for your organization: What do you define as the definition for change for each of the IT Services you provide?*

*Incorrect. It could be argued that the answer B is also a change and you would be correct. However, given that it has a non existent business impact and really is only changing a data value, ITIL provides provision for it to be categorized as a service request. Imagine subjecting each request for access or password resets as a change? Subjecting them to the change management process of approval, build, test, implement. It*

would be way too time consuming and not at all efficient. Question for your organization: What do you define as the definition for change for each of the IT Services you provide?

### **Question 89**

Which is NOT a task for the Service Desk?

- (e) Managing the change to an application
- (f) Establishing user accounts
- (g) Checking back ups have run successfully
- (h) Granting user access to low security data.

*Correct. This is a responsibility of the change management application. The Service Desk is not always busy answering phone calls, so why not provide them with more technical jobs to do? Things such as establishing users accounts, checking backups, granting access etc.*

*Incorrect. The Service Desk is not always busy answering phone calls, so why not provide them with more technical jobs to do? Things such as establishing users accounts, checking backups, granting access etc. The Service Desk is not always busy answering phone calls, so why not provide them with more technical jobs to do? Things such as establishing users accounts, checking backups, granting access etc. So, which is then not a task for the Service Desk?*

### **Question 90**

The primary characteristic of a Service Desk is that it:

- (e) Maintains ownership of a user issue through to completion
- (f) Passes requests to other people for action
- (g) Manages user complaints regarding service level
- (h) Is responsible for the IT budgeting activity

*Correct. The Service Desk owns all Incidents until closed. This ensures progression of Incidents Tickets so they are not lost in the system. Although passing requests to other people and managing complaints to some degree are also done by the service desk, it is not their primary responsibility. The budgeting activity is the responsibility of the Financial Process Manager.*

*Incorrect. Although the Service Desk may pass an incident to someone else, it will still be responsible for managing it through to closure. Budgeting is not the responsibility of the Service Desk. Managing complaints is may be part of the Service Desk responsibility but it is also part of the Service Level Managers role as well.*

### **Question 91**

Of the following names which is not an appropriate name for the Service Desk?

- 4. Call Centre
  - 5. Help Desk
  - 6. Customer Hot Line
- 
- (e) None – you can only use Service Desk
  - (f) Call Centre can be used in low skill, high volume situations
  - (g) Help Desk can be used when the people answering the phone are called Help Desk operators
  - (h) All the names are fine. It doesn't matter what it's called, it's the activities & procedures that are important.

*Correct. At the end of the day, it doesn't really matter what you call your Service Desk. However, pick a name that is meaningful to the organisation and that their purpose is well documented and promoted throughout the entire organisation. Advertise your Service Desk.*

*Incorrect. At the end of the day, it doesn't really matter what you call your Service Desk. However, pick a name that is meaningful to the organisation and that their purpose is well documented and promoted throughout the entire organisation. Advertise your Service Desk.*

### **Question 92**

The Service Desk Manager is explaining to you that part of his job is to provide reports and metrics regarding service response and resolution time to the Service Level Management process owner.

Do you agree with him or not?

- a. I need to check with my Manager
- b. I agree with this statement
- c. I disagree with this statement

*Correct. A lot of the metrics are recorded in the incident management database, which is the responsibility of the Service Desk manager. This is quite common for organisations to have the Service Desk Manager responsible for this activity and is confirmed in the ITIL Framework.*

*Incorrect. The Service Desk manager will usually own the Incident Management process. Through the incident lifecycle we can determine the response times and resolution times for an incident. This is collated into reports by the Service Desk manager and distributed accordingly across the organisation.*

**Question 93**

You must use the most skilled people on the Service Desk, so that they can provide very high level support to the end users as they call.

- (e) I agree with this statement
- (f) I disagree with this statement
- (g) I agree with this statement if we are setting up an expert level Service Desk
- (h) I disagree with this statement as these skilled people would become bored very fast

*Correct. You need to select the correct people for the type of Service Desk you are creating. Other aspects for consideration are communication skills, and business understanding.*

*Incorrect. You need to select the correct people for the type of Service Desk you are creating. Other aspects for consideration are communication skills, and business understanding.*

**Question 94**

Of the following characteristics which are important for the Service Desk staff?

- 6. good interpersonal skills
  - 7. telephone techniques
  - 8. writing techniques (letter, email, voice)
  - 9. active listening and questioning
  - 10. stress and complaint management.
- 
- (f) 1, 2 & 3 only
  - (g) 2, 4 & 5 only
  - (h) 1, 4 & 5 only
  - (i) None
  - (j) All

*Correct. All of the above characteristics are important on the Service Desk. In addition to this, the Service Desk manager should be able to help staff develop these characteristics.*

*Incorrect. All of the above characteristics are important on the Service Desk. In addition to this, the Service Desk manager should be able to help staff develop these characteristics.*

**Question 95**

Configuration management has a number of goals. From the following list, which are goals for Configuration Management?

5. account for all the IT assets and configurations within the organisation and its services
  6. provide accurate information on configurations and their documentation to support all the other Service Management processes
  7. provide a sound basis for Incident Management, Problem Management, Change Management and Release Management
  8. verify the configuration records against the infrastructure and correct any exceptions
- (g) None  
(h) All  
(i) 1 only  
(j) 1 & 3 only  
(k) 2 only  
(l) 4 only

*Correct. Although all the above examples can be considered goals for configuration management, they don't really reflect what is practical in the organisation. For example, it is not practical to record the entire IT Infrastructure, as there may not be a need to. Provide accurate information to all other processes can be considered a goal, but why would you want to? You need to state why it has to be done, where is the benefit?*

*Incorrect. Although all the above examples can be considered goals for configuration management, they don't really reflect what is practical in the organisation. For example, it is not practical to record the entire IT Infrastructure, as there may not be a need to. Provide accurate information to all other processes can be considered a goal, but why would you want to? You need to state why it has to be done, where is the benefit?*

**Question 96**

Of the following which is not an area of interest for the Configuration Management process?

- (d) Identifying IT Components  
(e) Recording IT Components  
(f) Checking IT Component Availability

*Correct. Checking availability falls under the banner of the Availability Management process. However, you can and probably would record component availability information on individual CI's for later study, but this would be done at the request of Availability Management.*

*Incorrect. Checking availability falls under the banner of the Availability Management process. However, you can and probably would record component availability information on individual CI's for later study, but this would be done at the request of Availability Management.*

### **Question 97**

The primary difference between the ITIL process of Configuration Management and Asset Management is..... ?

- (d) Configuration Management tracks the effect that Configuration Items (CI's) have with the Business – their relationships.
- (e) Asset Management is a spreadsheet of hardware items held by the company.
- (f) You must have asset management in place before you can start the Configuration Management process

*Correct. Configuration Management goes a lot further than Asset Management by recording and storing relationship information about CI's.*

*Incorrect. Configuration Management goes a lot further than Asset Management by recording and storing relationship information about CI's.*

### **Question 98**

Tick which of the following are activities of Configuration Management.

- Planning** - Planning and defining the purpose, scope, objectives, policies and procedures
- Identification** - Selecting and identifying all the infrastructure's **CI**s
- Control** - Ensuring that only authorized and identifiable **CI**s are accepted and recorded
- Status accounting** - Reporting current and historical data concerned with each **CI**
- Verification and audit** – Checking that CI's are physically correct when compared to data in the CMDB

*Correct. All of the above listed activities are part of Configuration Management.*

*Incorrect. All of the above listed activities are part of Configuration Management.*

**Question 99**

You over hear a conversation between two work friends regarding the Configuration Management process. One tells the other that it is critical to record the details of all computers, monitors, as well as the keyboards and mice.

The other says that they are not so sure about recording details for keyboards and mice. He say they should verify that there is some value in recording details for those small items before they begin the audit and labeling activity.

Do you agree?

- (d) Yes, there must be some actual benefit in tracking to that level of detail, that would make the effort worthwhile.
- (e) The level of detail should be determined by Capacity Management – which is responsible for Resource control
- (f) We should simply record everything so that we have total control.

*Correct. What is it that the business needs and IT needs to know about? Only track to the level where there is an identifiable benefit for recording the information. Too many organisations try to capture everything when setting up a configuration management process, and consequently fail.*

*Incorrect. What is it that the business needs and IT needs to know about? Only track to the level where there is an identifiable benefit for recording the information. Too many organisations try to capture everything when setting up a configuration management process, and consequently fail.*

**Question 100**

What is the name of the database where we would store information about Configuration Items?

- (e) The Asset Tracking database
- (f) Configuration Management Database
- (g) Capacity Management Database
- (h) Availability Management Database

*Correct. The Configuration Management Database (CMDB) is where we store information about Configuration Items (CI's) that make up the IT Services that we deliver.*

*Incorrect. The Configuration Management Database (CMDB) is where we store information about Configuration Items (CI's) that make up the IT Services that we deliver.*

**Question 101**

You are on the evaluation panel looking at purchasing some new Service Management tools. An argument develops that the CMDB cannot be used by the Service Desk and Problem Management process owner.

What is your opinion?

- (d) I agree, the CMDB is only for tracking information about CI's
- (e) I disagree; the CMDB can be used for incidents and problem tracking. In fact, it makes sense to do this.
- (f) The decision will be made by a senior manager who decides such policy issues.

*Correct. Against each CI, you should record the amount of Incident, Problems and Changes that have occurred. This allows better trend analysis to be performed which results in identifying further problems or even viability of the CI in the organisation.*

*Incorrect. Against each CI, you should record the amount of Incident, Problems and Changes that have occurred. This allows better trend analysis to be performed which results in identifying further problems or even viability of the CI in the organisation.*

**Question 102**

You are asked to make changes to the CMDB so that information of IT users, IT staff and different business departments can be stored. Would you question this request or is it a reasonable thing to ask?

- (d) Yes, such information can be stored in the CMDB
- (e) No, we don't hold information about people in the CMDB
- (f) The decision will be made by a senior manager who decides such policy issues.

*Correct. Such information can be stored in the CMDB. However, what is the practical reason for doing this? Anything stored in the CMDB will then become subject to Change Management. How do you subject a person to change management? Be careful of adding staff to the CMDB, better to record their roles and responsibilities as CI.*

*Incorrect. Such information can be stored in the CMDB. However, what is the practical reason for doing this? Anything stored in the CMDB will then become subject to Change Management. How do you subject a person to change management? Be careful of adding staff to the CMDB, better to record their roles and responsibilities as CI.*

**Question 103**

You are asked to make changes to the CMDB so that information regarding services can be stored and linked to IT components. You are also asked to make sure that you can record information about critical documents (such as SLA's, Service Catalogue). Would you question this request or is it a reasonable thing to ask?

- (d) Yes, such information can be stored in the CMDB
- (e) No, we don't hold information about documentation and services in the CMDB
- (f) The decision will be made by a senior manager who decides such policy issues.

*Correct. In fact, it is most important that such information is stored in the CMDB. This allows better identification of impact of incidents on the user community and as such helps engender the correct sense of urgency when restoring service.*

*Incorrect. In fact, it is most important that such information is stored in the CMDB. This allows better identification of impact of incidents on the user community and as such helps engender the correct sense of urgency when restoring service.*

**Question 104**

Do you agree with the following statement?

The Configuration Management process owner gives permission for changes to be made to CI's

- a. No – I disagree, the Change Manager is the person who gives permission for changes to go ahead. The Configuration Management process owner provides information to the Change Manager regarding the impact that a proposed change will have on the IT infrastructure.
- b. Yes – I agree. The Configuration Manager controls the information regarding CI's. It is therefore appropriate that this person grants permission for changes to proceed.

*Correct. The Change Manager will give permission to update the CMDB in conjunction with Change and Release. It is important to establish a clear policy regarding this when implementing Configuration, Change and Release Management.*

*Incorrect. . The Change Manager will give permission to update the CMDB in conjunction with Change and Release. It is important to establish a clear policy regarding this when implementing Configuration, Change and Release Management.*

### **Question 105**

Which of the following ITIL processes is not reliant on the Configuration Management process and the CMDB for information relating to CI's?

- (f) Availability Management
- (g) Resource Capacity Management
- (h) Financial Management for IT Services
- (i) Change Management
- (j) Service Level Management

*Correct. Resource Capacity Management is not an ITIL process, but an activity of Capacity Management. Any ITIL process will provide information to and receive information from any other ITIL process, especially configuration management.*

*Incorrect. This is a trick question, which of the above listed answers is NOT a PROCESS, but perhaps an ACTIVITY of another process?*

### **Question 106**

Who is the best person to approach to find out information on the rate of change of CIs?

- (e) Capacity Management process owner
- (f) Change Management process owner
- (g) Configuration Management process owner
- (h) Availability Management process owner

*Correct. The CMDB will store information about each CI. This information should include the number of Incidents, Problems and Changes logged in conjunction with the CI. As such, the Configuration Manager will be able to produce reports on the rate of change per CI or per group of CI if necessary.*

*Incorrect. The CMDB will store information about each CI. This information should include the number of Incidents, Problems and Changes logged in conjunction with the CI. As such, the Configuration Manager will be able to produce reports on the rate of change per CI or per group of CI if necessary.*

### **Question 107**

Which of the following is not an ITIL process within the Service Delivery set?

- (a) Service Level Management
- (b) IT Service Continuity Management
- (c) Availability Management
- (d) Service Capacity Management

*Correct. Service Capacity management is a sub-process for the Capacity Management Process. All the others are processes covered within the Service Delivery set.*

*Incorrect. Service Capacity management is a sub-process for the Capacity Management Process. All the others are processes covered within the Service Delivery set.*

### **Question 108**

You have been asked by the Service Level Manager to discuss the costs of upgrading the Wide Area Network to allow for a new group of employees who are moving into an office in a near by city.

Which two processes will you need to consider at first?

- (e) Financial Management for IT Services and Capacity Management
- (f) Service Level Management and Capacity Management
- (g) Incident Management and Change Management
- (h) Change Management and Availability Management

*Correct. Financial Management will provide us with the financial aspects of the upgrade and Capacity Management will determine the viability of the upgrade by assessing the needed or available capacity.*

*Incorrect. The request has already passed from Service Level Management, therefore B is incorrect. This is not a result of an incident, therefore C is incorrect. We are not concerned about the availability at this stage, therefore D is incorrect.*

### **Question 109**

You are the person responsible for making sure that there is sufficient resource to provide new applications to a group of staff that has been given a special project to complete.

Which process are you involved with?

- (e) Service Level Management
- (f) Capacity Management
- (g) Availability Management
- (h) Problem Management

*Correct. This question highlights a new service being provided and that the new application has applicable resources. This is a capacity management process responsibility by looking at the sub-process of Service Capacity Management and the activity Application Sizing.*

*Incorrect. This question highlights a new service being provided and that the new application has applicable resources. This is a capacity management process responsibility by looking at the sub-process of Service Capacity Management and the activity Application Sizing.*

### **Question 110**

A new application has been released across the organization. The application was not properly tested. When all the staff come in for work after the weekend they are unable to get access to the new application.

Which process will first notice the effect of this?

- (e) Service Desk
- (f) Problem Management
- (g) Incident Management
- (h) Release Management

*Correct. As staff come in for the day and notice the issues with the application, they would ring the Service Desk to log an Incident. As the Service Desk is not a process, the correct answer is therefore Incident Management.*

*Incorrect. As staff come in for the day and notice the issues with the application, they would ring the Service Desk to log an Incident. As the Service Desk is not a process, the correct answer is therefore Incident Management.*

### **Question 111**

Your colleague can't remember the name of the "thing" that allows you to get an end-user up and running as quickly as possible.

What is the proper name of this?

- (e) Incident
- (f) Workaround
- (g) Root Cause
- (h) Service Request

*Correct. A work around is applied in the case of an incident to restore the users service as quickly as possible.*

*Incorrect. A work around is applied in the case of an incident to restore the users service as quickly as possible.*

### **Question 112**

An incident is closed once the workaround has been given to the end user?

- a. I disagree with this statement
- b. I agree with this statement
- c. I need to check with my Manager

*Correct. An incident is never closed until the customer / end user has been contacted and that they are satisfied that their service is up and running again.*

*Incorrect. An incident is never closed until the customer / end user has been contacted and that they are satisfied that their service is up and running again.*

### **Question 113**

**Detection and Recording** \_\_\_\_\_ Is the activity within Incident Management where an incident occurs or is first noticed and the event is captured or reported.

**Classification** \_\_\_\_\_ Is where an incident is categorized by its urgency and impact to determine its priority.

**Investigate/Diagnosis** \_\_\_\_\_ Is where an incident is investigated to see if a workaround can be found.

**Resolution/Recovery** \_\_\_\_\_ Is where we can apply a workaround to our end user or ask them to perform a certain action that will restore their normal service.

**Closure** \_\_\_\_\_ Is where the incident is closed and the resolution is noted along with ensuring that all details (such as classification) are complete.

*Correct. Detection and Recording, Classification, Investigation and Diagnosis, Resolution and Recovery, and Closure at the activities of Incident Management.*

*Incorrect. Detection and Recording, Classification, Investigation and Diagnosis, Resolution and Recovery, and Closure at the activities of Incident Management.*

### **Question 114**

You have to send an e-mail to your colleagues about the definition of Problem Management. Which of the following descriptions would you select?

- (e) Problem Management aims to get to the root cause of Incidents and then initiate actions to improve or correct the situation.
- (f) Problem Management is about classifying incidents into related problems.
- (g) Problem management seeks information from Configuration Management regarding the technical nature of the infrastructure.
- (h) Problem Management is an activity that is only performed periodically and not each day.

*Correct. Problem Management is about identifying the root cause of one or more related incidents so as to improve the IT Services.*

*Incorrect. Problem Management is about identifying the root cause of one or more related incidents so as to improve the IT Services.*

**Question 115**

You work on the Service Desk. You have noticed that every Monday morning you receive a lot calls regarding the unavailability of an application.

Which process will benefit the most from learning about your findings?

- (e) Availability Management
- (f) Change Management
- (g) Problem Management
- (h) Incident Management

*Correct. What the Service Desk is seeing is the symptom of an underlying issue. This needs to be investigated before we progress with any issues relating to availability or change management. Problem Management is the process about identifying and resolving underlying causes of one or more incidents.*

*Incorrect. Which is the process that identifies the underlying cause of one or more incidents?*

**Question 116**

Which of the following are activities of Problem Management?

- \_\_\_\_\_ Problem control
- \_\_\_\_\_ error control
- \_\_\_\_\_ the proactive prevention of Problems
- \_\_\_\_\_ identifying trends
- \_\_\_\_\_ obtaining management information from Problem Management data
- \_\_\_\_\_ the completion of major Problem reviews

*Correct. All of the above listed activities form part of the Problem Management process. Problem Control, Error Control and Proactive Problem Management are key activities in the process.*

*Incorrect. All of the above listed activities form part of the Problem Management process. Problem Control, Error Control and Proactive Problem Management are key activities in the process.*

### **Question 117**

As the Problem Management process owner you keep in very close contact with the Service Desk/Incident Management process owner.

You learn that the overall number of incidents has decreased over the last 6 months?

You want to send out a memo to all staff that explains how your activities have led to this reduction. Will your manager give you permission to send this memo?

- (d) Yes, due to the Problem Management process Incidents will decrease
- (e) No, the lower number of incidents is due to better Incident management
- (f) Perhaps, it depends on many factors. As an example, perhaps we have been losing lots of staff over the last 6 months and they haven't been replaced.

*Correct. So many factors can determine this. You need to be positive about why the incident rate is decreasing. Good KPI's and measurements should help you determine why the incident rate is dropping. However, a good Problem Management process will help in reducing Incidents.*

*Incorrect. So many factors can determine this. You need to be positive about why the incident rate is decreasing. Good KPI's and measurements should help you determine why the incident rate is dropping. However, a good Problem Management process will help in reducing Incidents.*

### **Question 118**

You have been hired by a large manufacturing company that produces high quality electronic products. The IT Manager is looking at how he can contribute towards helping the business gain more market share.

You have been bought in as he heard that the ITIL Process of Problem Management would lead to many benefits.

Which of the following are benefits that you would be comfortable to tell the manager about?

- \_\_\_\_\_ Problem Management helps ensure a high-quality reliable service.
- \_\_\_\_\_ Problem Management helps to reduce the number of Incidents that interrupt the business.
- \_\_\_\_\_ We will see a gradual reduction in the number and impact of Problems and Known Errors as those that are fixed stay fixed.
- \_\_\_\_\_ A higher “first-time” fix rate, as Problem Management provides more workaround data to the Incident Management process.

*Correct. All of the above benefits are measurable benefits. It is no use listing benefits that can not be proven. It is important to set realistic goals and paint a realistic picture that can be proven at the end of an implementation.*

*Incorrect. All of the above benefits are measurable benefits. It is no use listing benefits that can not be proven. It is important to set realistic goals and paint a realistic picture that can be proven at the end of an implementation.*

### **Question 119**

You must publish a statement regarding the goal of change management. What is the best description to use?

- (d) The goal of Change Management is to reduce the cost of introducing new systems into the organization.
- (e) The goal of the Change Management process is to ensure that standardized methods and procedures are used for efficient and prompt handling of all Changes.
- (f) The goal of Change Management is to provide a forum for people to discuss their future requirements with respect to new systems required.

*Correct. The goal of Change Management is to ensure standardized methods for handling change, a result of this will hopefully be a reduction in cost in introducing new systems but also a reduction in incidents and therefore support costs as well.*

*Incorrect. Change Management does not have a goal of being a forum for discussion. Future requirements for systems will be discussed through Service Level Requirements. A reduction in the cost of introducing new systems is one of many benefits and to set it as a goal is too limiting.*

### **Question 120**

Of the following which is most likely not to be an input for the Change Management process?

- (e) Forward Schedule of Changes
- (f) RFC's
- (g) CMDB information
- (h) Incident Information

*Correct. Forward Schedule of Changes allows the problem manager to avoid conflicts with change occurring in the environment. RFC's initiate the change process. The CMDB provides information about the CI's that are part of the change. And Incident information is fed into the problem management process to investigate the underlying cause.*

*Incorrect. Forward Schedule of Changes allows the problem manager to avoid conflicts with change occurring in the environment. RFC's initiate the change process. The CMDB provides information about the CI's that are part of the change. And Incident information is fed into the problem management process to investigate the underlying cause.*

### **Question 121**

From the following list which is the responsibility of the Change Management process.

- (a) **Identifying** Components affected by Change and **releasing** new components into the environment
- (b) **Coordinating** the activities associated with major system changes and **monitoring** the progress of a change over time
- (c) **Releasing** new components into the environment and managing the Change Advisory Board (CAB) meetings.

*Correct. Coordination and Monitoring are activities which belong with Change Management. Identifying Components affected by Change is done by the Configuration Management process. What would normally happen is that the Change Manager would request this information from the Configuration Management process. Releasing new components actually falls under the release management process.*

*Incorrect. Coordination and Monitoring are activities which belong with Change Management. Identifying Components affected by Change is done by the Configuration Management process. What would normally happen is that the Change Manager would request this information from the Configuration Management process. Releasing new components actually falls under the release management process.*

### **Question 122**

As the Change Manager you are responsible for reviewing proposed changes that are presented to you. You have decided that recording changes you reject offers no value to the organization.

However, by recording the number of rejected changes you can provide better metrics on this process area.

Do you agree with this statement?

- a. I disagree with this statement
- b. I agree with this statement**
- c. I need to check with my Manager

*Correct. It is important to record the number of changes reject and more importantly the reasons why they have been rejected. When setting up any process, metrics need to be implemented to ensure that the process itself can be improved. The number of rejected changes and why they have been rejected will help identify issues with the process, perhaps the form is too hard to fill out, perhaps the information is incorrect, or perhaps a back out plan hasn't been written. These issues can then be resolved by better education and training.*

*Incorrect. Think of a number of reasons of why you would count the rejected changes? What benefit will provide to the business? What benefit would it provide to the IT Department? Will it help improve the process? Answer these questions and then see if you want to change your answer.*

**Question 123**

There are two processes that are most closely aligned with introducing a Change into the organization. What are these two processes?

- (e) Financial Management for IT Services and Availability Management
- (f) Capacity Management and Incident Management
- (g) Change Management and Release Management
- (h) Release Management and Problem Management

*Correct. A change doesn't start until an RFC has been logged. The actual release of the change into the environment may be coordinated by the change management process, but ultimately controlled by the Release Management process through updates to the DHS and DSL and version controls.*

*Incorrect. A change doesn't start until an RFC has been logged. The actual release of the change into the environment may be coordinated by the change management process, but ultimately controlled by the Release Management process through updates to the DHS and DSL and version controls.*

**Question 124**

You have been asked to present at a meeting the purpose of the Definitive Software Library. You quickly think back to your training. Of the following what is the best description of the DSL?

- (e) A storage place for documentation in the physically secure file server room.
- (f) A CD robotic system that enables high speed access to source data of applications
- (g) The term used for the library in which the authorized versions of all software CIs are stored and protected.
- (h) Part of the software disposal process where master copies of software are placed for 12 months before they are destroyed.

*Correct. Only the physical authorized versions of the software are stored in the DSL. Documentation can be stored anywhere in the organisation, but should be subject to change and release management where necessary. Source data recorded on hard drives etc. should have a physical copy stored in the DSL. As for destroying master copies of software, no, you need this information for so many reasons, not the least of which is for disaster recovery.*

*Incorrect. Only the physical authorized versions of the software are stored in the DSL. Documentation can be stored anywhere in the organisation, but should be subject to change and release management where necessary. Source data recorded on hard drives etc. should have a physical copy stored in the DSL. As for destroying master copies of software, no, you need this information for so many reasons, not the least of which is for disaster recovery.*

**Question 125**

The DSL is a term that describes a logical concept that includes physical storage locations and file stores of information.

- a. I disagree with this statement
- b. I agree with this statement
- c. I need to check with my Manager

*Correct. But it is possible to take physical copies of your file stores. You would generally call these backups. It is important to have these physical copies stored in areas where they are mostly likely to be used. For example, your physical backups of file stores that are critical to the business may be stored in the Disaster Recovery Site.*

*Incorrect. It is possible to take physical copies of your file stores. You would generally call these backups. It is important to have these physical copies stored in areas where they are mostly likely to be used. For example, your physical backups of file stores that are critical to the business may be stored in the Disaster Recovery Site.*

### **Question 126**

Data is stored about items held in the DSL and the DHS. Where is this information stored?

- (f) CDB
- (g) FSC
- (h) SIP
- (i) CMDB
- (j) SLR

*Correct. Information regarding the physical storage of software and hardware items are stored or referenced in the Configuration Management Database.*

*Incorrect. Information regarding the physical storage of software and hardware items are stored or referenced in the Configuration Management Database.*

### **Question 127**

With regard to release types, which of the following is the correct definition of release types?

- (a) Delta Release = One part of one component  
Full Release = All CI's of one component  
Package Release = All components
- (b) Delta Release = All components  
Full Release = All CI's of one component  
Package Release = One part of one component
- (c) Omega Release = All components  
Full Release = All CI's of one component  
Wrapped Release = One part of one component
- (d) Package Release = All components  
Full Release = All CI's of one component  
Urgent Release = One part of one component

*Correct. Delta Release is one part of one component, for example, dictionary file for MS Word. Full Release is all components for the one CI, for example, MS Office. Package Release is all components or more accurately components for a number of different CI's rolled up into one package.*

*Incorrect. Delta Release is one part of one component, for example, dictionary file for MS Word. Full Release is all components for the one CI, for example, MS Office. Package Release is all components or more accurately components for a number of different CI's rolled up into one package.*

### **Question 128**

Which is not part of the scope of Release Management?

- (e) Test Environment
- (f) Change Environment
- (g) Live or Production environment
- (h) Development environment

*Correct. Release Management controls the updating of the DSL / DHS and version control from Production, to Development, to Test, back to Production. There is no change environment within the scope of Release Management.*

*Incorrect. Release Management controls the updating of the DSL / DHS and version control from Production, to Development, to Test, back to Production. There is no change environment within the scope of Release Management.*

### **Question 129**

Once release management has completely tested a minor change to be integrated into the live environment, then the rollout can begin

Do you agree with this statement?

- (d) Yes, release management is in the best position to authorize the roll-out to start.
- (e) No, the change manager has to give the authority as there may be other factors that require the release to be halted
- (f) If the Release Policy states the release manager can authorize minor change rollouts then the work can begin without going to the Change Manager.

*Correct. Configuration Management, Change Management and Release Management have a very close relationship with each other. This relationship is governed by a policy that needs to exist between the three of them. ITIL doesn't give specific guidelines for this relationship, so it is up to you to determine the best method for your organisation.*

*Incorrect. Configuration Management, Change Management and Release Management have a very close relationship with each other. This relationship is governed by a policy that needs to exist between the three of them. ITIL doesn't give specific guidelines for this relationship, so it is up to you to determine the best method for your organisation.*

### **Question 130**

From the following list tick the items that you feel would be good Key Performance Indicators for the process of Release Management.

- \_\_\_\_\_ Releases built and implemented on schedule
- \_\_\_\_\_ Very low number of Releases having to be backed out
- \_\_\_\_\_ Low number of failures during a build
- \_\_\_\_\_ Accurate management data regarding the contents of the **DSL**
- \_\_\_\_\_ No software in the **DSL** that hasn't been quality checked
- \_\_\_\_\_ Compliance with any legal restrictions relating to purchased software
- \_\_\_\_\_ On schedule releases
- \_\_\_\_\_ No evidence of use of unauthorized software at any site

*Correct. All of the above are good KPI's for the Release Management process. They look at the process itself and the benefit it is providing to the organisation.*

*Incorrect. All of the above are good KPI's for the Release Management process. They look at the process itself and the benefit it is providing to the organisation.*

### **Question 131**

If you were working in a small organization and you had to combine several processes and functions into one person, which would you combine from the following list?

- (e) Change Management, Configuration Management and Release Management
- (f) Availability Management, Service Desk and Problem Management
- (g) Incident Management and Problem Management
- (h) Service Desk, Incident Management and Release Management

*Correct. The best answer in this situation is Change, Configuration and Release Management as they have very close links with each other. However, it is important that the individual performing these roles is disciplined enough to segregate the duties from each process to prevent conflicts of interest and circumvention of the processes themselves.*

*Incorrect. The best answer in this situation is Change, Configuration and Release Management as they have very close links with each other. However, it is important that the individual performing these roles is disciplined enough to segregate the duties from each process to prevent conflicts of interest and circumvention of the processes themselves.*

**Question 132**

A large bank has just hired a new IT Manager. On his first day he calls a meeting of all of the staff, in the local office. He speaks for 10 minutes about the future he sees as the level of expected performance for the division.

What has he told the staff on this day?

- (a) Policy statement
- (b) Vision
- (c) Objectives
- (d) Goals

Answer: \_\_\_\_\_ **B**

**Question 133**

The ITIL Framework defines a series of best practice processes for the efficient and effective management of IT infrastructure. Which of the following statements about the framework are correct?

- 3. The ITIL Framework describes the people who pay for the services delivered as users and those who utilize the services as customers.
- 4. There are relationships between each process to every other process.

- (a) One only
- (b) Two only
- (c) Both
- (d) Neither

Answer: \_\_\_\_\_ **B** (Customers pay, end users utilize)

**Question 134**

By using the ITIL Framework we can expect to see a variety of benefits to the organization, as the IT department introduces the best practice processes. Which of the following is the most likely benefit the organization will see?

- (d) Higher flexibility and adaptability is likely to exist within the services
- (e) A better IT procurement process leading to direct cost savings
- (f) Changes to the functional arrangement of the IT organization

Answer: \_\_\_\_\_ **A** (Procurement not part of ITIL, functional changes not mandatory)

**Question 135**

The procurement department of an electronics manufacturing company has recently signed a contract with a new supplier of Personal computers. The first new machines arrive and all applications used in the company must be tested on the new machines. The manufacturing company has a well structured production and test environment.

Which process authorizes the rollout of the new machines to the users?

- (e) Release Management
- (f) Service Level Management
- (g) Change Management
- (h) Configuration Management

Answer: \_\_\_\_\_ **C** (key word is authorizes)

**Question 136**

Of the following which is not an activity or sub-process of the Capacity Management process?

- (e) Business Capacity Management
- (f) Financial Capacity Management
- (g) Resource Capacity Management
- (h) Service Capacity Management

Answer: \_\_\_\_\_ **B** (Financial Capacity Management is not part of Cap. Management)

**Question 137**

As the financial controller for the IT Department of a large organization with who would you normally negotiate with regarding the amount of funds required for the budget?

- (e) Chief Business Accountant
- (f) Financial Capacity Process owner
- (g) Service Level Manager
- (h) Customer or customers

Answer: \_\_\_\_\_ **D** (The Customer (sometimes at a gross level) is the person who controls funds that are available to the IT Department)

**Question 138**

You notice increasing complaints from most sections of the business regarding response time to simple transactional activities. The Capacity Manager has explained that the current resources are over-utilized during the weekdays at 09:30 to 11:30 and 14:30 to 16:00.

You have been asked to review ways to encourage business unit managers to defer non-essential, high intensity processing activities until after normal business hours. Of the following which is the most likely way to help achieve this outcome?

- (e) Establish a committee to review current practices
- (f) Increase the number of staff working after hours
- (g) Introduce Differential Charging Policy
- (h) Add Penalty clauses to SLA's

Answer: \_\_\_\_\_ **C** (Differential charging can reward the use (through lower costs) of “spare” capacity in non-peak times. This is an example of changing end user and customer behavior through non-overt methods.)

### **Question 139**

The ITIL Framework defines a series of best practice processes for the efficient and effective management of IT infrastructure. Which of the following statements about the framework are correct?

- 3. The ITIL Framework describes the people who pay for the services delivered as users and those who utilize the services as customers.
  - 4. There are relationships between each process to every other process.
- 
- (e) One only
  - (f) Two only
  - (g) Both
  - (h) Neither

Answer: \_\_\_\_\_ **B** (Customers pay, end users utilize)

### **Question 140**

By using the ITIL Framework we can expect to see a variety of benefits to the organization, as the IT department introduces the best practice processes. Which of the following is the most likely benefit the organization will see?

- (d) Higher flexibility and adaptability is likely to exist within the services
- (e) A better IT procurement process leading to direct cost savings
- (f) Changes to the functional arrangement of the IT organization

Answer: \_\_\_\_\_ **A** (Procurement not part of ITIL, functional changes not mandatory)

### **Question 141**

The procurement department of an electronics manufacturing company has recently signed a contract with a new supplier of Personal computers. The first new machines arrive and all applications used in the company must be tested on the new machines. The manufacturing company has a well structured production and test environment.

Which process authorizes the rollout of the new machines to the users?

- (e) Release Management
- (f) Service Level Management
- (g) Change Management
- (h) Configuration Management

Answer: \_\_\_\_\_ **C** (key word is authorizes)

### **Question 142**

Of the following which is not an activity or sub-process of the Capacity Management process?

- (e) Business Capacity Management
- (f) Financial Capacity Management
- (g) Resource Capacity Management
- (h) Service Capacity Management

Answer: \_\_\_\_\_ **B** (Financial Capacity Management is not part of Cap. Management)

### **Question 143**

As the financial controller for the IT Department of a large organization with who would you normally negotiate with regarding the amount of funds required for the budget?

- (e) Chief Business Accountant
- (f) Financial Capacity Process owner
- (g) Service Level Manager
- (h) Customer or customers

Answer: \_\_\_\_\_ **D** (The Customer (sometimes at a gross level) is the person who controls funds that are available to the IT Department)

**Question 144**

You notice increasing complaints from most sections of the business regarding response time to simple transactional activities. The Capacity Manager has explained that the current resources are over-utilized during the weekdays at 09:30 to 11:30 and 14:30 to 16:00.

You have been asked to review ways to encourage business unit managers to defer non-essential, high intensity processing activities until after normal business hours. Of the following which is the most likely way to help achieve this outcome?

- (e) Establish a committee to review current practices
- (f) Increase the number of staff working after hours
- (g) Introduce Differential Charging Policy
- (h) Add Penalty clauses to SLA's

Answer: \_\_\_\_\_ **C** (Differential charging can reward the use (through lower costs) of “spare” capacity in non-peak times. This is an example of changing end user and customer behavior through non-overt methods.

**Question 145**

You are new to the Change Management process, as defined by ITIL. When presented with a list of activities that are defined in the process you are puzzled by one of the actions listed.

Of the following which is not an activity of Change Management?

- (a) Obtaining the necessary approvals for the change
- (b) Ensuring that each change has a unique identifier
- (c) Establishing the change priority, based on its impact and urgency
- (d) Regular reviews of the entire Change process

Answer: \_\_\_\_\_ **A** (Change Management checks to see that all the necessary approvals have been obtained. Change Management doesn't actually “do” the work of getting the approvals.

- 1 D  
2 A  
3 B  
4 B  
5 C  
6 D  
7 A  
8 B  
9 A  
10 A  
11 Service Delivery, Service Support, Security, Applications, ICT Infrastructure, The Business Perspective, Planning to Implement,  
12 Software Asset Management  
13 Operational , Tactical  
14 FALSE  
15 TRUE  
16 itSMF  
17 ITIL Foundations  
18 FALSE  
19 Goal, Inputs, Activities, Outputs, Metrics, Norms  
20 FALSE  
21 B  
22 B  
23 C  
24 A  
25 D  
26 A  
27 C  
28 B  
29 C  
30 A  
31 D  
32 B  
33 D  
34 C  
35 E  
36 All are either Internal or External  
37 Organizational, Procedural, Technical, Physical

Prevention and Reduction on doors	Firewalls, recruitment policy, locks
Detection virus software	Firewalls, security cameras, alarms,
Repression policy, guards	Remove system of network, email
Correction definitions, reboot system	Rebuild system, new virus
Evaluation logs, security policy	System logs, incident logs, firewall
38	
39	C
40	B
41	D
42	A
43	D
44	B
45	C
46	A
47	B
48	C
49	B
50	D
51	B
52	A
53	A
54	C
55	C
56	A
57	A
58	D
59	D
60	C
61	B
62	A
63	A
64	D
65	B
66	A
67	A
68	B

69 B  
70 B  
71 A  
72 C  
73 A  
74 B  
75 A  
76 D  
77 C  
78 D  
79 A  
80 E  
81 C  
82 C  
83 D  
84 D  
85 C  
86 C  
87 A  
88 B  
89 A  
90 A  
91 D  
92 B  
93 C  
94 E  
95 B  
96 C  
97 A  
98 All ticked  
99 A  
100 B  
101 B  
102 A  
103 A  
104 A  
105 B  
106 C  
107 D  
108 A  
109 B  
110 C  
111 B  
112 A

Detection and Recording  
Classification  
Investigate/Diagnosis  
Resolution/ Recovery  
Closure

113  
114 A  
115 C  
116 All ticked  
117 C  
118 All ticked  
119 B  
120 D  
121 B  
122 B  
123 C  
124 C  
125 B  
126 D  
127 A  
128 B  
129 C  
130 All ticked  
131 A  
132 B  
133 B  
134 A  
135 C  
136 B  
137 D  
138 C  
139 B  
140 A  
141 C  
142 B  
143 D  
144 C  
145 A  
147  
148  
149  
150  
151  
152  
153





100% COMPLETE



This practice exam will help you determine if you are ready to take the real certification exam. You have 60 minutes to complete this exam, and must score at least 75% in order to pass it.

(The real exam only requires that you score 65% correct, but to ensure you are ready to pass on your first attempt, you should be able to score 75% on this practice exam.)

**This practice exam gives you 40 questions at random each time you take it. There are 240 questions total in this practice exam's test bank. You only need to pass this exam once to complete the course, but you can retake it as many times as you like for practice. (Each time, you will get a different mixture of questions.)**

## Results

32 of 40 questions answered correctly.

Your Time: 07:30:45

You have reached 32 of 40 point(s), (80%)

Average Score

81.16%

Your Score

80%

A

[Restart Quiz](#)[Review Questions & Answers](#)

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34
35	36	37	38	39	40											

 Answered  Review

## Question #1

1 Point

Who is responsible for approving a change within the organization?

Change authority

Service desk analyst

IT Director

CEO

**Correct**

The change authority is a person or group responsible for authorizing a change. For a standard change, the change might be pre-authorized for all future changes of the same type. For an

emergency change, this might be the IT director. Regardless of their named position, when they are authorizing a change based on the organization's defined level of authority, they are the change authority.

## Question #2

1 Point

Your organization is currently designing a new service for implementation. The team designing the service has decided to focus on value during the design efforts. What best describes 'focus on value' in this context?

Guiding principle

Value

Governance

Mandatory actions

### Correct

'Focus on value' is a guiding principle. A guiding principle is defined as a recommendation that can guide an organization in all circumstances and will guide organizations when adopting service management. They are not described as prescriptive or mandatory. Governance is the means by which an organization is directed and controlled. Governance includes mandatory actions and prescriptive requirements.

## Question #3

1 Point

A small start-up in San Francisco is launching a brand new iPhone app. Their staff is small, but they have big dreams and ideas for their app. The app will perform 15 different functions when it is fully developed.

Currently, the app only has 4 functions completed, but the company decided to release the app to get some initial feedback. Based on the feedback, the company changed the third function to improve the customer experience and continued to add one function every 3 weeks to the app. What guiding principle best describes what the company was doing?

- Keep it simple and practical
- Start where you are
- Progress iteratively with feedback
- Optimize and automate

**Correct**

This is an example of the guiding principle of 'progress iteratively with feedback'. The company released the first version with limited functionality and then changed and improved it over time (iteratively) based on the user's feedback.

**Question #4**

**1 Point**

Your laptop only has a 256GB of SSD storage installed. You have been traveling for work for the last 2 weeks and have downloaded a lot of video files to your internal storage device. Your computer is having issues because there is not enough free space. You called your service desk, but since you are out of the country, they cannot remotely back up all the files on your laptop. They recommend that you move the large files from your internal storage device (256GB SSD) to an external hard drive to free up some available space. Unfortunately, you don't have an external hard drive with you, so you will purchase one at the store later today. How would you classify this situation and the solution recommended?

- Workaround

Known error

Incident

Problem

**Correct**

A known error is a problem that has been analyzed but has not been resolved. Since the issue is known (hard drive is out of space), but not resolved (moving the large files to an external device to free up space), this is a known error.

**Question #5**

**1 Point**

Fill in the blank. Service requests and their fulfillment should be standardized and [?] to the greatest degree possible.

Eliminated

Automated

Reduced

Increased

**Correct**

Service requests and their fulfillment should be standardized and automated to the greatest degree possible. By using automation, we can decrease the consumer's wait time for a resolution, and ensure that they get back to productive work as soon as possible.

**Question #6****1 Point**

Which of the following is NOT an activity within the service value chain?

**Practice**

- Delivery and Support
- Engage
- Plan

**Correct**

Practice is not an activity in the service value chain. The six activities within the service value chain are plan, improve, engage, design and transition, obtain/build, and deliver and support.

**Question #7****1 Point**

Dion Training is an online training organization that provides asynchronous, on-demand video training for the ITIL 4 certifications. To provide these on-demand videos, Dion Training relies on a third-party service provider to host the videos securely and stream the content directly to students when requested through Dion Training's website. Dion Training is responsible for managing the amount of storage space utilized on the service provider's server, as well as determining whether a student may or may not watch a particular video. What best describes these activities?

- Warranty of a service

Service offering

**Service consumption**

Service provision

**Correct**

Service consumption refers to the activities performed by an organization to consume services, which includes the management of the consumer's resources needed to use the service, service use actions performed by users, and may include the receiving (acquiring) of goods.

**Question #8**

**1 Point**

Which guiding principle says that the current state should be investigated and observed directly to make sure it is fully understood before you attempt to create a brand new service or process?

Progress iteratively with feedback

Optimize and automate

Focus on value

**Start where you are**

**Correct**

The 'start where you are' guiding principle says that the current state should be investigated and observed directly to make sure it is fully understood before you attempt to create a brand new service or process. There is usually something in the existing service or process that can be reused,

saving you time, effort, and resources.

### Question #9

1 Point

What is the purpose of the 'service configuration management' practice?

- Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner
- Setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets
- Ensuring that risks are properly assessed, authorizing changes to proceed and managing a change schedule in order to maximize the number of successful IT changes
- Ensuring that accurate and reliable information about the configuration of services and the configuration items that support them are available when and where needed**

### Correct

Service configuration management is the practice of ensuring that accurate and reliable information about the configuration of services, and the configuration items that support them, is available when and where needed.

### Question #10

1 Point

What is NOT a phase in problem management?

- Problem identification

- Problem control
- Error control
- Problem classification

**Incorrect**

Problem management involves three distinct phases: problem identification, problem control, and error control.

**Question #11**

**1 Point**

Your company is undergoing an improvement initiative to reduce the number of physical servers in the data center by 50%. You are working as part of the deployment team trying to achieve this goal. You are currently migrating physical servers into virtualized systems and removing the physical servers from the data center. Which step of the continual improvement model are you working on?

- How do we get there
- Take action
- Where do we want to be
- Where are we now

**Correct**

The ‘take action’ step of the continual improvement model is focused on performing the actual work involved in order to reach the goals set forth in the ‘where do we want to be’ step.

**Question #12****1 Point**

Which step of the continual improvement model is focused on outlining the steps that will be undertaken by the organization in order to achieve its goals and move the organization closer to achieving its vision?

- Take action
- How do we get there
- Where do we want to be
- Where are we now

**Incorrect**

The 'how do we get there' step of the continual improvement model is focused on outlining the plan of action to be undertaken to accomplish the goals set forth in the 'where do we want to be' step of the model.

**Question #13****1 Point**

Who can report an incident?

- End user
- Service desk analyst
- Anyone

- System administrator

**Correct**

Anyone can report an incident. An incident is an unplanned interruption to a service or reduction in the quality of a service. This may be reported by the end user, service desk analyst, system administrator, or any other person who identifies the interruption or reduction in the service.

**Question #14**

**1 Point**

Each time users attempt to log on to the domain using their username and password, they receive an error that 'the authentication server is not responding'. This is happening to multiple users across the network. How would you categorize this issue?

- Problem

- Event

- Workaround

- Incident

**Correct**

A problem is a cause, or potential cause, of one or more incidents. This is occurring multiple times and to different users across the network. The common issue appears to be the authentication server, so it might be the problem.

**Question #15**

**1 Point**

Your company currently uses a paper-based process for allocating funding for authorized business travel. This process requires the traveler to fill out a form and get 6 different signatures and approval prior to turning in the form to accounting for funding of the travel. This entire process is currently done manually, meaning, an employee is actually walking around to the various managers for their physical signature on a piece of paper. You have decided to automate this process. Based on the principle of 'optimize and automate', how should you approach the automation of this existing process?

- Identify all of the steps in the process and create an automated workflow that will route the form electronically to the authorized signatories
- Create a new process first and then automate it
- Identify all of the steps in the process and eliminate any unnecessary steps in the process
- Identify all the steps in the process, eliminate any unnecessary steps, and then automate the remaining steps in the process**

### Correct

The guiding principle of 'optimize and automate' states that you should first identify all the steps in a process first. Then, you should simplify or optimize the process. Finally, once you have an optimized process, you should automate the process.

### Question #16

1 Point

Which step of the continual improvement model states that "each improvement initiative should support the organization's goals and objectives"?

- How do we get there

Where do we want to be

**What is the vision**

Where are we now

### Correct

According to the step called 'what is the vision', each improvement initiative should support the organization's goals and objectives.

## Question #17

1 Point

How does 'service request management' contribute to 'design and transition' activity?

By acquiring pre-approved service components

By collecting user-specific request requirements

It analyzes data to identify opportunities to provide new service request options

By initiating standard changes to fulfill service requests

### Incorrect

This is the 'design and transition' activity. Standard changes to services can be initiated and fulfilled as service requests.

## Question #18

1 Point

John is currently working to create a new service that would allow a customer to purchase a digital product online and have it delivered to the user's inbox. John is responsible for the payment portion of this service, but Sally is responsible for the digital product fulfillment portion of the service. Which of the following should John do in order to follow the principle of 'think and work holistically'?

- John should meet with Sally to determine how the digital product fulfillment will occur**
- John should optimize his code to ensure it runs efficiently
- John should wait until Sally's portion is complete before beginning his to ensure they work together properly
- John should tell Sally to wait until his portion is done before starting hers to ensure compatibility

### Correct

Under the 'think and work holistically' guiding principle, it is important to understand that no service, practice, process, department, or supplier works independently. Instead, each person needs to think about the service from an end-to-end perspective in order to ensure maximum compatibility and efficiency. Out of the options provided, the best one to choose for supporting the principle of 'think and work holistically' is for John to meet with Sally to determine how she plans to conduct the digital product fulfillment. This will allow him to ensure the portion of the system he is responsible for can work properly with other portions of the service.

### Question #19

1 Point

Fill in the blank. [?] may simultaneously be removed from a service consumer and imposed on a service consumer. For example, outsourcing a service to a service provider may remove the need for the consumer to have their own IT infrastructure, but it may require them to install a faster Internet connection to reach the service provider's servers instead.

Outcomes

Costs

Outputs

Value

### Correct

From the service consumer's perspective, there are two types of costs involved in service relationships: 1. Costs removed from the service consumer by the service (a part of the value proposition). This may include costs of staff, technology, and other resources which are not needed by the consumer. 2. Costs imposed on the consumer by the service (the costs of service consumption). The total cost of consuming a service includes the price charged by the service provider (if any), plus other costs such as staff training, costs of network utilization, procurement, etc.

## Question #20

1 Point

Management has set a goal to reduce the number of physical servers in the datacenter by 10% this year. Your team is responsible for creating a plan to migrate 50% of the physical servers into virtualized systems. Which step of the continual improvement model are you currently working on?

How do we get there

Where do we want to be

Where are we now

Take action

### **Correct**

The 'how do we get there' step of the continual improvement model is focused on outlining the plan of action to be undertaken to accomplish the goals set forth in the 'where do we want to be' step of the model.

### **Question #21**

**1 Point**

During a review of the New Account Creation process at your company, you determine that the current process requires 15 steps to create a new account. As you analyze each step, you find that steps 3 and 5 provide no value to the process or the organization. Based on which guiding principle should you eliminate steps 3 and 5 from the process?

- Think and work holistically
- Focus on value
- Optimize and automate
- Keep it simple and practical

### **Correct**

When analyzing a practice, process, service, metric, or other improvement targets, always ask whether it contributes to value creation. If value is not being created, then eliminate the unnecessary steps to simplify the process.

### **Question #22**

**1 Point**

Which value chain activity ensures that service components are available when and where they are needed and meet agreed specifications?

Deliver and support

Design and transition

Obtain/build

Improve

**Incorrect**

The 'obtain/build' value chain activity ensures that service components are available when and where they are needed and meet agreed specifications.

**Question #23**

**1 Point**

You are attempting to print a document from your workstation to the network printer in your office. The print job failed when you attempted to print, so you called the service desk for assistance. What term best describes your issue?

Problem

Event

Resolution

Incident

**Correct**

An incident is an unplanned interruption to a service or reduction in the quality of a service.

**Question #24****1 Point**

You are working as a service desk analyst. You just received a change request to create a new user account. What type of change would this be considered?

- Emergency
- Routine
- Normal
- Standard

**Correct**

A new account being created is likely something a service desk analyst does multiple times per day. Your organization should have a standard process for this type of change. It is considered a standard change. Standard changes are low-risk, pre-authorized changes that are well-understood and fully-documented. When the procedure for a standard change is created or modified, there should be a full risk assessment and authorization as for any other change. This risk assessment does not need to be repeated each time the standard change is implemented, only if there is a modification to the way it is carried out.

**Question #25****1 Point**

Which ITIL concept describes the service value chain?

- Seven guiding principles
- Four dimensions of service management
- Practices
- Service value system

**Correct**

The components of the service value system are 'guiding principles', 'governance', 'service value chain', 'practices', and 'continual improvement'.

**Question #26**

**1 Point**

Which ITIL concept describes practices?

- Seven guiding principles
- Service value chain
- Service value system
- Four dimensions of service management

**Correct**

The components of the service value system are 'guiding principles', 'governance', 'service value chain', 'practices', and 'continual improvement'.

## Question #27

1 Point

What is the purpose of the 'IT asset management' practice?

**Planning and managing the full lifecycle of all IT assets**

- Ensuring that services achieve agreed and expected performance levels, satisfying current and future demand in a cost-effective way
- Ensuring that services deliver agreed levels of availability or that change can be assessed
- Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner

**Correct**

IT asset management is the practice of planning and managing the full lifecycle of all IT assets.

## Question #28

1 Point

What is usually included as part of 'incident management'?

- Authority to implement changes to a system
- Detailed procedures for the diagnosis of incidents

- Use of specialized knowledge for complicated incidents
- Observation of all services and service components to identify any change in state

**Incorrect**

This process does not usually include detailed procedures on how to diagnose, investigate, and resolve incidents.

**Question #29**

**1 Point**

What are guiding principles considered?

- Governance
- Prescriptive requirements
- Mandatory actions
- Recommendations

**Incorrect**

A guiding principle is defined as a recommendation that can guide an organization in all circumstances and will guide organizations when adopting service management. They are not described as prescriptive or mandatory. Governance is the means by which an organization is directed and controlled. Governance includes mandatory actions and prescriptive requirements.

**Question #30**

**1 Point**

What is defined as the practice of ensuring that accurate and reliable information about the configuration of services, and the configuration items that support them, is available when and where needed?

**Service configuration management**

Change control

Service level management

IT asset management

**Correct**

Service configuration management is the practice of ensuring that accurate and reliable information about the configuration of services, and the configuration items that support them, is available when and where needed.

**Question #31**

**1 Point**

Identify the missing word(s) in the following sentence. A user is a person who uses [?].

Outputs

Functionality

Products

Services

## Correct

A user is a person who uses services.

### Question #32

1 Point

Which type of change needs to be assessed, authorized, and scheduled by a change authority prior to implementing it?

Standard

Normal

Emergency

All three of these

## Correct

Normal changes must be assessed, authorized, and scheduled prior to implementing the change.

Standard changes are pre-authorized and therefore, don't need to be scheduled since they are low-risk. Emergency changes still require an assessment and authorization, but they are rarely scheduled since they need to be implemented as soon as possible to fix an incident or security issue.

### Question #33

1 Point

How does 'service request management' contribute to the 'improve' value chain activity?

It ensures that users continue to be productive when they need assistance from the service provider

- It analyzes data to identify opportunities to provide new service request options
- It collects user-specific requirements, sets expectations, and provides status updates
- It acquires pre-approved service components to help fulfill service requests

### Incorrect

This is the ‘improve’ activity. Improve includes the analysis of data to identify opportunities to provide new service request options.

### Question #34

1 Point

Which guiding principle states that there is likely something in the current services, processes, programs, projects, or organization that can be used to create the desired outcome for a new or redesigned service?

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

### Correct

The ‘start where you are’ guiding principle states that there is likely something in the current services, processes, programs, projects, or organization that can be used to create the desired outcome for a new or redesigned service.

**Question #35****1 Point**

You are working as part of an improvement initiative and your team would like to release a new module into the existing Customer Relationship Management system. Which type of change should you initiate?

 Standard Emergency **Normal** Routine**Correct**

Normal changes are changes which need to be scheduled, assessed, and authorized following a standard process. These changes are not considered routine (like a standard change). They are also not considered urgent and don't need to be implemented as soon as possible to recover from an incident (like an emergency change). In this example, the system is currently working perfectly fine, but you want to add a new function/feature to improve it. This should go through the normal change process. (Note: Routine is not a type of change in ITIL 4.)

**Question #36****1 Point**

Identify the missing word(s) in the following sentence. Utility is the [?] offered by a product or service to meet a particular need.

 Assurance Functionality

Outcome

Promise

**Incorrect**

Utility is the functionality offered by a product or service to meet a particular need.

**Question #37**

**1 Point**

Your laptop was connected to the corporate wireless network this morning but when you came back from lunch, it refuses to connect to the network. What term best describes this scenario?

Event

Incident

Request

Problem

**Correct**

An incident is an unplanned interruption to a service or reduction in the quality of a service. Since the wireless service is no longer working and this is an unplanned outage, it should be classified as an incident.

**Question #38**

**1 Point**

Identify the missing word in the following sentence. [?] management is the practice of ensuring that all an organization's projects are successfully delivered.

Event

Project

Incident

Availability

**Correct**

Project management is the practice of ensuring that all of an organization's projects are successfully delivered.

**Question #39**

**1 Point**

Identify the missing word(s) in the following sentence. Warranty is the assurance that a product or service will meet [?] requirements.

Established

The contracted

Inexpensive

Agreed

## Correct

The definition of warranty is the assurance that a product or service will meet agreed requirements.

### Question #40

1 Point

You are part of a team configuring a brand new email server. You want to get permission to install the server on the corporate network to continue your configuration and testing. Which type of change should you initiate?

Routine

Emergency

Normal

Standard

## Correct

You should initiate a normal change. Normal changes are changes which need to be scheduled, assessed, and authorized following a standard process. These changes are not considered routine (like a standard change). They are also not considered urgent and don't need to be implemented as soon as possible to recover from an incident (like an emergency change). There is no such thing as a routine change in ITIL 4.



## ITIL® 4 Foundation Practice Exam #1

### Question 1:

What is the definition of utility?

- a) The assurance that a product or service will meet agreed requirements
- b) A possible event that could cause harm or loss, or make it more difficult to achieve objectives
- c) The functionality offered by a product or service to meet a particular need
- d) A tangible or intangible deliverable that is produced by carrying out an activity

### Question 2:

Identify the missing word(s) in the following sentence. A customer is a person who defines the requirements for a service and takes responsibility for the [?] of service consumption.

- a) Outcomes
- b) Cost
- c) Outputs
- d) Benefits

### Question 3:

What is the definition of an IT asset?

- a) A particular set of settings or options on a given piece of equipment
- b) Any valuable component that can contribute to the delivery of an IT product or service
- c) A means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks
- d) Any component that needs to be managed in order to deliver an IT service

### Question 4:

Identify the missing word(s) in the following sentence. A(n) [?] is any component that needs to be managed in order to deliver an IT service.

- a) Product
- b) Outputs
- c) Asset
- d) Configuration item

Question 5:

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

- a) Establishing and nurturing links between an organization and its stakeholders at strategic and tactical levels
- b) Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner
- c) Setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets
- d) Ensuring that an organization's suppliers and their performance levels are managed appropriately to support the provision of seamless quality products and services

Question 6:

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

- a) Ensuring that services deliver agreed levels of availability or that change can be assessed
- b) Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner
- c) Minimizing the negative impact of incidents by restoring normal service operation as quickly as possible
- d) Reducing the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors

Question 7:

Identify the missing word in the following sentence. [?] management is the practice of minimizing the negative impact of incidents by restoring normal service operation as quickly as possible.

- a) Availability
- b) Event
- c) Incident
- d) Problem

Question 8:

What is defined as the practice of aligning an organization's practices and services with changing business needs through the ongoing identification and improvement of all elements involved in the effective management of products and services?

- a) Service level management
- b) Service request management
- c) Continual improvement
- d) Capacity and performance management



## ITIL® 4 Foundation Practice Exam #1

**Question 9:**

Identify the missing word in the following sentence. Service [?] management is the practice of setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets.

- a) Capacity
- b) Availability
- c) Request
- d) Level

**Question 10:**

Dion Training has decided not to run their own email servers. Instead, Dion Training pays a monthly service fee to Google's G-Suite to provide email services to the company so that Dion Training can receive emails from its students. What best describes this co-creation of value by Dion Training and Google in order to provide email support to Dion Training's students?

- a) Service offering
- b) Service relationship management
- c) Service provision
- d) Service consumption

**Question 11:**

What term best describes the perceived benefits, usefulness, and importance of something?

- a) Utility
- b) Warranty
- c) Outcome
- d) Value

**Question 12:**

Your organization is preparing to launch a new service. Your manager is concerned that there is a possibility that something bad might happen which could cause the service to fail and the desired outcome won't be achieved. What term best describes your manager's concerns?

- a) Outputs
- b) Risks
- c) Costs
- d) Utility



## ITIL® 4 Foundation Practice Exam #1

### Question 13:

Fill in the blank. [?] is/are defined as a recommendation that can guide an organization in all circumstances and will guide organizations when adopting service management.

- a) Guiding principles
- b) Service value chain
- c) Focus on value
- d) Governance

### Question 14:

You have been assigned to a team that has been asked to identify how your consumers use a particular service, what the service helps them to do, and how the service helps them to identify their goals. Which of the guiding principles should best be applied in your situation?

- a) Focus on value
- b) Progress iteratively with feedback
- c) Collaborate and promote visibility
- d) Think and work holistically

### Question 15:

Your organization is currently running a web hosting service, but it is not providing sufficient utility and warranty. In order to fix this, a team has been assembled and asked to design a new web hosting service. The team manager suggests that the team first look at the existing service and its processes before they begin to design the new service. What guiding principle is being followed by the team manager?

- a) Focus on value
- b) Start where you are
- c) Keep it simple and practical
- d) Optimize and automate

### Question 16:

Which guiding principle is focused on involving the right people in the correct roles in order to get additional buy-in for the project and increase the likelihood of long-term success?

- a) Collaborate and promote visibility
- b) Focus on value
- c) Progress iteratively with feedback
- d) Optimize and automate



## ITIL® 4 Foundation Practice Exam #1

### Question 17:

During a review of the New Account Creation process at your company, you determine that the current process requires 15 steps to create a new account. As you analyze each step, you find that steps 3 and 5 provide no value to the process or the organization. Based on which guiding principle should you eliminate steps 3 and 5 from the process?

- a) Think and work holistically
- b) Keep it simple and practical
- c) Optimize and automate
- d) Focus on value

### Question 18:

What refers to the use of technology to perform a step or series of steps correctly and consistently with limited or no human involvement?

- a) Automation
- b) Optimization
- c) Value
- d) Utility

### Question 19:

Which service management dimension is focused on the roles and responsibilities of the people involved in a process' workflow?

- a) Organizations and people
- b) Information and technology
- c) Partners and suppliers
- d) Value streams and processes

### Question 20:

Which service management dimension is focused on the communication systems and knowledge bases used by employees?

- a) Organizations and people
- b) Information and technology
- c) Partners and suppliers
- d) Value streams and processes

### Question 21:

Which ITIL concept describes practices?

- a) Seven guiding principles
- b) Service value system
- c) Service value chain
- d) Four dimensions of service management

**Question 22:**

Which of the following is NOT an activity within the service value chain?

- a) Plan
- b) Engage
- c) Delivery and Support
- d) Practice

**Question 23:**

Your company has recently engaged a new supplier to provide you with 3 routers that will handle 1 Gbps of throughput. They are scheduled for installation in three months. Your team is currently configuring the devices in preparation for installation into the network architecture based upon the design requirements. Which value chain activity would best categorize your configuration actions in this scenario?

- a) Design and transition
- b) Engage
- c) Obtain/build
- d) Deliver and support

**Question 24:**

Management has set a goal to reduce the number of physical servers in the datacenter by 10% this year. Your team is responsible for creating a plan to migrate 50% of the physical servers into virtualized systems. Which step of the continual improvement model are you currently working on?

- a) Where do we want to be
- b) How do we get there
- c) Where are we now
- d) Take action

**Question 25:**

You are working as part of an improvement initiative and your team would like to release a new module into the existing Customer Relationship Management system. Which type of change should you initiate?

- a) Standard
- b) Normal
- c) Emergency
- d) Routine



## ITIL® 4 Foundation Practice Exam #1

Question 26:

What is an emergency change?

- a) A change that doesn't need risk assessment because the procedure has been pre-authorized
- b) A change that needs to be assessed, authorized, and scheduled by a change authority
- c) A change that must be implemented as soon as possible because it is required to resolve an incident or security issue
- d) A change that is assessed, authorized, and scheduled as part of 'continual improvement'

Question 27:

Who is responsible for approving a change within the organization?

- a) CEO
- b) IT Director
- c) Service desk analyst
- d) Change authority

Question 28:

You are attempting to print a document from your workstation to the network printer in your office. The print job failed when you attempted to print, so you called the service desk for assistance. What term best describes your issue?

- a) Problem
- b) Event
- c) Incident
- d) Resolution

Question 29:

Your company has decided to install a service management tool that provides incident management as one of its functions. What is the benefit of using an incident management system?

- a) It can provide automated resolution and closure of complex incidents
- b) It can ensure that incidents are resolved within the agreed upon timeframe in the service level agreement (SLA)
- c) It can provide automated matching of incidents to problems or known errors
- d) The system can provide specialized knowledge for solving complicated incidents



## ITIL® 4 Foundation Practice Exam #1

Question 30:

What is usually included as part of 'incident management'?

- a) Scripts for collecting initial information about incidents
- b) Detailed procedures for the diagnosis of incidents
- c) Authority to implement changes to a system
- d) Observation of all services and service components to identify any change in state

Question 31:

You are working as a service desk analyst. Within the last hour, you have received 13 calls about users being unable to log on to the network. There appears to be something wrong with the domain controller. What would you classify this scenario as?

- a) Incident
- b) Workaround
- c) Problem
- d) Event

Question 32:

The users on the fourth floor of your building keep calling the service desk to report that their network connectivity is not working properly. The service desk logs each of these incidents, but since there are multiple incidents for the same issue, they forward it to the problem management activity for resolution. During your analysis, you determine that the network switch that services the entire fourth floor is broken and will need to be replaced. You checked the current inventory of spares, but there are none available. It appears this problem will remain for 24 hours until a new switch can be received and installed. How would you categorize the issue described in this scenario?

- a) Known error
- b) Workaround
- c) Problem
- d) Incident

Question 33:

How does 'service request management' contribute to the 'deliver and support' value chain activity?

- a) It ensures that users continue to be productive when they need assistance from the service provider
- b) It collects user-specific requirements, sets expectations, and provides status updates
- c) By initiating standard changes to fulfill service requests
- d) It acquires pre-approved service components to help fulfill service requests



## ITIL® 4 Foundation Practice Exam #1

### Question 34:

What is an example of an action a service request management employee would undertake as part of the 'obtain/build' activity?

- a) Analyzing data to identify opportunities to provide new service request options
- b) Ensuring users continue to be productive when they need assistance from the service provider
- c) Acquiring pre-approved service components to help fulfill service requests
- d) Initiating standard changes to fulfill service requests

### Question 35:

What is true about the service desk?

- a) Service desks should always be a physical team in a single fixed location
- b) Service desks should be designed based on your organization, its business processes, and the user requirements
- c) Service desks should always use a virtual service desk to save money
- d) Service desks should always be local to the organization they support

### Question 36:

What activity is the main channel for communication and collaboration with users?

- a) Service level management
- b) Service desk
- c) Incident management
- d) Service request management

### Question 37:

You are in a quarterly service level management review with your supervisor. The manager asks your supervisor if the service desk has been meeting their SLA target metrics. Your supervisor proudly proclaims that everything is 'green' (meaning, we are meeting all of the targets). Just then, another executive asks, "If everything is showing as 'green', why am I hearing other users complain that the service is always unavailable for use?" What might be the reason for this?

- a) Your supervisor's data is based on operational metrics
- b) Your supervisor's data is based on business metrics
- c) Your supervisor's data is based on availability metrics
- d) Your supervisor's data is not based on business outcomes



## ITIL® 4 Foundation Practice Exam #1

Question 38:

How does 'service level management' contribute to the 'improve' value chain activity?

- a) Uses feedback from users about the service and requirements from customers to make the service better
- b) Provides feedback from interactions with customers into new or changed services
- c) Provides information about the actual service performance and trends
- d) Collects feedback during interactions and communicates service performance objectives to the operations and support teams

Question 39:

You are working as a service desk manager. One of your analysts has created a new workaround for a problem that has been causing issues for users for the last few hours. To ensure all users across the network are notified of this workaround, you decide to post the workaround on the front page of your user service portal on the intranet. During which value chain activity would this occur?

- a) Plan
- b) Improve
- c) Engage
- d) Obtain/build

Question 40:

What is an example of an action a service request management employee would undertake as part of the 'design and transition' activity?

- a) Ensuring users continue to be productive when they need assistance from the service provider
- b) Collecting user-specific requirements, setting expectations, and providing status updates
- c) Acquiring pre-approved service components to help fulfill service requests
- d) Initiating standard changes to fulfill service requests



## ITIL® 4 Foundation Practice Exam #2

### Answer Key

1	C
2	A
3	B
4	D
5	A
6	D
7	C
8	C
9	D
10	B
11	D
12	B
13	A
14	A
15	B
16	A
17	B
18	A
19	A
20	B
21	B
22	D
23	C
24	B
25	B
26	C
27	D
28	C
29	C
30	A
31	C
32	A
33	A
34	C
35	B
36	B
37	D
38	A
39	C
40	D



## ITIL® 4 Foundation Practice Exam #1

### Question 1:

What is the definition of utility?

- a) The assurance that a product or service will meet agreed requirements
- b) A possible event that could cause harm or loss, or make it more difficult to achieve objectives
- c) The functionality offered by a product or service to meet a particular need
- d) A tangible or intangible deliverable that is produced by carrying out an activity

### Question 2:

Identify the missing word(s) in the following sentence. A customer is a person who defines the requirements for a service and takes responsibility for the [?] of service consumption.

- a) Outcomes
- b) Cost
- c) Outputs
- d) Benefits

### Question 3:

What is the definition of an IT asset?

- a) A particular set of settings or options on a given piece of equipment
- b) Any valuable component that can contribute to the delivery of an IT product or service
- c) A means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks
- d) Any component that needs to be managed in order to deliver an IT service

### Question 4:

Identify the missing word(s) in the following sentence. A(n) [?] is any component that needs to be managed in order to deliver an IT service.

- a) Product
- b) Outputs
- c) Asset
- d) Configuration item

Question 5:

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

- a) Establishing and nurturing links between an organization and its stakeholders at strategic and tactical levels
- b) Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner
- c) Setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets
- d) Ensuring that an organization's suppliers and their performance levels are managed appropriately to support the provision of seamless quality products and services

Question 6:

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

- a) Ensuring that services deliver agreed levels of availability or that change can be assessed
- b) Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner
- c) Minimizing the negative impact of incidents by restoring normal service operation as quickly as possible
- d) Reducing the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors

Question 7:

Identify the missing word in the following sentence. [?] management is the practice of minimizing the negative impact of incidents by restoring normal service operation as quickly as possible.

- a) Availability
- b) Event
- c) Incident
- d) Problem

Question 8:

What is defined as the practice of aligning an organization's practices and services with changing business needs through the ongoing identification and improvement of all elements involved in the effective management of products and services?

- a) Service level management
- b) Service request management
- c) Continual improvement
- d) Capacity and performance management



## ITIL® 4 Foundation Practice Exam #1

### Question 9:

Identify the missing word in the following sentence. Service [?] management is the practice of setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets.

- a) Capacity
- b) Availability
- c) Request
- d) Level

### Question 10:

Dion Training has decided not to run their own email servers. Instead, Dion Training pays a monthly service fee to Google's G-Suite to provide email services to the company so that Dion Training can receive emails from its students. What best describes this co-creation of value by Dion Training and Google in order to provide email support to Dion Training's students?

- a) Service offering
- b) Service relationship management
- c) Service provision
- d) Service consumption

### Question 11:

What term best describes the perceived benefits, usefulness, and importance of something?

- a) Utility
- b) Warranty
- c) Outcome
- d) Value

### Question 12:

Your organization is preparing to launch a new service. Your manager is concerned that there is a possibility that something bad might happen which could cause the service to fail and the desired outcome won't be achieved. What term best describes your manager's concerns?

- a) Outputs
- b) Risks
- c) Costs
- d) Utility



## ITIL® 4 Foundation Practice Exam #1

### Question 13:

Fill in the blank. [?] is/are defined as a recommendation that can guide an organization in all circumstances and will guide organizations when adopting service management.

- a) Guiding principles
- b) Service value chain
- c) Focus on value
- d) Governance

### Question 14:

You have been assigned to a team that has been asked to identify how your consumers use a particular service, what the service helps them to do, and how the service helps them to identify their goals. Which of the guiding principles should best be applied in your situation?

- a) Focus on value
- b) Progress iteratively with feedback
- c) Collaborate and promote visibility
- d) Think and work holistically

### Question 15:

Your organization is currently running a web hosting service, but it is not providing sufficient utility and warranty. In order to fix this, a team has been assembled and asked to design a new web hosting service. The team manager suggests that the team first look at the existing service and its processes before they begin to design the new service. What guiding principle is being followed by the team manager?

- a) Focus on value
- b) Start where you are
- c) Keep it simple and practical
- d) Optimize and automate

### Question 16:

Which guiding principle is focused on involving the right people in the correct roles in order to get additional buy-in for the project and increase the likelihood of long-term success?

- a) Collaborate and promote visibility
- b) Focus on value
- c) Progress iteratively with feedback
- d) Optimize and automate



## ITIL® 4 Foundation Practice Exam #1

### Question 17:

During a review of the New Account Creation process at your company, you determine that the current process requires 15 steps to create a new account. As you analyze each step, you find that steps 3 and 5 provide no value to the process or the organization. Based on which guiding principle should you eliminate steps 3 and 5 from the process?

- a) Think and work holistically
- b) Keep it simple and practical
- c) Optimize and automate
- d) Focus on value

### Question 18:

What refers to the use of technology to perform a step or series of steps correctly and consistently with limited or no human involvement?

- a) Automation
- b) Optimization
- c) Value
- d) Utility

### Question 19:

Which service management dimension is focused on the roles and responsibilities of the people involved in a process' workflow?

- a) Organizations and people
- b) Information and technology
- c) Partners and suppliers
- d) Value streams and processes

### Question 20:

Which service management dimension is focused on the communication systems and knowledge bases used by employees?

- a) Organizations and people
- b) Information and technology
- c) Partners and suppliers
- d) Value streams and processes

### Question 21:

Which ITIL concept describes practices?

- a) Seven guiding principles
- b) Service value system
- c) Service value chain
- d) Four dimensions of service management

**Question 22:**

Which of the following is NOT an activity within the service value chain?

- a) Plan
- b) Engage
- c) Delivery and Support
- d) Practice

**Question 23:**

Your company has recently engaged a new supplier to provide you with 3 routers that will handle 1 Gbps of throughput. They are scheduled for installation in three months. Your team is currently configuring the devices in preparation for installation into the network architecture based upon the design requirements. Which value chain activity would best categorize your configuration actions in this scenario?

- a) Design and transition
- b) Engage
- c) Obtain/build
- d) Deliver and support

**Question 24:**

Management has set a goal to reduce the number of physical servers in the datacenter by 10% this year. Your team is responsible for creating a plan to migrate 50% of the physical servers into virtualized systems. Which step of the continual improvement model are you currently working on?

- a) Where do we want to be
- b) How do we get there
- c) Where are we now
- d) Take action

**Question 25:**

You are working as part of an improvement initiative and your team would like to release a new module into the existing Customer Relationship Management system. Which type of change should you initiate?

- a) Standard
- b) Normal
- c) Emergency
- d) Routine



## ITIL® 4 Foundation Practice Exam #1

Question 26:

What is an emergency change?

- a) A change that doesn't need risk assessment because the procedure has been pre-authorized
- b) A change that needs to be assessed, authorized, and scheduled by a change authority
- c) A change that must be implemented as soon as possible because it is required to resolve an incident or security issue
- d) A change that is assessed, authorized, and scheduled as part of 'continual improvement'

Question 27:

Who is responsible for approving a change within the organization?

- a) CEO
- b) IT Director
- c) Service desk analyst
- d) Change authority

Question 28:

You are attempting to print a document from your workstation to the network printer in your office. The print job failed when you attempted to print, so you called the service desk for assistance. What term best describes your issue?

- a) Problem
- b) Event
- c) Incident
- d) Resolution

Question 29:

Your company has decided to install a service management tool that provides incident management as one of its functions. What is the benefit of using an incident management system?

- a) It can provide automated resolution and closure of complex incidents
- b) It can ensure that incidents are resolved within the agreed upon timeframe in the service level agreement (SLA)
- c) It can provide automated matching of incidents to problems or known errors
- d) The system can provide specialized knowledge for solving complicated incidents



## ITIL® 4 Foundation Practice Exam #1

Question 30:

What is usually included as part of 'incident management'?

- a) Scripts for collecting initial information about incidents
- b) Detailed procedures for the diagnosis of incidents
- c) Authority to implement changes to a system
- d) Observation of all services and service components to identify any change in state

Question 31:

You are working as a service desk analyst. Within the last hour, you have received 13 calls about users being unable to log on to the network. There appears to be something wrong with the domain controller. What would you classify this scenario as?

- a) Incident
- b) Workaround
- c) Problem
- d) Event

Question 32:

The users on the fourth floor of your building keep calling the service desk to report that their network connectivity is not working properly. The service desk logs each of these incidents, but since there are multiple incidents for the same issue, they forward it to the problem management activity for resolution. During your analysis, you determine that the network switch that services the entire fourth floor is broken and will need to be replaced. You checked the current inventory of spares, but there are none available. It appears this problem will remain for 24 hours until a new switch can be received and installed. How would you categorize the issue described in this scenario?

- a) Known error
- b) Workaround
- c) Problem
- d) Incident

Question 33:

How does 'service request management' contribute to the 'deliver and support' value chain activity?

- a) It ensures that users continue to be productive when they need assistance from the service provider
- b) It collects user-specific requirements, sets expectations, and provides status updates
- c) By initiating standard changes to fulfill service requests
- d) It acquires pre-approved service components to help fulfill service requests



## ITIL® 4 Foundation Practice Exam #1

### Question 34:

What is an example of an action a service request management employee would undertake as part of the 'obtain/build' activity?

- a) Analyzing data to identify opportunities to provide new service request options
- b) Ensuring users continue to be productive when they need assistance from the service provider
- c) Acquiring pre-approved service components to help fulfill service requests
- d) Initiating standard changes to fulfill service requests

### Question 35:

What is true about the service desk?

- a) Service desks should always be a physical team in a single fixed location
- b) Service desks should be designed based on your organization, its business processes, and the user requirements
- c) Service desks should always use a virtual service desk to save money
- d) Service desks should always be local to the organization they support

### Question 36:

What activity is the main channel for communication and collaboration with users?

- a) Service level management
- b) Service desk
- c) Incident management
- d) Service request management

### Question 37:

You are in a quarterly service level management review with your supervisor. The manager asks your supervisor if the service desk has been meeting their SLA target metrics. Your supervisor proudly proclaims that everything is 'green' (meaning, we are meeting all of the targets). Just then, another executive asks, "If everything is showing as 'green', why am I hearing other users complain that the service is always unavailable for use?" What might be the reason for this?

- a) Your supervisor's data is based on operational metrics
- b) Your supervisor's data is based on business metrics
- c) Your supervisor's data is based on availability metrics
- d) Your supervisor's data is not based on business outcomes



## ITIL® 4 Foundation Practice Exam #1

Question 38:

How does 'service level management' contribute to the 'improve' value chain activity?

- a) Uses feedback from users about the service and requirements from customers to make the service better
- b) Provides feedback from interactions with customers into new or changed services
- c) Provides information about the actual service performance and trends
- d) Collects feedback during interactions and communicates service performance objectives to the operations and support teams

Question 39:

You are working as a service desk manager. One of your analysts has created a new workaround for a problem that has been causing issues for users for the last few hours. To ensure all users across the network are notified of this workaround, you decide to post the workaround on the front page of your user service portal on the intranet. During which value chain activity would this occur?

- a) Plan
- b) Improve
- c) Engage
- d) Obtain/build

Question 40:

What is an example of an action a service request management employee would undertake as part of the 'design and transition' activity?

- a) Ensuring users continue to be productive when they need assistance from the service provider
- b) Collecting user-specific requirements, setting expectations, and providing status updates
- c) Acquiring pre-approved service components to help fulfill service requests
- d) Initiating standard changes to fulfill service requests



## ITIL® 4 Foundation Practice Exam #2

### Answer Key

1	C
2	A
3	B
4	D
5	A
6	D
7	C
8	C
9	D
10	B
11	D
12	B
13	A
14	A
15	B
16	A
17	B
18	A
19	A
20	B
21	B
22	D
23	C
24	B
25	B
26	C
27	D
28	C
29	C
30	A
31	C
32	A
33	A
34	C
35	B
36	B
37	D
38	A
39	C
40	D

## **ITIL 4 Foundation**

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## **Exam A**

### **QUESTION 1**

**1- Which is a result of applying the guiding principle 'progress iteratively with feedback'?**

- A. The ability to discover and respond to failure earlier
- B. Standardization of practices and services
- C. Understanding the customer's perception of value
- D. Understanding the current state and identifying what can be reused

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 2**

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

- A. Information security management
- B. Continual improvement
- C. Monitoring and event management
- D. Service level management

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 3**

**3- Which will help solve incidents more quickly?**

- A. Target resolution times
- B. Escalating all incidents to support teams
- C. Collaboration between teams
- D. Detailed procedural steps for incident investigation

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 4**

**4- When is the earliest that a workaround can be documented in 'problem management'?**

- A. After the problem has been logged
- B. After the problem has been prioritized
- C. After the problem has been analysed

**D. After the problem has been resolved**

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Problems are the causes of incidents. They require investigation and **analysis** to identify the causes, develop **workarounds**, and recommend longer-term resolution. This reduces the number and impact of future incidents.

**QUESTION 5**

**5- Which is an activity of the 'problem management' practice?**

- A. Restoration of normal service operation as quickly as possible
- B. Prioritization of problems based on the risk that they pose
- C. Authorization of changes to resolve the cause of problems
- D. Resolution of incidents in a time that meets customer expectations

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 6**

**6- What can be used to determine if a service is 'fit for purpose'?**

- A. Availability
- B. Warranty
- C. Outcome
- D. Utility

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The functionality offered by a product or service to meet a particular need. Utility can be summarized as 'what the service does' and can be used to determine whether a service is 'fit for purpose'. To have utility, a service must either support the performance of the consumer or remove constraints from the consumer. Many services do both.

**QUESTION 7**

**7- In service relationships, what is a benefit of identifying consumer roles?**

- A. It enables effective stakeholder management
- B. It provides shared service expectations
- C. It removes constraints from the customer
- D. It enables a common definition of value

**Correct Answer:** D

**Section:** (none)

## **Explanation**

**Explanation/Reference:**

### **QUESTION 8**

**8- Which statement about managing incidents is CORRECT?**

- A. Low impact incidents should be resolved efficiently, making logging unnecessary
- B. The 'incident management' practice should use a single process regardless of the impact of the incident
- C. Low impact incidents should be resolved efficiently so the resource required is reduced
- D. Incidents with the lowest impact should be resolved first

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Organizations should design their incident management practice to provide appropriate management and resource allocation to different types of incident. Incidents with a low impact must be managed efficiently to ensure that they do not consume too many resources. Incidents with a larger impact may require more resources and more complex management. There are usually separate processes for managing major incidents, and for managing information security incidents.

### **QUESTION 9**

**9- Which statement about the service value chain is CORRECT?**

- A. The service value chain converts value into demand
- B. Each value chain activity uses different combinations of practices to convert inputs into outputs
- C. Each value chain activity identifies a requirement for resources from an external supplier
- D. The service value chain uses value streams to describe a combination of consumers and providers

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 10**

**10- What term is used to describe whether a service will meet availability, capacity and security requirements?**

- A. Outcomes
- B. Value
- C. Utility
- D. Warranty

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

warranty

Assurance that a product or service will meet agreed requirements. Warranty can be summarized as 'how the service performs' and can be used to determine whether a service is 'fit for use'. Warranty often relates to service levels aligned with the needs of service consumers. This may be based on a formal agreement, or it may be a marketing message or brand image. **Warranty typically addresses such areas as the availability of the service, its capacity, levels of security, and continuity.** A service may be said to provide acceptable assurance, or 'warranty', if all defined and agreed conditions are met.

#### QUESTION 11

11- Which practice is MOST likely to benefit from the use of chatbots?

- A. Service level management
- B. Change control
- C. Continual improvement
- D. Service desk

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

With increased automation, AI, robotic process automation (RPA), and chatbots, service desks are moving to provide more self-service logging and resolution directly via online portals and mobile applications. The impact on service desks is reduced phone contact, less low-level work, and a greater ability to focus on excellent CX when personal contact is needed.

#### QUESTION 12

12- Where are the details of the required performance outcomes of a service defined?

- A. Service level agreements
- B. Service requests
- C. Service components
- D. Service offerings

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 13

13- Which value chain activity ensures a shared understanding of the current status and required direction for all products and services?

- A. Plan
- B. Improve
- C. Design and transition
- D. Deliver and support

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Plan is the value chain activity that ensures a shared understanding of the vision, current status, and improvement direction for all four dimensions and all products and services across an organization.

**QUESTION 14**

14- Identify the missing word in the following sentence.

The purpose of the supplier management practice is to ensure that the organization's suppliers and their [?] are managed appropriately to support the seamless provision of quality products and services.

- A. costs
- B. users
- C. value
- D. performances

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 15**

15- 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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**Service Value System (SVS)**

A model representing how all the components and activities of an organization work together to facilitate value creation.

**QUESTION 16**

16- Which two practices interact the MOST with the service desk practice?

- A. Incident management and service request management
- B. Service request management and deployment management
- C. Deployment management and change control
- D. Change control and incident management

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 17**

17- Which is a recommendation of the guiding principle 'think and work holistically'?

- A. Conduct a review of existing service management practices and decide what to keep and what to discard
- B. Review how an improvement initiative can be organized into smaller, manageable sections that can be completed in a timely manner
- C. Review service management practices and remove any unnecessary complexity
- D. Use the four dimensions of service management to ensure coordination of all aspects of an improvement initiative

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:****4.3.5 Think and work holistically**

Services are delivered to internal and external service consumers through the coordination and integration of the four dimensions of service management

**QUESTION 18**

18- Which is an activity of the 'incident management' practice?

- A. Assessing and prioritizing improvement opportunities
- B. Performing service reviews with customers
- C. Providing good-quality updates when expected
- D. Automating service requests to the greatest degree possible

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:****QUESTION 19**

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

- A. Customer engagement
- B. Operational metrics
- C. Business metrics
- D. Customer feedback

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Service level management involves collating and analysing information from a number of sources, including: Customer engagement This involves initial listening, discovery, and information capture on which to base metrics, measurement, and ongoing progress discussions. Consider asking customers some simple open questions such as:

What does your work involve?

How does technology help you?  
What are your key business times, areas, people, and activities?  
What differentiates a good day from a bad day for you?  
Which of these activities is most important to you?  
What are your goals, objectives, and measurements for this year?

#### **QUESTION 20**

**20- Which is included in the purpose of the 'change control' practice?**

- A. Make new and changed services available for use
- B. Ensure that risks have been properly assessed
- C. Record and report selected changes of state
- D. Plan and manage the full lifecycle of all IT assets

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**change control practice**

The practice of ensuring that risks are properly assessed, authorizing changes to proceed and managing a change schedule in order to maximize the number of successful service and product changes.

#### **QUESTION 21**

**21- Which activity is part of the 'continual improvement' practice?**

- A. Identifying the cause of incidents and recommending related improvements
- B. Authorizing changes to implement improvements
- C. Logging and managing incidents that result in improvement opportunities
- D. Making business cases for improvement action

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**Key activities that are part of continual improvement practices include:**

- encouraging continual improvement across the organization
- securing time and budget for continual improvement
- identifying and logging improvement opportunities
- assessing and prioritizing improvement opportunities
- **making business cases for improvement action**
- planning and implementing improvements
- measuring and evaluating improvement results
- coordinating improvement activities across the organization.

#### **QUESTION 22**

**22- Which is a purpose of release management?**

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

**Correct Answer:** C

**Section: (none)****Explanation****Explanation/Reference:**

release management practice

The practice of making new and changed services and features available for use.

**QUESTION 23**

23- Which guiding principle is PRIMARILY concerned with end-to-end service delivery?

- A. Focus on value
- B. Think and work holistically
- C. Optimize and automate
- D. Collaborate and promote visibility

**Correct Answer: B****Section: (none)****Explanation****Explanation/Reference:**

Taking a holistic approach to service management includes establishing an understanding of how all the parts of an organization work together in an integrated way. It requires end-to-end visibility of how demand is captured

**QUESTION 24**

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

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

**Correct Answer: B****Section: (none)****Explanation****Explanation/Reference:****Problem Management**

The purpose of the problem management practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors.

**QUESTION 25**

25- Which practice would help a user gain access to an application that they need to use?

- A. Service configuration management
- B. Change control
- C. Service request management
- D. Service level management

**Correct Answer: C****Section: (none)****Explanation**

**Explanation/Reference:**

**QUESTION 26**

26- Which practice requires that staff demonstrate excellent customer service skills, such as empathy and emotional intelligence?

- A. Problem management
- B. Supplier management
- C. Release management
- D. Service desk

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 27**

27- Identify the missing words in the following sentence.

A user is [?] who uses services.

- A. an organization
- B. a person
- C. a team
- D. a supplier

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 28**

28- Which gives a user access to a system?

- A. Service requirement
- B. Service agreement
- C. Service consumption
- D. Service provision

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**Service provision** Activities performed by an organization to provide services. Service provision includes:  
management of the provider's resources, configured to deliver the service  
ensuring access to these resources for users  
fulfilment of the agreed service actions  
service level management and continual improvement.  
Service provision may also include the supplying of goods.

**QUESTION 29**

29- What is a change schedule PRIMARILY used for?

- A. To help plan, authorize and schedule emergency changes
- B. To publish a list of service requests that users can select
- C. To ensure that a single change authority reviews every change
- D. To help plan changes, assist in communication and avoid conflicts

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 30**

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

- A. Service level agreements
- B. Inputs, outputs and triggers
- C. Opportunity, demand and value
- D. Service desk

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 31**

31- Which describes the utility of a service?

- A. A service that is fit for use
- B. A service that meets its service level targets
- C. A service that increases constraints on the consumer
- D. A service that supports the performance of the consumer

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Utility can be summarized as 'what the service does' and can be used to determine whether a service is 'fit for purpose'. To have utility, a service must either support the performance of the consumer or remove constraints from the consumer. Many services do both.

**QUESTION 32**

32- Which two practices use workarounds?

- A. Change control and continual improvement
- B. Change control and problem management
- C. Problem management and incident management
- D. Incident management and continual improvement

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 33**

33- Which statement about the 'change control' practice is CORRECT?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**Normal changes** These are changes that need to be scheduled, assessed, and authorized following a process. Change models based on the type of change determine the roles for assessment and authorization. Some normal changes are low risk, and the change authority for these is usually someone who can make rapid decisions, often using automation to speed up the change. Other normal changes are very major and the change authority could be as high as the management board (or equivalent). **Initiation of a normal change is triggered by the creation of a change request.** This may be created manually, but organizations that have an **automated pipeline for continuous integration and continuous deployment often automate most steps of the change control process.**

**QUESTION 34**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**



## Key message

The purpose of the deliver and support value chain activity is to ensure that services are delivered and supported according to agreed specifications and stakeholders' expectations.

### QUESTION 35

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Service Desk

**The purpose of the** service desk practice is to capture demand for incident resolution and service requests. **It should also be the entry point and single point of contact for the service provider with all of its users.**

### QUESTION 36

36- Which are elements of the service value system?

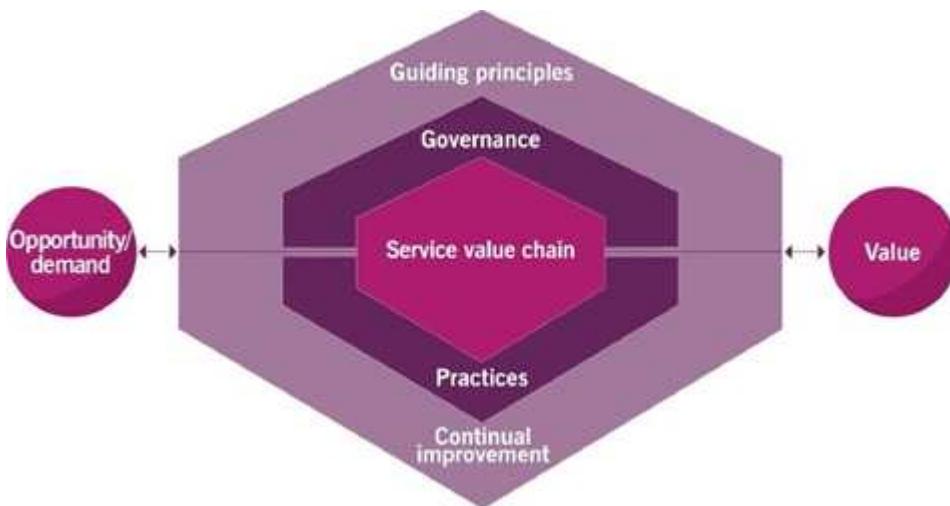
- A. Service provision, service consumption, service relationship management
- B. Governance, service value chain, practices
- C. Outcomes, utility, warranty
- D. Customer value, stakeholder value, organization

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 37**

37- What are the three phases of 'problem management'?

- A. Problem logging, problem classification, problem resolution
- B. Incident management, problem management, change control
- C. Problem identification, problem control, error control
- D. Problem analysis, error identification, incident resolution

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**



Figure 5.23: The phases of problem management

**QUESTION 38**

38- What is defined as an unplanned interruption or reduction in the quality of a service?

- A. An incident
- B. A problem
- C. A change
- D. An event

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 39**

39- Which statement about the use of measurement in the 'start where you are' guiding principle is CORRECT?

- A. It should always be used to support direct observation
- B. It should always be used instead of direct observation
- C. Measured data is always more accurate than direct observation
- D. The act of measuring always positively impacts

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The use of measurement is important to this principle. It should, however, **support** but not replace what is observed,

#### **QUESTION 40**

40- What is an incident?

- A. The planned removal of an item that might affect a service
- B. A result enabled by one or more outputs
- C. A possible future event that could cause harm
- D. A service interruption resolved by the use of self-help tools

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Some incidents will be resolved by the users themselves, using self-help. Use of specific self-help records should be captured for use in measurement and improvement activities.

#### **QUESTION 41**

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

- A. Event
- B. Incident
- C. Problem
- D. Known error

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**event :**

Any change of state that has significance for the management of a service or other configuration item.

#### **QUESTION 42**

42- Which dimension includes the knowledge needed for the management of services?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

information and technology :

One of the four dimensions of service management. It includes the information and knowledge used to deliver services, and the information and technologies used to manage all aspects of the service value system.

#### **QUESTION 43**

43- What is the PRIMARY use of a change schedule?

- A. To support the 'incident management' practice and improvement planning
- B. To manage emergency changes
- C. To plan changes and help avoid conflicts
- D. To manage standard changes

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The change schedule is used to help plan changes, assist in communication, avoid conflicts, and assign resources.

#### **QUESTION 44**

44- What are guiding principles?

- A. A set of interconnected activities that help an organization deliver a valuable service
- B. A description of one or more services that help address the needs of a target consumer group
- C. A set of specialized organizational capabilities for enabling value for customers
- D. Recommendations that help an organization when adopting a service management approach

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 45**

45- Which guiding principle focuses on reducing costs and human errors?

- A. Focus on value
- B. Collaborate and promote visibility
- C. Optimize and automate
- D. Think and work holistically

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

## Optimize and automate

Resources of all types, particularly HR, should be used to their best effect. Eliminate anything that is truly wasteful and use technology to achieve whatever it is capable of. Human intervention should only happen where it really contributes value.

### QUESTION 46

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### QUESTION 47

48- Identify the missing words in the following sentence.

The management of information security incidents usually requires [?].

- A. Immediate escalation
- B. Specialist teams
- C. A separate process
- D. Third party support

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Organizations should design their incident management practice to provide appropriate management and resource allocation to different types of incident. Incidents with a low impact must be managed efficiently to ensure that they do not consume too many resources. Incidents with a larger impact may require more resources and more complex management. There are usually separate processes for managing major incidents, and for managing information security incidents.

### QUESTION 48

48- Which practice makes new services available for use?

- A. Change control
- B. Release management
- C. Deployment management
- D. IT asset management

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Releases can range in size from the very small, involving just one minor changed feature, to the very large, involving many components that deliver a completely new service. In either case, a release plan will specify the exact combination of new and changed components to be made available, and the timing for their release.

**QUESTION 49**

49- Which guiding principle considers the importance of customer loyalty?

- A. Progress iteratively with feedback
- B. Focus on value
- C. Optimize and automate
- D. Start where you are

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 50**

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

- A. Start where you are
- B. Collaborate and promote visibility
- C. Progress iteratively with feedback
- D. Think and work holistically

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**Progress iteratively with feedback**

Do not attempt to do everything at once. Even huge initiatives must be accomplished iteratively.

By organizing work into smaller, manageable sections that can be executed and completed in a timely manner, it is easier to maintain a sharper focus on each effort. Using feedback before, throughout, and after each iteration will ensure that actions are focused and appropriate, even if circumstances change.

**QUESTION 51**

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

- A. Define measurable targets
- B. Perform baseline assessments
- C. Execute improvement actions
- D. Evaluate measurements and metrics

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 52**

52- Which service level metrics are BEST for measuring user experience?

- A. Single system-based metrics

- B. Metrics for the percentage of uptime of a service
- C. Operational metrics
- D. Metrics linked to defined outcomes

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 53**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 54**

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

- A. Utility
- B. Asset
- C. Cost
- D. Outcome

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 55**

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

- A. What is the vision?
- B. How do we get there?
- C. Take action
- D. Did we get there?

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

4.6.1.5 Step 5: Take action

**Key message**

In Step 5 the plan for the improvement is acted upon.

**QUESTION 56**

56- Which guiding principle helps to ensure that better information is available for decision making?

- A. Keep it simple and practical
- B. Think and work holistically
- C. Optimize and automate
- D. Collaborate and promote visibility

**Correct Answer:** D**Section:** (none)**Explanation****Explanation/Reference:**

4.3.4 Collaborate and promote visibility

**Key message**

When initiatives involve the right people in the correct roles, efforts benefit from better buy-in, more relevance (**because better information is available for decision-making**) and increased likelihood of long-term success.

**QUESTION 57**

57- Which practice has a purpose that includes observing a service to report selected changes of state identified as events?

- A. Information security management
- B. Monitoring and event management
- C. Incident management
- D. Change control

**Correct Answer:** B**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 58**

58- Which describes a standard change?

- A. A change that needs to be scheduled, assessed and authorized following a defined process
- B. A change that is typically implemented as a service request
- C. A high-risk change that needs very thorough assessment
- D. A change that must be implemented as soon as possible

**Correct Answer:** B**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 59**

59- How does information about problems and known errors contribute to 'incident management'?

- A. It enables quick and efficient diagnosis of incidents
- B. It removes the need for regular customer updates
- C. It removes the need for collaboration during incident resolution
- D. It enables the reassessment of known errors

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 60**

60- Which practice owns and manages issues, queries and requests from users?

- A. Incident management
- B. Service desk
- C. Change control
- D. Problem management

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 61**

61- What defines the requirements for a service and takes responsibility for the outcomes of service consumption?

- A. An IT asset
- B. A customer
- C. A configuration item (CI)
- D. A user

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 62**

62- Which stakeholders co-create value in a service relationship?

- A. Investor and supplier
- B. Consumer and provider
- C. Provider and supplier
- D. Investor and consumer

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Joint activities performed by a service provider and a service consumer to ensure continual value co-creation based on agreed and available service offerings".

**QUESTION 63**

63- Which describes normal changes?

- A. Changes that are low-risk and pre-authorized
- B. Changes that need to be scheduled and assessed following a process
- C. Changes that are typically initiated as service requests
- D. Changes that must be implemented as soon as possible

**Correct Answer:** B**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 64**

64- What is the expected outcome from using a service value chain?

- A. Service value streams
- B. Customer engagement
- C. Value realization
- D. The application of practices

**Correct Answer:** A**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 65**

65- Which statement about outcomes is CORRECT?

- A. Outcomes are one or more services that fulfil the needs of a service consumer
- B. Service providers help service consumers achieve outcomes
- C. Outcomes help service consumers achieve outputs
- D. Helping service consumers achieve outcomes reduces service provider costs

**Correct Answer:** B**Section:** (none)**Explanation****Explanation/Reference:**

Acting as a service provider, an organization produces **outputs** that help its consumers to achieve certain outcomes.

**QUESTION 66**

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

- A. Technical knowledge
- B. Listening

- C. Diagnosis
- D. Problem analysis

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**Service level management** requires focus and effort to engage and listen to the requirements, issues, concerns, and daily needs of customers:

- Engagement is needed to understand and confirm the actual ongoing needs and requirements of customers, not simply what is interpreted by the service provider or has been agreed several years before.
- **Listening is important as a relationship-building and trust-building activity, to show customers that they are valued and understood.**

This helps to move the provider away from always being in 'solution mode' and to build new, more constructive partnerships.

#### **QUESTION 67**

67- What are the three phases of 'problem management'?

- A. Problem logging, problem classification, problem resolution
- B. Incident management, problem management, change control
- C. Problem identification, problem control, error control
- D. Problem analysis, error identification, incident resolution

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 68**

68- Which is a purpose of the 'engage' value chain activity?

- A. Meeting expectations for quality, costs and time-to-market
- B. Providing transparency and good relationships
- C. Ensuring the continual improvement of services
- D. Ensuring that the organization's vision is understood

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The **purpose of the engage value chain activity** is to provide a good understanding of stakeholder needs, transparency, and continual engagement and good relationships with all stakeholders.

#### **QUESTION 69**

69- Identify the missing word in the following sentence.

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of services, and the [?] that support them, is available when and where it is needed.

- A. suppliers
- B. Cls
- C. customers
- D. assets

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 70**

70- What is described by the service value system?

- A. How all the components and activities of the organization work together as a system to enable value creation
- B. Services based on one or more products, designed to address needs of a target consumer group
- C. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation
- D. How to apply the systems approach of the guiding principle think and work

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 71**

72- Which practice requires that staff demonstrate excellent customer service skills, such as empathy and emotional intelligence?

- A. Problem management
- B. Supplier management
- C. Release management
- D. Service desk

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 72**

72- What is defined as any component that needs to be managed in order to deliver an IT service?

- A. A service request
- B. A configuration item (CI)
- C. An incident
- D. An IT asset

**Correct Answer:** B

**Section:** (none)

**Explanation****Explanation/Reference:****QUESTION 73**

73- Which guiding principle recommends using the minimum number of steps necessary to achieve an objective?

- A. Progress iteratively with feedback
- B. Focus on value
- C. Think and work holistically
- D. Keep it simple and practical

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:****QUESTION 74**

74- Which TWO statements about the 'service request management' practice are CORRECT?

- 1. Service requests are part of normal service delivery
  - 2. Complaints can be handled as service requests
  - 3. Service requests result from a failure in service
  - 4. Normal changes should be handled as service requests
- 
- A. 1 and 2
  - B. 2 and 3
  - C. 3 and 4
  - D. 1 and 4

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:****QUESTION 75**

75- What is an IT asset?

- A. Any financially valuable component that can contribute to delivery of an IT product or service
- B. Any component that needs to be managed in order to deliver a service
- C. A request from a user that initiates a service action
- D. The removal of anything that could have a direct or indirect effect on services

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:****QUESTION 76**

76- Which dimension includes a workflow management system?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 77**

78- 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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 78**

79- 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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 79**

79- 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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

A guiding principle is a recommendation that guides an organization in all circumstances, regardless of changes in its goals, strategies, type of work, or management structure. A guiding principle is universal and enduring.

#### **QUESTION 80**

80- 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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 81**

81- 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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 82**

82- 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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### 5.2.16 Service request management

When new service requests need to be added to the service catalogue, existing workflow models should be leveraged whenever possible.

#### QUESTION 83

83- 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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 84

84 -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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### 4.3.2.2 The role of measurement

The use of measurement is important to this principle. **It should, however, support but not replace what is observed**, as over-reliance on data analytics and reporting can unintentionally introduce biases and risks in decision-making.

#### QUESTION 85

85- 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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 86**

86- 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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**Key activities that are part of continual improvement practices include:**

encouraging continual improvement across the organization  
securing time and budget for continual improvement  
**identifying and logging improvement opportunities**  
assessing and prioritizing improvement opportunities  
making **business cases** for improvement action  
planning and implementing improvements  
measuring and evaluating improvement results  
coordinating improvement activities across the organization.

**QUESTION 87**

87- 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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The skills and competencies for service level management include relationship management, business liaison, **business analysis, and commercial/supplier management**.

**QUESTION 88**

88- 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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 89**

89- 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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

costs removed from the consumer by the service (a part of the value proposition). This may include costs of staff, technology, and other resources, which the consumer does not need to provide

**QUESTION 90**

90- 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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

More complex incidents will usually be escalated to a **support team** for **resolution**. Typically, the routing is based on **the incident category**, which should help to identify the correct team.

**QUESTION 91**

91- Which practice has a purpose that includes aligning the organization's practices and services with changing business needs?

- A. Service level management
- B. Service configuration management
- C. Relationship management
- D. Continual improvement

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**Continual improvement:**

To align the organization's practices and services with changing business needs through the ongoing identification and improvement of services, service components, practices, or any element involved in the efficient and effective management of products and services.

**QUESTION 92**

92- A major incident has been closed, but there is a risk that it might happen again. How should this be logged and managed?

- A. As a change request
- B. As a service request
- C. As an event
- D. As a problem

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Problem identification activities identify and log problems. These include:

- performing trend analysis of incident records
- detection of duplicate and recurring issues by users, service desk, and technical support staff during major incident management, identifying a risk that an incident could recur
- analysing information received from suppliers and partners
- analysing information received from internal software developers, test teams, and project teams.

### **QUESTION 93**

93- Which dimension includes activities and workflows?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**value streams and processes**

One of the four dimensions of service management. It defines the activities, workflows, controls, and procedures needed to achieve the agreed objectives.

### **QUESTION 94**

94- What should be used to set user expectations for request fulfilment times?

- A. The time that the customer indicates for service delivery
- B. The consumer demand for the service
- C. The time needed to realistically deliver the service
- D. The service levels of the supplier

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**5.2.16 Service request management**

The expectations of users regarding fulfilment times should be clearly set, based on what the organization can realistically deliver.

### **QUESTION 95**

95- What should be done to determine the appropriate metrics for measuring a new service?

- A. Measuring the performance over the first six months, and basing a solution on the results
- B. Asking customers to provide numerical targets that meet their needs
- C. Asking customers open questions to establish their requirements
- D. Using operational data to provide detailed service reports

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**



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# ITIL 4 Foundation

Quizzes with Answers

By Nooreddin Tahayneh

(ITIL 4 MP, ITIL Expert, PfMP, PgMP, PMP, PMI-RMP, PMI-ACP, PMI-SP, PMI-PBA,  
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 Group	Telegram Group: <a href="https://t.me/ITIL4Foundation">https://t.me/ITIL4Foundation</a>
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## Chapter 2

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# Key Concepts of Service Management

QUIZ

1) Which term describes the functionality offered by a service?

- A. Cost
- B. Utility
- C. Warranty
- D. Risk

1) Which term describes the functionality offered by a service?

- A. Cost
- B. Utility
- C. Warranty
- D. Risk

The correct answer is : B

Utility is "The functionality offered by a product or service."

2) What is a means of enabling value co-creation by facilitating outcomes that customers want to achieve?

- A. A Service
- B. An output
- C. A practice
- D. Continual improvement

2) What is a means of enabling value co-creation by facilitating outcomes that customers want to achieve?

- A. A Service
- B. An output
- C. A practice
- D. Continual improvement

The correct answer is : A

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 costs and risks."

3) Identify the missing word in the following sentence.

A customer is a person who defines the requirements for a service and takes responsibility for the [?] of service consumption.

- A. outputs
- B. outcomes
- C. costs
- D. risks

3) Identify the missing word in the following sentence.

A customer is a person who defines the requirements for a service and takes responsibility for the [?] of service consumption.

- A. outputs
- B. outcomes
- C. costs
- D. risks

The correct answer is : B

"Customer: A person who defines the requirements for a service and takes responsibility for the outcomes of service consumption."

#### 4) What is an output?

- A. A change of state that has significance for the management of a configuration item
- B. A possible event that could cause harm or loss
- C. A result for a stakeholder
- D. Something created by carrying out an activity

#### 4) What is an output?

- A. A change of state that has significance for the management of a configuration item
- B. A possible event that could cause harm or loss
- C. A result for a stakeholder
- D. Something created by carrying out an activity

The correct answer is : D

An output is "A tangible or intangible deliverable of an activity"

5) What term best describes a service that is 'fit for use'?

- A. Value
- B. Outcome
- C. Utility
- D. Warranty

5) What term best describes a service that is 'fit for use'?

- A. Value
- B. Outcome
- C. Utility
- D. Warranty

The correct answer is : D

Warranty is defined as the assurance that a product or service will meet agreed requirements. When a service has warranty, it is referred to as 'fit for use'. Warranty is usually concerned with availability, capacity, capability, and security requirements.

6) What term best describes a person or a group of people that has its own functions with responsibilities, authorities, and relationships to achieve its objectives?

- A. Organization
- B. Customer
- C. Service Provider
- D. Consumer

6) What term best describes a person or a group of people that has its own functions with responsibilities, authorities, and relationships to achieve its objectives?

- A. Organization
- B. Customer
- C. Service Provider
- D. Consumer

The correct answer is : A

An organization is a person or a group of people that has its own functions with responsibilities, authorities, and relationships to achieve its objectives.

7) A service provider describes a package that includes a laptop with software, licenses, and support. What is this package an example of?

- A. Outcome
- B. Value
- C. Service offering
- D. Warranty

7) A service provider describes a package that includes a laptop with software, licenses, and support. What is this package an example of?

- A. Outcome
- B. Value
- C. Service offering
- D. Warranty

The correct answer is : C

A service offering is a description of one or more services, designed to address the needs of a target consumer group (which may include goods, access to resources, and service actions)

8) What are the two types of cost that a service consumer should evaluate?

- A. The cost of creating the service, and the cost charged for the service
- B. The costs removed by the service, and the costs imposed by the service
- C. The cost of provisioning the service, and the cost of improving the service
- D. The cost of purchasing software, and the cost of purchasing hardware

## 8) What are the two types of cost that a service consumer should evaluate?

- A. The cost of creating the service, and the cost charged for the service
- B. The costs removed by the service, and the costs imposed by the service
- C. The cost of provisioning the service, and the cost of improving the service
- D. The cost of purchasing software, and the cost of purchasing hardware

The correct answer is : B

From the service consumer's perspective, there are two types of costs involved in service relationships:

(1) Costs removed from the service consumer by the service (2) Costs imposed on the consumer by the service

9) Which joint activity performed by a service provider and service consumer ensures continual value co-creation?

- A. Service Provision
- B. Service Consumption
- C. Service offering
- D. Service relationship management

9) Which joint activity performed by a service provider and service consumer ensures continual value co-creation?

- A. Service Provision
- B. Service Consumption
- C. Service offering
- D. Service relationship management

The correct answer is : D

Service relationship management is joint activities performed by a service provider and a service consumer to ensure continual value co-creation based on agreed and available service offerings.

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## Chapter 3

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# The Four Dimensions of Service Management

QUIZ

1) Which dimension of service management considers governance, management, and communication?

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

1) Which dimension of service management considers governance, management, and communication?

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

The correct answer is : A

It is important to ensure that the way an organization is structured and managed, as well as its roles, responsibilities, and systems of authority and communication, is well defined and supports its overall strategy and operating model.

2) Which is NOT a key focus of the ‘information and technology’ dimension?

- A. Security and compliance
- B. Communications systems and knowledge bases
- C. Workflow management and inventory systems
- D. Roles and responsibilities

2) Which is NOT a key focus of the 'information and technology' dimension?

- A. Security and compliance
- B. Communications systems and knowledge bases
- C. Workflow management and inventory systems
- D. Roles and responsibilities

The correct answer is : **D**

The 'organization and people' dimension of a service covers roles and responsibilities, formal organizational structures, culture, and required staffing and competencies, all of which are related to the creation, delivery, and improvement of a service.

3) Which service management dimension is focused on activities and how these are coordinated?

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

3) Which service management dimension is focused on activities and how these are coordinated?

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

The correct answer is : **D**

The ‘value streams and processes’ dimension focuses on what activities the organization undertakes, and how they are organized, as well as how the organization ensures that it is enabling value creation for all stakeholders efficiently and effectively.

4) Which service management dimension is focused on an organization's relationships with other organizations in order to deliver its services?

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

4) Which service management dimension is focused on an organization's relationships with other organizations in order to deliver its services?

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

The correct answer is : C

The 'partners and suppliers' dimension focuses on the organization's relationships with other organizations that are involved in the design, development, deployment, delivery, support, and/or continual improvement of services. This also incorporates contracts and other agreements between the organization and its partners or suppliers.

5) Which of these are a key focus of the ‘value streams and processes’ dimension?

- A. Workflow management and inventory systems
- B. Activities that transform inputs into outputs
- C. Roles and responsibilities
- D. Contracts and agreements

## 5) Which of these are a key focus of the 'value streams and processes' dimension?

- A. Workflow management and inventory systems
- B. Activities that transform inputs into outputs
- C. Roles and responsibilities
- D. Contracts and agreements

**The correct answer is : B**

The 'value streams and processes' dimension focuses on what activities the organization undertakes, and how they are organized, as well as how the organization ensures that it is enabling value creation for all stakeholders efficiently and effectively. A key focus of the 'value streams and processes' dimension are processes which are activities that transform inputs into outputs.

6) Your company has decided to implement a new management style that will significantly flatten the management hierarchy within the company. Which dimension of service management is most applicable to this change?

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

6) Your company has decided to implement a new management style that will significantly flatten the management hierarchy within the company. Which dimension of service management is most applicable to this change?

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

The correct answer is : A

The 'organization and people' dimension of a service covers roles and responsibilities, formal organizational structures, culture, and required staffing and competencies, all of which are related to the creation, delivery, and improvement of a service.

7) Which dimension of service management should be considered when deciding whether or not moving the organization's web server from an on-premise solution to the cloud is a good decision in terms of compliance and security?

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

7) Which dimension of service management should be considered when deciding whether or not moving the organization's web server from an on-premise solution to the cloud is a good decision in terms of compliance and security?

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

The correct answer is : **B**

The 'information and technology' dimension focuses on the information and knowledge necessary for the management of services, as well as the technologies required. Since this is an information security and compliance consideration, this would fall under the 'information and technology' dimension.

8) Amir Training Center is an Authorized Training Organization for AXELOS. Which service management dimension would be focused on the relationship between Amir Training Center and AXELOS in regards to the company's delivery of ITIL 4 Foundation training to students?

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

8) Amir Training Center is an Authorized Training Organization for AXELOS. Which service management dimension would be focused on the relationship between Amir Training Center and AXELOS in regards to the company's delivery of ITIL 4 Foundation training to students?

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

The correct answer is : C

The 'partners and suppliers' dimension focuses on the organization's relationships with other organizations that are involved in the design, development, deployment, delivery, support, and/or continual improvement of services. This also incorporates contracts and other agreements between the organization and its partners or suppliers.

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## Chapter 4

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# The ITIL Service Value System

QUIZ

1) Which ITIL concept describes governance?

- A. The seven guiding principles
- B. The four dimensions of service management
- C. The service value chain
- D. The service value system

# 1) Which ITIL concept describes governance?

- A. The seven guiding principles
- B. The four dimensions of service management
- C. The service value chain
- D. The service value system

The correct answer is : **D**

The components of the service value system are 'guiding principles', 'governance', 'service value chain', 'practices', and 'continual improvement.'

## 2) Which describes the nature of the guiding principles?

- A. A guiding principle is mandatory and must be used when adopting a new service within the organization
- B. A guiding principle is specific and only applies to one initiative within the organization
- C. An organization must implement the guiding principles exactly as defined by the ITIL 4 Foundation manual
- D. A guiding principle is a recommendation used as guidance in all circumstances

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- A. A guiding principle is mandatory and must be used when adopting a new service within the organization
- B. A guiding principle is specific and only applies to one initiative within the organization
- C. An organization must implement the guiding principles exactly as defined by the ITIL 4 Foundation manual
- D. A guiding principle is a recommendation used as guidance in all circumstances

The correct answer is : **D**

A guiding principle is defined as a recommendation that can guide an organization in all circumstances and will guide organizations when adopting service management. They are not described as prescriptive or mandatory.

3) Which guiding principle is most affected by the customer experience (CX)?

- A. Focus on value
- B. Progress iteratively with feedback
- C. Think and work holistically
- D. Start where you are

### 3) Which guiding principle is most affected by the customer experience (CX)?

- A. Focus on value
- B. Progress iteratively with feedback
- C. Think and work holistically
- D. Start where you are

**The correct answer is : A**

The customer experience (CX) is an important element of value. The customer experience must be actively managed. The service provider must know how service consumers use each service and understand the entirety of the interactions that a customer has with an organization and its products to fully understand the customer experience. This is mainly identified and explored through a 'focus on value'.

4) You are working to design a new service for internal use across your organization. As part of your design efforts, you form a small team with relevant stakeholders from the human resources, information technology, sales, and other relevant departments to ensure the service adequately meets each department's needs and hope this results in great acceptance of the service when delivered. Which guiding principle best describes this scenario?

- A. Focus on value
- B. Collaborate and promote visibility
- C. Start where you are
- D. Keep it simple and practical

4) You are working to design a new service for internal use across your organization. As part of your design efforts, you form a small team with relevant stakeholders from the human resources, information technology, sales, and other relevant departments to ensure the service adequately meets each department's needs and hope this results in great acceptance of the service when delivered. Which guiding principle best describes this scenario?

- A. Focus on value
- B. Collaborate and promote visibility
- C. Start where you are
- D. Keep it simple and practical

The correct answer is : **B**

The guiding principle of 'collaborate and promote visibility' relies on personnel working across boundaries to produce results that have greater buy-in, more relevance to objectives, and an increased likelihood of success. In the scenario, you formed a team from across the organization's various departments in an effort to collaborate and increase visibility into the new service's design.

5) What is the first step of the guiding principle 'focus on value'?

- A. Identify the outcomes that the service facilitates
- B. Identify all suppliers and partners that are involved in the service
- C. Determine who the service consumer is in each situation
- D. Determine the cost of providing the service

## 5) What is the first step of the guiding principle 'focus on value'?

- A. Identify the outcomes that the service facilitates
- B. Identify all suppliers and partners that are involved in the service
- C. Determine who the service consumer is in each situation
- D. Determine the cost of providing the service

The correct answer is : C

The first step in focusing on value is knowing who is being served. In each situation, the service provider must, therefore, determine who the service consumer is.

6) Which guiding principle recommends organizing work into smaller, manageable sections that can be executed and completed in a timely manner?

- A. Focus on value
- B. Start where you are
- C. Progress iteratively with feedback
- D. Collaborate and promote visibility

6) Which guiding principle recommends organizing work into smaller, manageable sections that can be executed and completed in a timely manner?

- A. Focus on value
- B. Start where you are
- C. Progress iteratively with feedback
- D. Collaborate and promote visibility

The correct answer is : C

The description of 'progress iteratively with feedback' says "By organizing work into smaller, manageable sections that can be executed and completed in a timely manner, the focus on each smaller effort will be sharper and easier to maintain."

## 7) How do all value chain activities transform inputs to outputs?

- A. By determining service design
- B. By using a single functional team
- C. By implementing process automation
- D. By using combinations of practices

## 7) How do all value chain activities transform inputs to outputs?

- A. By determining service design
- B. By using a single functional team
- C. By implementing process automation
- D. By using combinations of practices

The correct answer is : **D**

To convert inputs into outputs, the value chain activities use different combinations of ITIL practices.

## 8) What is the starting point for optimization?

- A. Securing stakeholder engagement
- B. Understanding the vision and objectives of the organization
- C. Determining where the most positive impact would be
- D. Standardizing practices and services

## 8) What is the starting point for optimization?

- A. Securing stakeholder engagement
- B. Understanding the vision and objectives of the organization
- C. Determining where the most positive impact would be
- D. Standardizing practices and services

The correct answer is : **B**

The first step of the principle 'optimize and automate' is: "Understand and agree on the context in which the proposed optimization exists." This includes agreeing to the overall vision and objectives of the organization.

9) Your company has spent the last 12 months working on a new improvement to the customer relationship management software in an effort to increase customer satisfaction by 4%. Amir analyzes the current metrics and compares them against the baseline metrics from 12 months ago. Which step of the continual improvement model is Amir working in?

- A. Did we get there?
- B. Take action?
- C. How do we get there?
- D. Where are we now?

9) Your company has spent the last 12 months working on a new improvement to the customer relationship management software in an effort to increase customer satisfaction by 4%. Amir analyzes the current metrics and compares them against the baseline metrics from 12 months ago. Which step of the continual improvement model is Amir working in?

- A. Did we get there?
- B. Take action?
- C. How do we get there?
- D. Where are we now?

The correct answer is : A

The 'did we get there' step is focused on checking the new state of the improvement initiative and comparing it to the original baseline to determine if the desired goal has been reached.

10) Which guiding principle recommends assessing the current state and deciding what can be reused?

- A. Focus on value
- B. Collaborate and promote visibility
- C. Start where you are
- D. Progress iteratively with feedback

10) Which guiding principle recommends assessing the current state and deciding what can be reused?

- A. Focus on value
- B. Collaborate and promote visibility
- C. Start where you are
- D. Progress iteratively with feedback

The correct answer is : C

The guiding principle 'start where you are' advises that having a proper understanding of the current state of services and methods is important in selecting which elements to reuse, alter, or build upon.

11) During a review of the New Account Creation process at your company, you determine that the current process requires 15 steps to create a new account. As you analyze each step, you find that steps 3 and 5 provide no value to the process or the organization. Based on which guiding principle should you eliminate steps 3 and 5 from the process?

- A. Think and work holistically
- B. Keep it simple and practical
- C. Optimize and automate
- D. Focus on value

11) During a review of the New Account Creation process at your company, you determine that the current process requires 15 steps to create a new account. As you analyze each step, you find that steps 3 and 5 provide no value to the process or the organization. Based on which guiding principle should you eliminate steps 3 and 5 from the process?

- A. Think and work holistically
- B. Keep it simple and practical
- C. Optimize and automate
- D. Focus on value

The correct answer is : **B**

When analyzing a practice, process, service, metric, or other improvement targets, always ask whether it contributes to value creation. If value is not being created, then eliminate the unnecessary steps to simplify the process.

12) Which of the following is NOT an activity within the service value chain?

- A. Plan
- B. Engage
- C. Delivery and support
- D. Practice

12) Which of the following is NOT an activity within the service value chain?

- A. Plan
- B. Engage
- C. Delivery and support
- D. Practice

The correct answer is : **D**

Practice is not an activity in the service value chain. The six activities within the service value chain are plan, improve, engage, design and transition, obtain/build, and deliver and support.

13) Your company has recently engaged a new supplier to provide you with 3 routers that will handle 1 Gbps of throughput. They are scheduled for installation in three months. Your team is currently configuring the devices in preparation for installation into the network architecture based upon the design requirements. Which value chain activity would best categorize your configuration actions in this scenario?

- A. Design and transition
- B. Engage
- C. Obtain/build
- D. Deliver and support

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- A. Design and transition
- B. Engage
- C. Obtain/build
- D. Deliver and support

The correct answer is : C

The 'obtain/build' value chain activity ensures that service components are available when and where they are needed and meet agreed specifications. Configuration of the devices based upon the designs provided would best be classified as an action that occurs during the 'obtain/build' value chain activity.

14) Which value chain activity communicates the current status of all four dimensions of service management?

- A. Improve
- B. Engage
- C. Obtain/build
- D. Plan

14) Which value chain activity communicates the current status of all four dimensions of service management?

- A. Improve
- B. Engage
- C. Obtain/build
- D. Plan

The correct answer is : **D**

The purpose of the plan value chain activity is to ensure a shared understanding of the vision, current status, and improvement direction for all four dimensions and all products and services across the organization.

15) Which value chain activity creates service components?

- A. Improve
- B. Engage
- C. Obtain/build
- D. Deliver and support

## 15) Which value chain activity creates service components?

- A. Improve
- B. Engage
- C. Obtain/build
- D. Deliver and support

The correct answer is : C

The purpose of 'obtain/build' value chain activity is "to ensure that service components are available when and where they are needed and meet agreed specifications." Service components for 'deliver and support' and service components for design and transition are key outputs of 'obtain/build' value chain activity.

16) Which value chain activity includes negotiation of contracts and agreements with suppliers and partners?

- A. Engage
- B. Design and transition
- C. Obtain/build
- D. Deliver and support

16) Which value chain activity includes negotiation of contracts and agreements with suppliers and partners?

- A. Engage
- B. Design and transition
- C. Obtain/build
- D. Deliver and support

The correct answer is : A

The outputs of 'engage' value chain activity include "contracts and agreements with external and internal suppliers and partners."

17) Which statement about the value chain activities is CORRECT?

- A. Every practice belongs to a specific value chain activity
- B. A specific combination of value chain activities and practices forms a service relationship
- C. Service value chain activities form a single flow that enables value creation
- D. Each value chain activity contributes to the value chain by transforming specific inputs into outputs

## 17) Which statement about the value chain activities is CORRECT?

- A. Every practice belongs to a specific value chain activity
- B. A specific combination of value chain activities and practices forms a service relationship
- C. Service value chain activities form a single flow that enables value creation
- D. Each value chain activity contributes to the value chain by transforming specific inputs into outputs

The correct answer is : **D**

Each activity contributes to the value chain by transforming specific inputs into outputs. Each activity may draw upon resources, processes, skills, and competencies from one or more practices.

18) Which value chain activity includes presenting workarounds to users via a service portal?

- A. Engage
- B. Plan
- C. Improve
- D. Obtain/build

18) Which value chain activity includes presenting workarounds to users via a service portal?

- A. Engage
- B. Plan
- C. Improve
- D. Obtain/build

The correct answer is : A

Engage focuses on problems that have a significant impact on services that will be visible to customers and users. In some cases, customers may wish to be involved in problem prioritization, and the status and plans for managing problems should be communicated. Workarounds are often presented to users via a service portal. The purpose of engage value chain activity is to provide continual engagement with all stakeholders.

19) Which step of the continual improvement model is focused on outlining the steps that will be undertaken by the organization in order to achieve its goals and move the organization closer to achieving its vision?

- A. Where do we want to be?
- B. Take action
- C. Where are we now?
- D. How do we get there?

19) Which step of the continual improvement model is focused on outlining the steps that will be undertaken by the organization in order to achieve its goals and move the organization closer to achieving its vision?

- A. Where do we want to be?
- B. Take action
- C. Where are we now?
- D. How do we get there?

The correct answer is : **D**

The 'how do we get there' step of the continual improvement model is focused on outlining the plan of action to be undertaken to accomplish the goals set forth in the 'where do we want to be' step of the model.

20)What is the step after 'how do we keep the momentum going' in the continual improvement model?

- A. Did we get there?
- B. How do we get there?
- C. What is the vision?
- D. Where are we now?

20)What is the step after 'how do we keep the momentum going' in the continual improvement model?

- A. Did we get there?
- B. How do we get there?
- C. What is the vision?
- D. Where are we now?

The correct answer is : C

Once you reach 'how do we keep the momentum going' in the continual improvement model, you restart the process with 'what is the vision'.

21) Which value chain activity ensures that service components are available when and where they are needed and meet agreed specifications?

- A. Improve
- B. Deliver and support
- C. Obtain/build
- D. Design and transition

21) Which value chain activity ensures that service components are available when and where they are needed and meet agreed specifications?

- A. Improve
- B. Deliver and support
- C. Obtain/build
- D. Design and transition

The correct answer is : C

The 'obtain/build' value chain activity ensures that service components are available when and where they are needed and meet agreed specifications.

22) Your company is currently spending \$1.2 million per year on energy to run its data center. The new CEO of the company wants the organization to become more environmentally friendly and reduce its energy consumption from commercial power sources such as coal and nuclear energy. To support this initiative, the IT Director has created a goal of reducing the power consumption in the data center to less than \$1 million next year. In which step of the continual service model would the IT Director create this goal?

- A. What is the vision?
- B. Where do we want to be?
- C. How do we get there?
- D. Where are we now?

22) Your company is currently spending \$1.2 million per year on energy to run its data center. The new CEO of the company wants the organization to become more environmentally friendly and reduce its energy consumption from commercial power sources such as coal and nuclear energy. To support this initiative, the IT Director has created a goal of reducing the power consumption in the data center to less than \$1 million next year. In which step of the continual service model would the IT Director create this goal?

- A. What is the vision?
- B. Where do we want to be?
- C. How do we get there?
- D. Where are we now?

The correct answer is : **B**

The 'where do we want to be' step of the continual improvement model is focused on defining the goal for the organization based on the vision and putting into terms what can be measured and quantified (such as Critical Success Factors and Key Performance Indicators). Since the CEO sets the vision in the 'what is the vision' step, the IT Director would then determine the current amount of energy used in the 'where are we now' step, and set a goal in the 'where do we want to be' step.

23) Your company is undergoing an improvement initiative to reduce the number of physical servers in the data center by 50%. You are working as part of the deployment team trying to achieve this goal. You are currently migrating physical servers into virtualized systems and removing the physical servers from the data center. Which step of the continual improvement model are you working on?

- A. Take action
- B. Where do we want to be?
- C. How do we get there?
- D. Where are we now?

23) Your company is undergoing an improvement initiative to reduce the number of physical servers in the data center by 50%. You are working as part of the deployment team trying to achieve this goal. You are currently migrating physical servers into virtualized systems and removing the physical servers from the data center. Which step of the continual improvement model are you working on?

- A. Take action
- B. Where do we want to be?
- C. How do we get there?
- D. Where are we now?

The correct answer is : A

The 'take action' step of the continual improvement model is focused on performing the actual work involved in order to reach the goals set forth in the 'where do we want to be' step.

24) Laila has been hired by your company to lead the process improvement efforts. You have shared with her the overall vision for the process improvement and she begins to analyze your current resources, processes, and metrics. What step of the continual improvement model is Laila performing?

- A. What is the vision?
- B. Where do we want to be?
- C. How do we get there?
- D. Where are we now?

24) Laila has been hired by your company to lead the process improvement efforts. You have shared with her the overall vision for the process improvement and she begins to analyze your current resources, processes, and metrics. What step of the continual improvement model is Laila performing?

- A. What is the vision?
- B. Where do we want to be?
- C. How do we get there?
- D. Where are we now?

The correct answer is : **D**

'Where are we now' is focused on determining the current state of the organization, including mapping out existing processes, conducting objective measurement through metrics, and available resources.

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# Chapter 5

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# ITIL Management Practices

QUIZ

# 1) How does categorization of incidents assist incident management?

- A. It helps direct the incident to the correct support area
- B. It determines the priority assigned to the incident
- C. It ensures that incidents are resolved in times agreed with the customer
- D. It determines how the service provider is perceived

# 1) How does categorization of incidents assist incident management?

- A. It helps direct the incident to the correct support area
- B. It determines the priority assigned to the incident
- C. It ensures that incidents are resolved in times agreed with the customer
- D. It determines how the service provider is perceived

The correct answer is : **A**

More complex incidents will usually be escalated to a support team for resolution. Typically, the routing is based on the incident category, which should help to identify the correct team.

2) Identify the missing word in the following sentence. The purpose of the information security management practice is to [?] the organization's information.

- A. Store
- B. Provide
- C. Audit
- D. Protect

2) Identify the missing word in the following sentence. The purpose of the information security management practice is to [?] the organization's information.

- A. Store
- B. Provide
- C. Audit
- D. Protect

The correct answer is : **D**

The purpose of the information security management practice is to protect the organization's information. This includes understanding and managing risks to the confidentiality, integrity, and availability of information, as well as other aspects of information security such as authentication (ensuring someone is who they claim to be), and non-repudiation (ensuring that someone can't deny that they took an action).

3) Which two needs should ‘change control’ balance?

- 1. The need to assess risks and expected benefits
- 2. The need to manage a change schedule
- 3. The need to make beneficial changes
- 4. The need to protect customers and users

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

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

The correct answer is : **C**

Change control must balance the need to make beneficial changes that will deliver additional value with the need to protect customers and users from the adverse effect of changes.

#### 4) Which is a purpose of the ‘service desk’ practice?

- A. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents
- B. To maximize the number of successful IT changes by ensuring risks are properly assessed
- C. To capture demand for incident resolution and service requests
- D. To set clear business-based targets for service performance

#### 4) Which is a purpose of the ‘service desk’ practice?

- A. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents
- B. To maximize the number of successful IT changes by ensuring risks are properly assessed
- C. To capture demand for incident resolution and service requests
- D. To set clear business-based targets for service performance

The correct answer is : C

The purpose of the service desk practice is to capture demand for incident resolution and service requests. It should also be the entry point and single point of contact for the service provider with all of its users.

5) Which practice is the responsibility of everyone in the organization?

- A. Service level management
- B. Change control
- C. Problem management
- D. Continual improvement

## 5) Which practice is the responsibility of everyone in the organization?

- A. Service level management
- B. Change control
- C. Problem management
- D. Continual improvement

The correct answer is : **D**

"Continual improvement is everyone's responsibility," and "The commitment to and practice of continual improvement must be embedded into the very fiber of the organization."

## 6) What should be included in every service level agreement?

- A. Details of the system-based metrics used
- B. A technical description of the service components
- C. Clearly defined service outcomes
- D. Legal language

## 6) What should be included in every service level agreement?

- A. Details of the system-based metrics used
- B. A technical description of the service components
- C. Clearly defined service outcomes
- D. Legal language

The correct answer is : C

They should relate to defined outcomes and not simply operational metrics. This can be achieved with balanced 'bundles' of metrics.

7) Which practices are typically involved in the implementation of a problem resolution?

- 1. Continual improvement
  - 2. Service request management
  - 3. Service level management
  - 4. Change control
- 
- A. 1 and 2
  - B. 2 and 3
  - C. 3 and 4
  - D. 1 and 4

7) Which practices are typically involved in the implementation of a problem resolution?

1. Continual improvement
2. Service request management
3. Service level management
4. Change control

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

The correct answer is : **D**

Problem management activities can identify improvement opportunities in all four dimensions of service management. Problem solutions can, in some cases, be treated as improvement opportunities, so they are included in a continual improvement register and use continual improvement techniques to prioritize and manage them.

8) Which is a recommendation of the ‘service desk’ practice?

- A. Service desks should never use technologies such as SMS and chat functions
- B. Service desks should be highly technical functions
- C. Service desks should have a practical understanding of the wider business
- D. Service desks should always be a physical team in a single fixed location

## 8) Which is a recommendation of the ‘service desk’ practice?

- A. Service desks should never use technologies such as SMS and chat functions
- B. Service desks should be highly technical functions
- C. Service desks should have a practical understanding of the wider business
- D. Service desks should always be a physical team in a single fixed location

The correct answer is : **C**

Another key aspect of a good service desk is its practical understanding of the wider organization, the business processes, and the users.

9) Which practice has the purpose of making new and changed services and features available for use?

- A. Change control
- B. Service request management
- C. Release management
- D. Deployment management

9) Which practice has the purpose of making new and changed services and features available for use?

- A. Change control
- B. Service request management
- C. Release management
- D. Deployment management

The correct answer is : C

The purpose of release management is to make new and changed services and features available for use.

## 10) What is the definition of an event?

- A. Any change of state that has significance for the management of a configuration item or IT service
- B. Any component that needs to be managed in order to deliver an IT service
- C. The ability of an IT service or other configuration item to perform its agreed function when required
- D. Any valuable component that can contribute to delivery of an IT product or service

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- C. The ability of an IT service or other configuration item to perform its agreed function when required
- D. Any valuable component that can contribute to delivery of an IT product or service

The correct answer is : A

An event can be defined as any change of state that has significance for the management of a configuration item (CI) or IT service.

11) Which practice is responsible for moving components to live environments?

- A. Release management
- B. Deployment management
- C. IT asset management
- D. Change control

11) Which practice is responsible for moving components to live environments?

- A. Release management
- B. Deployment management
- C. IT asset management
- D. Change control

The correct answer is : B

The purpose of the deployment management practice is to move new or changed hardware, software, documentation, processes, or any other component to live environments.

12) Which practice provides support for managing feedback, compliments and complaints from users?

- A. Change control
- B. Service request management
- C. Problem management
- D. Incident management

12) Which practice provides support for managing feedback, compliments and complaints from users?

- A. Change control
- B. Service request management
- C. Problem management
- D. Incident management

The correct answer is : **B**

The purpose of the service request management practice is to support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner," and "Each service request may include one or more of the following: ... feedback, compliments, and complaints (for example, complaints about a new interface or compliments to a support team).

13) What type of change is MOST likely to be managed by the 'service request management' practice?

- A. A normal change
- B. An emergency change
- C. A standard change
- D. An application change

### 13) What type of change is MOST likely to be managed by the 'service request management' practice?

- A. A normal change
- B. An emergency change
- C. A standard change
- D. An application change

The correct answer is : C

"Fulfilment of service requests may include changes to services or their components; usually these are standard changes." and "Standard changes: These are low-risk, pre-authorized changes that are well understood and fully documented, and can be implemented without needing additional authorization. They are often initiated as service requests"

## 14) Which statement about change authorization is CORRECT?

- A. A change authority should be assigned to each type of change and change model
- B. Centralizing change authorization to a single person is the most effective means of authorization
- C. The authorization of normal changes should be expedited to ensure they can be implemented quickly
- D. Standard changes are high risk and should be authorized by the highest level of change authority

## 14) Which statement about change authorization is CORRECT?

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- C. The authorization of normal changes should be expedited to ensure they can be implemented quickly
- D. Standard changes are high risk and should be authorized by the highest level of change authority

The correct answer is : **A**

It is essential that the correct change authority is assigned to each type of change to ensure that change control is both efficient and effective." B. Incorrect. There is no rule that centralizing change authority is the most effective

15) Identify the missing word in the following sentence.

A known error is a problem that has been [?] and has not been resolved

- A. logged
- B. analyzed
- C. Escalated
- D. closed

15) Identify the missing word in the following sentence.

A known error is a problem that has been [?] and has not been resolved

- A. logged
- B. analyzed
- C. Escalated
- D. closed

The correct answer is : **B**

A known error is "A problem that has been analyzed but has not been resolved"

16) What is defined as the practice of ensuring that accurate and reliable information about the configuration of services, and the configuration items that support them, is available when and where needed?

- A. Change control
- B. IT asset management
- C. Service configuration management
- D. Service level management

16) What is defined as the practice of ensuring that accurate and reliable information about the configuration of services, and the configuration items that support them, is available when and where needed?

- A. Change control
- B. IT asset management
- C. Service configuration management
- D. Service level management

The correct answer is : C

Service configuration management is the practice of ensuring that accurate and reliable information about the configuration of services, and the configuration items that support them, is available when and where needed.

17) Identify the missing word in the following sentence. The [?] is the practice of capturing demand for incident resolution and service requests.

- A. Incident management
- B. Service level management
- C. Service request management
- D. Service desk

17) Identify the missing word in the following sentence. The [?] is the practice of capturing demand for incident resolution and service requests.

- A. Incident management
- B. Service level management
- C. Service request management
- D. Service desk

The correct answer is : **D**

The service desk is the practice of capturing demand for incident resolution and service requests.

18) Your company's external router has just malfunctioned and needs to be replaced. The entire organization's connection to the Wide Area Network will remain offline until this router is replaced. Which type of change should be initiated?

- A. Standard
- B. Normal
- C. Emergency
- D. Routine

18) Your company's external router has just malfunctioned and needs to be replaced. The entire organization's connection to the Wide Area Network will remain offline until this router is replaced. Which type of change should be initiated?

- A. Standard
- B. Normal
- C. Emergency
- D. Routine

The correct answer is : C

An emergency change is change that must be implemented as soon as possible to resolve an incident or security issue. (Note: Routine is not a type of change in ITIL 4.)

## 19) Which incidents should be logged?

- A. Only an incident that cannot be immediately resolved
- B. Every incident should be logged
- C. Any incident that occurs more than once
- D. Only incidents that are not solved using self-help tools

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- A. Only an incident that cannot be immediately resolved
- B. Every incident should be logged
- C. Any incident that occurs more than once
- D. Only incidents that are not solved using self-help tools

The correct answer is : **B**

Every incident should be logged and managed to ensure that it is resolved in a time that meets the expectations of the customer and user.

20. Identify the missing word(s) in the following sentence. A(n) [?] is any component that needs to be managed in order to deliver an IT service.

- A. Product
- B. Outputs
- C. Asset
- D. Configuration item

20. Identify the missing word(s) in the following sentence. A(n) [?] is any component that needs to be managed in order to deliver an IT service.

- A. Product
- B. Outputs
- C. Asset
- D. Configuration item

The correct answer is : **D**

A configuration item is any component that needs to be managed in order to deliver an IT service.

21. Identify the missing word in the following sentence. Service [?] management is the practice of setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets.

- A. Capacity
- B. Availability
- C. Request
- D. Level

21. Identify the missing word in the following sentence. Service [?] management is the practice of setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets.

- A. Capacity
- B. Availability
- C. Request
- D. Level

The correct answer is : **D**

Service level management is the practice of setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets.

22. Your laptop was connected to the corporate wireless network this morning but when you came back from lunch, it refuses to connect to the network. What term best describes this scenario?

- A. Event
- B. Problem
- C. Incident
- D. Request

22. Your laptop was connected to the corporate wireless network this morning but when you came back from lunch, it refuses to connect to the network. What term best describes this scenario?

- A. Event
- B. Problem
- C. Incident
- D. Request

The correct answer is : C

An incident is an unplanned interruption to a service or reduction in the quality of a service. Since the wireless service is no longer working and this is an unplanned outage, it should be classified as an incident.

23. During incident management, what is it called when the incident is passed on to the next higher level of technician?

- A. Promotion
- B. Escalation
- C. Postponement
- D. Reduction

23. During incident management, what is it called when the incident is passed on to the next higher level of technician?

- A. Promotion
- B. Escalation
- C. Postponement
- D. Reduction

The correct answer is : **B**

Escalation occurs when an incident is more complicated and needs a higher level of analysis and support to resolve.

24. Your company has decided to use work-from-home employees to fulfill its service desk requirements. Users call a central toll-free number and are routed to the next available service desk analyst, regardless of where the analyst is physically located. Many of these employees may be working from remote offices or their own home offices.

- A. Virtual
- B. Centralized
- C. Follow-the-sun
- D. Local

24. Your company has decided to use work-from-home employees to fulfill its service desk requirements. Users call a central toll-free number and are routed to the next available service desk analyst, regardless of where the analyst is physically located. Many of these employees may be working from remote offices or their own home offices.

- A. Virtual
- B. Centralized
- C. Follow-the-sun
- D. Local

The correct answer is : A

A virtual service desk allows agents to work from multiple locations which are geographically dispersed. Often, agents may also be working from home under this model.

25. Which type of document should be written in easy-to-understand language to outline the expectations and requirements for both the service provider and the customer?

- A. Business Partnership Agreement
- B. Service Level Agreement
- C. Interconnection Service Agreement
- D. Memorandum of Understanding

25. Which type of document should be written in easy-to-understand language to outline the expectations and requirements for both the service provider and the customer?

- A. Business Partnership Agreement
- B. Service Level Agreement
- C. Interconnection Service Agreement
- D. Memorandum of Understanding

The correct answer is : **B**

A service level agreement (SLA) is a documented agreement between a service provider and a customer that identifies both services required and the expected level of service. They should be written in an easy-to-understand language, avoid complex legal terminology, and agreed by both parties.

## 26. What is the purpose of the 'IT asset management' practice?

- A. Ensuring that services achieve agreed and expected performance levels, satisfying current and future demand in a cost-effective way
- B. Planning and managing the full lifecycle of all IT assets
- C. Ensuring that services deliver agreed levels of availability or that change can be assessed
- D. Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner

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- B. Planning and managing the full lifecycle of all IT assets
- C. Ensuring that services deliver agreed levels of availability or that change can be assessed
- D. Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner

The correct answer is : **B**

IT asset management is the practice of planning and managing the full lifecycle of all IT assets.

## 27. What is the purpose of the 'continual improvement' practice?

- A. Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner
- B. Minimizing the negative impact of incidents by restoring normal service operation as quickly as possible
- C. Aligning an organization's practices and services with changing business needs through the ongoing identification and improvement of all elements involved in the effective management of products and services
- D. Ensuring that risks are properly assessed, authorizing changes to proceed and managing a change schedule in order to maximize the number of successful IT changes

## 27. What is the purpose of the 'continual improvement' practice?

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- C. Aligning an organization's practices and services with changing business needs through the ongoing identification and improvement of all elements involved in the effective management of products and services
- D. Ensuring that risks are properly assessed, authorizing changes to proceed and managing a change schedule in order to maximize the number of successful IT changes

The correct answer is : C

Continual improvement is the practice of aligning an organization's practices and services with changing business needs through the ongoing identification and improvement of all elements involved in the effective management of products and services.

28. Your company's web server is currently experiencing a denial of service attack which is preventing external users from accessing the company's e-commerce store. In order to stop the attack, the information security team needs to add an IP block to the firewall's access control list. Normally, any changes to the firewall's access control list must be approved through change management first. Which type of change should be initiated by the information security team?

- A. Standard
- B. Normal
- C. Emergency
- D. Critical

28. Your company's web server is currently experiencing a denial of service attack which is preventing external users from accessing the company's e-commerce store. In order to stop the attack, the information security team needs to add an IP block to the firewall's access control list. Normally, any changes to the firewall's access control list must be approved through change management first. Which type of change should be initiated by the information security team?

- A. Standard
- B. Normal
- C. Emergency
- D. Critical

The correct answer is : C

An emergency change is change that must be implemented as soon as possible to resolve an incident or security issue. (Note: Critical is not a type of change in ITIL 4.)

29. Each time users attempt to log on to the domain using their username and password, they receive an error that 'the authentication server is not responding'. This is happening to multiple users across the network. How would you categorize this issue?

- A. Incident
- B. Workaround
- C. Problem
- D. Event

29. Each time users attempt to log on to the domain using their username and password, they receive an error that 'the authentication server is not responding'. This is happening to multiple users across the network. How would you categorize this issue?

- A. Incident
- B. Workaround
- C. Problem
- D. Event

The correct answer is : C

A problem is a cause, or potential cause, of one or more incidents. This is occurring multiple times and to different users across the network. The common issue appears to be the authentication server, so it might be the problem.

30. What is defined as the practice of establishing and nurturing links between an organization and its stakeholders at strategic and tactical levels?

- A. Relationship management
- B. Service request management
- C. Service level management
- D. Service desk

30. What is defined as the practice of establishing and nurturing links between an organization and its stakeholders at strategic and tactical levels?

- A. Relationship management
- B. Service request management
- C. Service level management
- D. Service desk

The correct answer is: A

Relationship management is the practice of establishing and nurturing links between an organization and its stakeholders at strategic and tactical levels.

31. What is defined as the practice of systematically observing services and service components, and recording and reporting selected changes of state identified as events?

- A. Problem management
- B. Monitoring and event management
- C. Service level management
- D. Incident management

31. What is defined as the practice of systematically observing services and service components, and recording and reporting selected changes of state identified as events?

- A. Problem management
- B. Monitoring and event management
- C. Service level management
- D. Incident management

The correct answer is: **B**

Monitoring and event management is the practice of systematically observing services and service components, and recording and reporting selected changes of state identified as events.

## 32. Who can report an incident?

- A. Service desk analyst
- B. End user
- C. System administrator
- D. Anyone

## 32. Who can report an incident?

- A. Service desk analyst
- B. End user
- C. System administrator
- D. Anyone

The correct answer is: **D**

Anyone can report an incident. An incident is an unplanned interruption to a service or reduction in the quality of a service. This may be reported by the end user, service desk analyst, system administrator, or any other person who identifies the interruption or reduction in the service.

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# The End

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# Thank You

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# Exam Questions ITIL-4-Foundation

ITIL 4 Foundation

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**NEW QUESTION 1**

- (Exam Topic 1)

Which describes a standard change?

- A. A high-risk change that needs very thorough assessment
- B. A change that is typically implemented as a service request
- C. A change that must be implemented as soon as possible
- D. A change that needs to be scheduled, assessed and authorized following a defined process

**Answer:** B

**NEW QUESTION 2**

- (Exam Topic 1)

When should a change request be submitted to resolve a problem?

- A. As soon as a solution for the problem has been identified
- B. As soon as a workaround for the problem has been identified
- C. As soon as the analysis of the frequency and impact of incidents justifies the change
- D. As soon as the analysis of cost, risks and benefits justifies the change

**Answer:** D

**NEW QUESTION 3**

- (Exam Topic 1)

When should the effectiveness of a problem workaround be assessed?

- A. Whenever the workaround is used
- B. Whenever the problem is resolved
- C. Whenever the workaround becomes a known error
- D. Whenever the problem is prioritized

**Answer:** A

**NEW QUESTION 4**

- (Exam Topic 1)

Which describes normal changes?

- A. Changes that need to be scheduled and assessed following a process
- B. Changes that are low-risk and pre-authorized
- C. Changes that are typically initiated as service requests
- D. Changes that must be implemented as soon as possible

**Answer:** A

**NEW QUESTION 5**

- (Exam Topic 1)

What should all 'continual improvement' decisions be based on?

- A. Accurate and carefully analysed data
- B. Details of how services are measured
- C. A recent maturity assessment
- D. An up-to-date balanced scorecard

**Answer:** A

**NEW QUESTION 6**

- (Exam Topic 1)

Arrange the following steps of software lifecycle in correct order.

- \* 1. Retire
- \* 2. Test
- \* 3. Operate
- \* 4. Deploy
- \* 5. Ideation
- \* 6. Develop
- \* 7. Design

- A. Ideation, Design, Develop, Deploy, Test, Operate, Retire
- B. Retire, Test, Operate, Deploy, Ideation, Develop, Design
- C. None of the above
- D. Ideation, Test, Develop, Deploy, Design, Operate, Retire

**Answer:** A

**NEW QUESTION 7**

- (Exam Topic 1)

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

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

**Answer:** B

#### **NEW QUESTION 8**

- (Exam Topic 1)

What is warranty?

- A. Assurance that a product or service will meet agreed requirements
- B. The amount of money spent on a specific activity or resource
- C. The functionality offered by a product or service to meet a particular need
- D. The perceived benefits, usefulness and importance of something

**Answer:** A

#### **NEW QUESTION 9**

- (Exam Topic 1)

Identify the missing words in the following sentence.

The management of information security incidents usually requires [?].

- A. Immediate escalation
- B. Specialist teams
- C. A separate process
- D. Third party support

**Answer:** C

#### **NEW QUESTION 10**

- (Exam Topic 1)

Which statement about outcomes is CORRECT?

- A. An outcome can be enabled by more than one output
- B. Outcomes are how the service performs
- C. An output can be enabled by one or more outcomes
- D. An outcome is a tangible or intangible activity

**Answer:** A

#### **NEW QUESTION 10**

- (Exam Topic 1)

Which practice has a purpose that includes observing a service to report selected changes of state identified as events?

- A. Incident management
- B. Monitoring and event management
- C. Change control
- D. Information security management

**Answer:** D

#### **NEW QUESTION 13**

- (Exam Topic 1)

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

- A. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed
- B. To systematically observe services and service components, and record and report selected changes of state
- C. To protect the information needed by the organization to conduct its business
- D. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

**Answer:** B

#### **NEW QUESTION 18**

- (Exam Topic 1)

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

- A. Service value chain activities
- B. Service level management
- C. Service value chain inputs
- D. Change control

**Answer:** A

**NEW QUESTION 21**

- (Exam Topic 1)

Which describes outcomes?

- A. Tangible or intangible deliverables
- B. Results desired by a stakeholder
- C. Configuration of an organization's resources
- D. Functionality offered by a product or service

**Answer:** B

**NEW QUESTION 24**

- (Exam Topic 1)

Which statement about costs is CORRECT?

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

**Answer:** C

**NEW QUESTION 26**

- (Exam Topic 1)

What is a recommendation of the 'focus on value' guiding principle?

- A. Make 'focus on value' a responsibility of the management
- B. Focus on the value of new and significant projects first
- C. Focus on value for the service provider first
- D. Focus on value at every step of the improvement

**Answer:** D

**NEW QUESTION 30**

- (Exam Topic 1)

What is described by the service value system?

- A. How to apply the systems approach of the guiding principle think and work holistically
- B. Services based on one or more products, designed to address needs of a target consumer group
- C. How all the components and activities of the organization work together as a system to enable value creation
- D. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation

**Answer:** C

**NEW QUESTION 34**

- (Exam Topic 1)

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

- A. They should be complex and detailed
- B. They should be well-known and proven
- C. They should include incident handling
- D. They should be brief and simple

**Answer:** B

**NEW QUESTION 39**

- (Exam Topic 1)

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

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

**Answer:** C

**NEW QUESTION 44**

- (Exam Topic 1)

Which practices are typically involved in the implementation of a problem resolution?

- \* 1. Continual improvement
- \* 2. Service request management
- \* 3. Service level management
- \* 4. Change control

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

D. 2 and 3

**Answer:** B

#### **NEW QUESTION 48**

- (Exam Topic 1)

Which is included in the purpose of the 'design and transition' value chain activity?

- A. Ensuring that service components are available when needed
- B. Providing transparency and good stakeholder relationships
- C. Supporting services according to specifications
- D. Continually meeting stakeholder expectations for costs

**Answer:** D

#### **NEW QUESTION 53**

- (Exam Topic 1)

How should automation be implemented?

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

**Answer:** C

#### **NEW QUESTION 57**

- (Exam Topic 1)

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

- A. To ensure services achieve agreed and expected performance
- B. To make new or changed services available for use
- C. To move new or changed components to live environments
- D. To set clear business-based targets for service performance

**Answer:** C

#### **NEW QUESTION 58**

- (Exam Topic 1)

Which TWO statements about an organization's culture are CORRECT? (Choose two.)

- \* 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

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

**Answer:** D

#### **NEW QUESTION 60**

- (Exam Topic 1)

What defines the requirements for a service and takes responsibility for the outcomes of service consumption?

- A. A customer
- B. A user
- C. A configuration item (CI)
- D. An IT asset

**Answer:** A

#### **NEW QUESTION 61**

- (Exam Topic 1)

Which activity captures the demand for incident resolution and service requests?

- A. Change control
- B. Problem management
- C. Service desk
- D. Service catalogue management

**Answer:** C

#### **NEW QUESTION 65**

- (Exam Topic 1)

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

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

**Answer:** D

#### **NEW QUESTION 69**

- (Exam Topic 1)

A major incident has been closed, but there is a risk that it might happen again. How should this be logged and managed?

- A. As an event
- B. As a problem
- C. As a service request
- D. As a change request

**Answer:** B

#### **NEW QUESTION 73**

- (Exam Topic 1)

Which practice identifies metrics that reflect a customer experience of a service?

- A. Continual improvement
- B. Service level management
- C. Service desk
- D. Problem management

**Answer:** B

#### **NEW QUESTION 77**

- (Exam Topic 1)

What is an IT asset?

- A. The removal of anything that could have a direct or indirect effect on services
- B. Any component that needs to be managed in order to deliver a service
- C. A request from a user that initiates a service action
- D. Any financially valuable component that can contribute to delivery of an IT product or service

**Answer:** D

#### **NEW QUESTION 82**

- (Exam Topic 1)

What are the three phases of 'problem management'?

- A. Problem identification, problem control, error control
- B. Problem analysis, error identification, incident resolution
- C. Problem logging, problem classification, problem resolution
- D. Incident management, problem management, change control

**Answer:** A

#### **NEW QUESTION 87**

- (Exam Topic 1)

Which dimension considers how knowledge assets should be protected?

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

**Answer:** C

#### **NEW QUESTION 90**

- (Exam Topic 1)

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

- A. Problem analysis
- B. Technical knowledge
- C. Listening
- D. Diagnosis

**Answer:** C

**NEW QUESTION 92**

- (Exam Topic 1)

Which practice updates information relating to symptoms and business impact?

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

**Answer:** D

**NEW QUESTION 96**

- (Exam Topic 1)

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

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

**Answer:** C

**NEW QUESTION 100**

- (Exam Topic 1)

Which guiding principle helps to ensure that better information is available for decision making?

- A. Keep it simple and practical
- B. Collaborate and promote visibility
- C. Optimize and automate
- D. Think and work holistically

**Answer:** B

**NEW QUESTION 105**

- (Exam Topic 1)

Which of the following can be used to access service desks?

- A. Phone calls
- B. All of the above
- C. Text and social media messaging
- D. Email

**Answer:** B

**NEW QUESTION 107**

- (Exam Topic 1)

Which ITIL practice has a purpose that includes reducing the likelihood of incidents?

- A. Change control
- B. Continual improvement
- C. Problem management
- D. Service desk

**Answer:** C

**NEW QUESTION 111**

- (Exam Topic 1)

What is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks?

- A. Service management
- B. Continual improvement
- C. A service
- D. An IT asset

**Answer:** C

**NEW QUESTION 112**

- (Exam Topic 1)

What is the expected outcome from using a service value chain?

- A. Service value streams
- B. Value realization
- C. Customer engagement
- D. The application of practices

**Answer:**

B

#### NEW QUESTION 117

- (Exam Topic 1)

Which is the CORRECT approach for managing a large improvement initiative as smaller iterations?

- A. Each iteration should be designed before starting the initiative and implemented without feedback
- B. Feedback should only be taken into account when one iteration fails to meet its objective
- C. Feedback should be reduced for large improvements as it is unlikely that circumstances will change
- D. Each iteration should be continually re-evaluated based on feedback

**Answer:** D

#### NEW QUESTION 121

- (Exam Topic 1)

Which is NOT a component of the service value system?

- A. The guiding principles
- B. Governance
- C. Practices
- D. The four dimensions of service management

**Answer:** D

#### NEW QUESTION 125

- (Exam Topic 1)

What should be used to set user expectations for request fulfilment times?

- A. The consumer demand for the service
- B. The time that the customer indicates for service delivery
- C. The service levels of the supplier
- D. The time needed to realistically deliver the service

**Answer:** D

#### NEW QUESTION 130

- (Exam Topic 1)

Which service level metrics are BEST for measuring user experience?

- A. Single system-based metrics
- B. Metrics for the percentage of uptime of a service
- C. Operational metrics
- D. Metrics linked to defined outcomes

**Answer:** D

#### NEW QUESTION 135

- (Exam Topic 1)

When planning 'continual improvement', which approach for assessing the current state of a service is CORRECT?

- A. An organization should always use a single technique to ensure metrics are consistent
- B. An organization should always use a strength, weakness, opportunity and threat (SWOT) analysis
- C. An organization should always develop competencies in methodologies and techniques that will meet their needs
- D. An organization should always use an approach that combines Lean, Agile and DevOps methodologies

**Answer:** C

#### NEW QUESTION 138

- (Exam Topic 1)

How does information about problems and known errors contribute to 'incident management'?

- A. It enables the reassessment of known errors
- B. It enables quick and efficient diagnosis of incidents
- C. It removes the need for collaboration during incident resolution
- D. It removes the need for regular customer updates

**Answer:** B

#### NEW QUESTION 140

- (Exam Topic 1)

Which of the following is an example of incident?

- A. A backup server is being rebooted while services are running on the primary server
- B. An application is not available during the business hours
- C. A user has requested access to a shared repository
- D. A user wants to reset the password of a server

**Answer:** B

**NEW QUESTION 144**

- (Exam Topic 1)

What are the types of asset management?

- A. IT asset management and software asset management
- B. Operational and technical management
- C. IT asset management and technical management
- D. Operational management and IT asset management

**Answer:** A

**NEW QUESTION 145**

- (Exam Topic 1)

What should be done to determine the appropriate metrics for measuring a new service?

- A. Measuring the performance over the first six months, and basing a solution on the results
- B. Asking customers to provide numerical targets that meet their needs
- C. Using operational data to provide detailed service reports
- D. Asking customers open questions to establish their requirements

**Answer:** C

**NEW QUESTION 147**

- (Exam Topic 1)

Which is a purpose of the 'engage' value chain activity?

- A. Meeting expectations for quality, costs and time-to-market
- B. Ensuring the continual improvement of services
- C. Ensuring that the organization's vision is understood
- D. Providing transparency and good relationships

**Answer:** D

**NEW QUESTION 151**

- (Exam Topic 1)

How should an organization adopt continual improvement methods?

- A. Use a new method for each improvement the organization handles
- B. Select a few key methods for the types of improvement that the organization handles
- C. Build the capability to use as many improvement methods as possible
- D. Select a single method for all improvements that the organization handles

**Answer:** B

**NEW QUESTION 152**

- (Exam Topic 2)

Which is handled as a service request?

- A. An investigation to identify the cause of an incident
- B. A compliment about an IT support team
- C. The failure of an IT service
- D. An emergency change to implement a security patch

**Answer:** C

**NEW QUESTION 154**

- (Exam Topic 2)

Which term relates to service levels aligned with the needs of service consumers?

- A. Service management
- B. Warranty
- C. Cost
- D. Utility

**Answer:** B

**NEW QUESTION 157**

- (Exam Topic 2)

Which practice includes the use of approaches such as Lean, Agile and DevOps with the aim of facilitating a greater amount of change at a quicker rate?

- A. Service desk
- B. Monitoring and event management
- C. Service level management

D. Continual improvement

**Answer:** C

**NEW QUESTION 158**

- (Exam Topic 2)

What do customer perceptions and business outcomes help to define?

- A. The value of a service
- B. Service metrics
- C. The total cost of a service
- D. Key performance indicators (KPIs)

**Answer:** A

**NEW QUESTION 161**

- (Exam Topic 2)

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

- A. To ensure that spending is properly accounted for
- B. To ensure that information security requirements are met
- C. To streamline the fulfillment workflow
- D. To set user expectations for fulfillment times

**Answer:** C

**NEW QUESTION 164**

- (Exam Topic 2)

Which guiding principle is PRIMARILY concerned with end-to-end service delivery?

- A. Focus on value
- B. Think and work holistically
- C. Optimize and automate
- D. Collaborate and promote

**Answer:** B

**NEW QUESTION 167**

- (Exam Topic 2)

Which will NOT be handled as a service request?

- A. The degradation of a service
- B. The replacement of a toner cartridge
- C. The provision of a laptop
- D. A complaint about a support team

**Answer:** A

**NEW QUESTION 171**

- (Exam Topic 2)

Service transition contains detailed descriptions of which processes?

- A. Change management, service asset and configuration management, release and deployment management
- B. Change management, capacity management, event management, service request management
- C. Service level management, service portfolio management, service asset and configuration management
- D. Service asset and configuration management, release and deployment management, request fulfillment

**Answer:** A

**NEW QUESTION 172**

- (Exam Topic 2)

Which term describes the functionality offered by a service?

- A. cost
- B. Utility
- C. Warranty
- D. Risk

**Answer:** B

**NEW QUESTION 175**

- (Exam Topic 2)

Which of the following should IT service continuity strategy be based on?

- \* 1. Design of the service metrics
- \* 2. Business continuity strategy

- \* 3. Business impact analysis (BIA)
- \* 4. Risk assessment

- A. 1, 2 and 4 only
- B. 1, 2 and 3 only
- C. 2, 3 and 4 only
- D. 1, 3 and 4 only

**Answer:** C

#### **NEW QUESTION 180**

- (Exam Topic 2)

What is the primary focus of business capacity management?

- A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology
- B. Review of all capacity supplier agreements and underpinning contracts with supplier management
- C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
- D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

**Answer:** D

#### **NEW QUESTION 185**

- (Exam Topic 2)

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

- A. Service offering
- B. Service provision
- C. Service management
- D. Service consumption

**Answer:** C

#### **NEW QUESTION 187**

- (Exam Topic 2)

What are guiding principles?

- A. A set of interconnected activities that help an organization deliver a valuable service
- B. A description of one or more services that help address the needs of a target consumer group
- C. A set of specialized organizational capabilities for enabling value for customers
- D. Recommendations that help an organization when adopting a service management approach

**Answer:** D

#### **NEW QUESTION 189**

- (Exam Topic 2)

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

**Answer:** C

#### **NEW QUESTION 194**

- (Exam Topic 2)

Which practice is the responsibility of everyone in the organization?

- A. Change control
- B. Problem management
- C. Service level management
- D. Continual improvement

**Answer:** D

#### **NEW QUESTION 199**

- (Exam Topic 2)

Which is intended to help an organization adopt and adapt ITIL guidance?

- A. The four dimensions of service
- B. Practices
- C. The service value chain
- D. The guiding principles

**Answer:** D

**NEW QUESTION 200**

- (Exam Topic 2)

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

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

**Answer:** B

**NEW QUESTION 201**

- (Exam Topic 2)

Identify the missing word in the following sentence. A user is [?] that uses services.

- A. an organization
- B. a role
- C. a team
- D. a supplier

**Answer:** B

**NEW QUESTION 204**

- (Exam Topic 2)

Which statement about known errors and problems is CORRECT?

- A. Known error is the status assigned to a problem after it has been analysed
- B. A known error is the cause of one or more problems
- C. Known errors cause vulnerabilities, problems cause incidents
- D. Known errors are managed by technical staff, problems are managed by service management staff

**Answer:** A

**NEW QUESTION 205**

- (Exam Topic 2)

Which is the CORRECT of the 'R' role in a RACI matrix?

- A. This role ensures that activities are executed correctly
- B. This role has ownership of the end result
- C. This role is involved in providing knowledge and input
- D. This role ensures the flow of information to stakeholders

**Answer:** B

**NEW QUESTION 208**

- (Exam Topic 2)

Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

- A. Categorization
- B. Detection
- C. Prioritization
- D. Escalation

**Answer:** A

**Explanation:**

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**NEW QUESTION 213**

- (Exam Topic 2)

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

- A. Scripts for collecting user information
- B. Use of shift working patterns
- C. Fulfillment of service requests
- D. Creation of a temporary team

**Answer:** A

**NEW QUESTION 216**

- (Exam Topic 2)

Which practice has a purpose that includes maximizing success by ensuring that risks have been properly assessed?

- A. Relationship management
- B. Change control
- C. Release management

D. Monitoring and event management

**Answer:** B

**Explanation:**

Reference: <https://www.symphonysummit.com/products/what-is-it-service-management-itsm/>

**NEW QUESTION 220**

- (Exam Topic 2)

Which practice forms a link between the service provider and the users of services?

- A. Change enablement
- B. Service level management
- C. Problem management
- D. Service desk

**Answer:** D

**NEW QUESTION 224**

- (Exam Topic 2)

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

- A. Continual improvement participation should be limited to a small dedicated team.
- B. It is the role of senior management to authorize improvement initiatives.
- C. Training should be provided to those involved in continual improvement.
- D. A single continual improvement register should be maintained by senior management.

**Answer:** B

**Explanation:**

Reference: <https://www.bmc.com/blogs/itil-continual-improvement/>

**NEW QUESTION 226**

- (Exam Topic 2)

Which value chain activity ensures the availability of service components?

- A. Improve
- B. Deliver and support
- C. Engage
- D. Obtain/build

**Answer:** D

**NEW QUESTION 227**

- (Exam Topic 2)

What is recommended by the guiding principle 'progress iteratively with feedback'?

- A. A current state assessment that is carried out at the start of an improvement initiative
- B. The identification of all interested parts at the start of an improvement initiative
- C. An improvement initiative that is broken into a number of manageable sections
- D. An assessment of how all the parts of an organization will affect an improvement initiative

**Answer:** C

**NEW QUESTION 232**

- (Exam Topic 2)

What is required by all service desk staff?

- A. Excellent technical knowledge
- B. Root cause analysis skills
- C. Demonstration of emotional intelligence
- D. Knowledge of telephony technology

**Answer:** C

**NEW QUESTION 234**

- (Exam Topic 2)

What is an event?

- A. The addition, modification, or removal of anything that could have a direct or indirect effect on services
- B. Any change of state that has significance for the management of a service or other configuration item
- C. Cause of one or more incidents
- D. An unplanned interruption to a service or reduction in the quality of a service

**Answer:** B

**NEW QUESTION 239**

- (Exam Topic 2)

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

- A. Self-service tools
- B. Compliments and complaints
- C. Processes and procedures
- D. Incident management

**Answer:** C

**NEW QUESTION 241**

- (Exam Topic 2)

Identify the missing word in the following sentence.

The purpose of the 'information security management' practice is to [?] the organization's information.

- A. protect
- B. store
- C. audit
- D. provide

**Answer:** A

**NEW QUESTION 246**

- (Exam Topic 2)

Which statement about change management is CORRECT?

- A. It optimizes overall business risk
- B. It optimizes financial exposure
- C. It ensures that all changes are authorized by the change advisory board (CAB)
- D. It ensures that service requests follow the normal change management process

**Answer:** C

**NEW QUESTION 247**

- (Exam Topic 2)

What is a problem?

- A. An addition or modification that could have an effect on services
- B. Any change of state that has significance for the management of a configuration item
- C. A cause or potential cause of one or more incidents
- D. An unplanned reduction in the quality of a service

**Answer:** C

**NEW QUESTION 248**

- (Exam Topic 2)

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

**Answer:** A

**NEW QUESTION 251**

- (Exam Topic 2)

Which ITIL concept describes governance?

- A. The service value system
- B. The service value chain
- C. The seven guiding principles
- D. The four dimensions of service management

**Answer:** A

**NEW QUESTION 254**

- (Exam Topic 2)

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

- A. Service desk
- B. Service request management
- C. Service level management
- D. Service configuration management

**Answer:**

C

**NEW QUESTION 258**

- (Exam Topic 2)

Which are the elements of process control?

- A. Inputs, outputs and triggers
- B. Work instructions, procedures and roles
- C. Resources, capabilities and metrics
- D. Process owner, policy and objectives

**Answer:** D

**NEW QUESTION 260**

- (Exam Topic 2)

Which is one of the five aspects of service design?

- A. Management information systems and tools
- B. Risk analysis and management approach
- C. Management policy for business case creation
- D. Corporate governance and policy

**Answer:** A

**NEW QUESTION 263**

- (Exam Topic 2)

Which practice needs people who understand complex systems and have creative and analytical skills?

- A. Change enablement
- B. Service level management
- C. Service request management
- D. Problem management

**Answer:** D

**NEW QUESTION 266**

- (Exam Topic 2)

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

- A. Define measurable targets
- B. Perform baseline assessments
- C. Execute improvement actions
- D. Evaluate measurements and metrics

**Answer:** D

**NEW QUESTION 267**

- (Exam Topic 2)

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

- A. Creating incident records
- B. Diagnosing and resolving incidents
- C. Escalating incidents to a support team for resolution
- D. Trend analysis of incident records

**Answer:** D

**NEW QUESTION 268**

- (Exam Topic 2)

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.

- A. Service consumer
- B. Service provider
- C. Customer
- D. Supplier

**Answer:** B

**NEW QUESTION 269**

- (Exam Topic 2)

Which value chain activity communicates the current status of all four dimensions of service management?

- A. Improve
- B. Engage
- C. Obtain/build

D. Plan

**Answer:** D

**NEW QUESTION 273**

- (Exam Topic 2)

Which value chain activity ensures that service components meet agreed specifications?

- A. Plan
- B. Design and transition
- C. Obtain/build
- D. Deliver and support

**Answer:** C

**NEW QUESTION 276**

- (Exam Topic 2)

Which process works with incident management to ensure that security breaches are detected and logged?

- A. Change management
- B. Service level management
- C. Access management
- D. Continual service improvement

**Answer:** C

**NEW QUESTION 279**

- (Exam Topic 2)

Which practice has a purpose that includes helping the organization to maximize value, control costs and manage risks?

- A. Relationship management
- B. IT asset management
- C. Release management
- D. Service desk

**Answer:** B

**NEW QUESTION 280**

- (Exam Topic 2)

What is NOT within the scope of service catalogue management?

- A. Contribution to the definition of services
- B. Interfaces between all services and supporting services
- C. Interfaces between the service catalogue and service portfolio
- D. Fulfilment of business service requests

**Answer:** D

**NEW QUESTION 285**

- (Exam Topic 2)

What can be used to help determine the impact level of a problem?

- A. Definitive media library (DML)
- B. Configuration management system (CMS)
- C. Statement of requirements (SOR)
- D. Standard operating procedures (SOP)

**Answer:** B

**NEW QUESTION 288**

- (Exam Topic 2)

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

- A. Service level management
- B. Service desk
- C. Continual improvement
- D. Change enablement

**Answer:** A

**Explanation:**

The service level management practice defines, documents and manages the service levels of all the services and products. Service level management should provide the end to end visibility of all the organizational services. Service level management has to establish and provide the service views with service level target ensure meeting defined service levels by collecting, analyzing, storing and reporting all the defined target metrics of the services regularly (periodically) perform the service reviews and ensure the services meet the organization's needs continuously identify, capture, review & report the issues related to services, its performance against the defined service targets.

Reference: <https://www.knowledgehut.com/tutorials/itil4-tutorial/itil-management-practices-processes>

#### NEW QUESTION 292

- (Exam Topic 2)

What is defined as an unplanned interruption or reduction in the quality of a service?

- A. An incident
- B. A problem
- C. A change
- D. An event

**Answer:** A

#### NEW QUESTION 295

- (Exam Topic 2)

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

**Answer:** A

#### NEW QUESTION 298

- (Exam Topic 2)

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

- A. Increased ability to focus on fixing technology instead of supporting people
- B. Greater ability to focus on customer experience when personal contact is needed
- C. Elimination of the need to escalate incidents to support teams
- D. Decrease in self-service incident logging and resolution

**Answer:** B

#### NEW QUESTION 300

- (Exam Topic 2)

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

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

**Answer:** C

#### NEW QUESTION 301

- (Exam Topic 2)

Which practice would help a user gain access to an application that they need to use?

- A. Service configuration management
- B. Change enablement
- C. Service request management
- D. Service level management

**Answer:** B

#### NEW QUESTION 306

- (Exam Topic 2)

Which statement about the 'four Ps' of service design is CORRECT?

- A. Processes refers to skill and training
- B. Partners refers to suppliers and vendors
- C. People refers to technology and tools
- D. Products refers to producers and metrics

**Answer:** B

#### Explanation:

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#### NEW QUESTION 309

- (Exam Topic 2)

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

- A. Start where you are
- B. Collaborate and promote visibility
- C. Progress iteratively with feedback
- D. Think and work holistically

**Answer:** C

#### **NEW QUESTION 310**

- (Exam Topic 2)

Which statement about change authorization is CORRECT?

- A. A change authority should be assigned to each type of change and change model
- B. Centralizing change authorization to a single person is the most effective means of authorization
- C. The authorization of normal changes should be expedited to ensure they can be implemented quickly
- D. Standard changes are high risk and should be authorized by the highest level of change authority

**Answer:** A

#### **NEW QUESTION 314**

- (Exam Topic 2)

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

- A. Event
- B. Incident
- C. Problem
- D. Known error

**Answer:** A

#### **NEW QUESTION 315**

- (Exam Topic 2)

What considerations influence the supplier strategy of an organization?

- A. Contracts and agreements
- B. Type of cooperation with suppliers
- C. Corporate culture of the organization
- D. Level of formality

**Answer:** C

#### **NEW QUESTION 318**

- (Exam Topic 2)

Which usually requires a team of representatives from many stakeholder groups?

- A. Fulfilling a service request
- B. Authorizing an emergency change
- C. Logging a new problem
- D. Investigating a major incident

**Answer:** D

#### **NEW QUESTION 322**

- (Exam Topic 2)

Which statement about the known error database (KEDB) is CORRECT?

- A. It is maintained by the service desk and updated with the details of each new incident
- B. It is a part of the configuration management database (CMDB) and contains workarounds
- C. It is maintained by problem management and is used by the service desk to help resolve incidents
- D. It is maintained by incident management and contains solutions to be implemented by problem management

**Answer:** C

#### **NEW QUESTION 325**

- (Exam Topic 2)

How do all value chain activities transform inputs to outputs?

- A. By using a combination of practices
- B. By using a single functional team
- C. By determining service demand
- D. By implementing process automation

**Answer:** A

#### **NEW QUESTION 327**

- (Exam Topic 2)

What three elements make up the Service Portfolio?

- A. Customer portfolio, service catalogue and retired services
- B. Customer portfolio, configuration management system and service catalogue
- C. Service pipeline, service catalogue and retired services
- D. Service pipeline, configuration management system and service catalogue

**Answer:** C

**Explanation:**

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#### **NEW QUESTION 328**

- (Exam Topic 2)

What should be done first when applying the 'focus on value' guiding principle?

- A. Identify all suppliers and partners involved in the service
- B. Determine the cost of providing the service
- C. Identify the outcomes that the service facilitates
- D. Determine who the service consumer is in each situation

**Answer:** D

#### **NEW QUESTION 333**

- (Exam Topic 2)

Which practice provides support for managing feedback, compliments and complaints from users?

- A. Change control
- B. Service request management
- C. Problem management
- D. Incident management

**Answer:** B

#### **NEW QUESTION 335**

- (Exam Topic 2)

Which is a supplier category?

- A. Technical
- B. Commodity
- C. Customer
- D. Resource

**Answer:** D

#### **NEW QUESTION 339**

- (Exam Topic 2)

Which service catalogue view is considered beneficial when constructing the relationship between services, SLAs, OLAs, and other underpinning agreements?

- A. Service-based SLA view
- B. Wholesale customer view
- C. Retail customer view
- D. Supporting services view

**Answer:** D

#### **NEW QUESTION 343**

- (Exam Topic 2)

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

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

**Answer:** B

#### **NEW QUESTION 345**

- (Exam Topic 2)

Which guiding principle recommends organizing work into smaller, manageable sections that can be executed and completed in a timely manner?

- A. Focus on value
- B. Start where you are
- C. Collaborate and promote visibility
- D. Progress iteratively with feedback

**Answer:**

D

#### NEW QUESTION 348

- (Exam Topic 2)

What is the definition of a known error?

- A. An unplanned interruption to a service, or reduction in the quality of a service
- B. A cause, or potential cause, of one or more incidents
- C. A problem that has been analyzed and has not been resolved
- D. Any change of state that has significance for the management of a service or other configuration item (CI)

**Answer:** C

#### NEW QUESTION 352

- (Exam Topic 2)

Which does the ITIL service value system discourage?

- A. Coordinated authorities and responsibilities
- B. Organizational silos
- C. Interfaces among practices
- D. Organizational agility

**Answer:** B

#### Explanation:

Architecture of the ITIL SVS specifically enables flexibility and discourages siloed working. This is because the service value chain and practices do not form a fixed, rigid structure, but rather they can be combined in multiple value streams to address the needs of the organization in a variety of scenarios, with open flow of communication across the many interfaces.

Reference: <https://www.bmc.com/blogs/itil-service-value-system/>

#### NEW QUESTION 356

- (Exam Topic 2)

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

- A. Utility
- B. Asset
- C. Cost
- D. Outcome

**Answer:** C

#### NEW QUESTION 360

- (Exam Topic 2)

A customer is a person who defines the requirements for a service and takes responsibility for the [?] of service consumption.

- A. outputs
- B. outcomes
- C. costs
- D. risks

**Answer:** B

#### NEW QUESTION 364

- (Exam Topic 2)

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

- A. Incidents
- B. Problems
- C. Events
- D. Requests

**Answer:** C

#### NEW QUESTION 365

- (Exam Topic 2)

Which is a purpose of release management?

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

**Answer:** C

#### NEW QUESTION 370

- (Exam Topic 2)

Which stage of the service lifecycle has the purpose of looking for ways to improve process efficiency and cost effectiveness?

- A. Service operation
- B. Service transition
- C. Continual service improvement D18912E1457D5D1DDCBD40AB3BF70D5D
- D. Service strategy

**Answer:** C

#### **NEW QUESTION 372**

- (Exam Topic 2)

Which statement about the automation of service requests is CORRECT?

- A. Service requests that cannot be automated should be handled as incidents
- B. Service requests and their fulfillment should be automated as much as possible
- C. Service requests that cannot be automated should be handled as problems
- D. Service requests and their fulfillment should be carried out by service desk staff without automation

**Answer:** B

#### **NEW QUESTION 376**

- (Exam Topic 3)

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

- A. Information security management
- B. Change enablement
- C. Problem management
- D. Service configuration management

**Answer:** A

#### **NEW QUESTION 377**

- (Exam Topic 3)

What is a definition of a problem?

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

**Answer:** B

#### **Explanation:**

Reference: <https://www.bmc.com/blogs/itil-problem-management/>

#### **NEW QUESTION 382**

- (Exam Topic 3)

Which dimension focuses on relationships with other organizations that are involved in the design, development, deployment and delivery of services?

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

**Answer:** C

#### **NEW QUESTION 386**

- (Exam Topic 3)

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

- A. Understanding the organization's vision
- B. Understanding stakeholder needs
- C. Meeting stakeholder expectations
- D. Ensuring service components are available

**Answer:** C

#### **Explanation:**

The purpose of 'obtain/build' value chain activity is "to ensure that service components are available when and where they are needed, and meet agreed specifications." Service components for 'deliver and support' and service components for design and transition are key outputs of 'obtain/build' value chain activity.

#### **NEW QUESTION 391**

- (Exam Topic 3)

Which practice is responsible for moving new or changed components to live or other environments?

- A. Release management
- B. Deployment management
- C. Change enablement
- D. Supplier management

**Answer:** B

**Explanation:**

Reference: <https://www.sysaid.com/blog/entry/itil-4-practices-whats-new-and-changed>

**NEW QUESTION 392**

- (Exam Topic 3)

Which is a use of the change schedule?

- A. Assigning resources to changes
- B. Deciding the approval authority for changes
- C. Automating the change process
- D. Creating change models

**Answer:** A

**Explanation:**

Reference: <https://www.bmc.com/blogs/itil-change-enablement/>

**NEW QUESTION 396**

- (Exam Topic 3)

Which dimension of service management considers the workflows and controls needed to deliver services?

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

**Answer:** D

**Explanation:**

Reference: <https://www.knowledgehut.com/tutorials/itil4-tutorial/itil-four-dimensions-it-service-management>

**NEW QUESTION 400**

- (Exam Topic 3)

Which describes a 'change authority'?

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

**Answer:** B

**NEW QUESTION 402**

- (Exam Topic 3)

Which practice involves the management of vulnerabilities that were not identified before the service went live?

- A. Service request management
- B. Problem management
- C. Change control
- D. Service level management

**Answer:** B

**NEW QUESTION 407**

- (Exam Topic 3)

When is the earliest that a workaround can be documented in 'problem management'?

- A. After the problem has been logged
- B. After the problem has been prioritized
- C. After the problem has been analyzed
- D. After the problem has been resolved

**Answer:** C

**NEW QUESTION 408**

- (Exam Topic 3)

Which statement about managing incidents is CORRECT?

- A. Low impact incidents should be resolved efficiently, making logging unnecessary

- B. The 'incident management' practice should use a single process regardless of the impact of the incident
- C. Low impact incidents should be resolved efficiently so the resource required is reduced
- D. Incidents with the lowest impact should be resolved first

**Answer:** C

#### **NEW QUESTION 413**

- (Exam Topic 3)

Which is part of the definition of a customer?

- A. The role that defines the requirements for a service
- B. A means of enabling value co-creation
- C. The role that authorizes budget for service consumption
- D. A set of specialized organizational capabilities for enabling value

**Answer:** A

#### **NEW QUESTION 418**

- (Exam Topic 3)

Which practice requires skills and competencies related to business analysis, supplier management and relationship management?

- A. Monitoring and event management
- B. Incident management
- C. Service level management
- D. IT asset management

**Answer:** C

#### **Explanation:**

Reference: <https://advisera.com/20000academy/blog/2019/06/17/sfia-and-itil-a-winning-combination-for-it-businesses/>

#### **NEW QUESTION 419**

- (Exam Topic 3)

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

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

**Answer:** B

#### **NEW QUESTION 423**

- (Exam Topic 3)

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

**Answer:** A

#### **NEW QUESTION 426**

- (Exam Topic 3)

Which statement about service requests is CORRECT?

- A. Complex service requests should be dealt with as normal changes
- B. Service requests that require simple workflows should be dealt with as incidents
- C. Service requests require workflows that should use manual procedures and avoid automation
- D. Service requests are usually formalized using standard procedures for initiation, approval and fulfilment

**Answer:** D

#### **NEW QUESTION 429**

- (Exam Topic 3)

Which skill is required by the 'service level management' practice?

- A. Supplier management
- B. Technical expertise
- C. Event monitoring
- D. Problem management

**Answer:** A

**NEW QUESTION 431**

- (Exam Topic 3)

Identify the missing word in the following sentence.

The purpose of the 'supplier management' practice is to ensure that the organization's suppliers and their performances are [?] appropriately to support the seamless provision of quality products and services.

- A. measured
- B. rewarded
- C. managed
- D. defined

**Answer:** C

**Explanation:**

Reference: <https://www.bmc.com/blogs/itil-management-practices/>

**NEW QUESTION 434**

- (Exam Topic 3)

Which step of the continual improvement model includes baseline assessments?

- A. Did we get there?
- B. Where are we now?
- C. What is the vision?
- D. Where do we want to be?

**Answer:** D

**NEW QUESTION 439**

- (Exam Topic 3)

Which statement about standard changes is CORRECT?

- A. A full assessment should be completed each time the change is implemented
- B. The change can be implemented with less testing if necessary
- C. The appropriate change authority should be assigned to each type of change
- D. The change does not require additional authorization

**Answer:** D

**NEW QUESTION 441**

- (Exam Topic 3)

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

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

**Answer:** D

**NEW QUESTION 446**

- (Exam Topic 3)

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

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

**Answer:** D

**NEW QUESTION 450**

- (Exam Topic 3)

Which practice has a strong influence on the user experience and perception of the service provider?

- A. Service desk
- B. Change enablement
- C. Service level management
- D. Supplier management

**Answer:** C

**NEW QUESTION 452**

- (Exam Topic 3)

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

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

**Answer:** B

**Explanation:**

This includes the information and technology needed to deliver services (servers, storage, networks, databases, etc.) as well as the information and technology needed to manage those services (ITSM tools, knowledge bases, configuration information, etc.).  
<https://www.sysaid.com/blog/entry/everything-you-officially-need-to-know-about-itil-4>

**NEW QUESTION 456**

- (Exam Topic 3)

What can help to reduce resistance to a planned improvement when applying the guiding principle 'collaborate and promote visibility'?

- A. Restricting information about the improvement to essential stakeholders only.
- B. Increasing collaboration and visibility for the improvement.
- C. Involving customers after all planning has been completed.
- D. Engaging every stakeholder group in the same way, with the same communication.

**Answer:** C

**Explanation:**

Reference: <https://www.sysaid.com/blog/entry/the-7-guiding-principles-of-itil-4-practical-advice-to-help-you-make-decisions>

**NEW QUESTION 457**

- (Exam Topic 3)

Which describe a 'change authority'?

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

**Answer:** C

**NEW QUESTION 459**

- (Exam Topic 3)

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

- A. A risk
- B. An organization
- C. A practice
- D. An outcome

**Answer:** B

**NEW QUESTION 461**

- (Exam Topic 3)

What can be described as an operating model for the creating and management of products and services?

- A. Governance
- B. Service value chain
- C. Guiding principles
- D. Practices

**Answer:** B

**Explanation:**

Reference:

<https://www.thinkhdi.com/library/supportworld/2019/evolution-itil-new-operating-model-itil-4.aspx>

**NEW QUESTION 464**

- (Exam Topic 3)

Which practice uses technologies such as intelligent telephony systems, a knowledge base and monitoring tools?

- A. Service configuration management
- B. Service desk
- C. Problem management
- D. Deployment management

**Answer:** B

**NEW QUESTION 466**

- (Exam Topic 3)

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

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

**Answer:** A

#### **NEW QUESTION 468**

- (Exam Topic 3)

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

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

- Answer:** A

#### **NEW QUESTION 473**

- (Exam Topic 3)

When should a workaround be created?

- A. As soon as possible, once the incident is logged
- B. After the resolution of a problem
- C. When a problem cannot be resolved quickly
- D. When a potential permanent solution has been identified

- Answer:** C

#### **Explanation:**

Reference: <https://www.globalknowledge.com/us-en/resources/resource-library/articles/incidents-and-problems-workarounds/>

#### **NEW QUESTION 477**

- (Exam Topic 3)

What is the definition of warranty?

- A. A means of identifying events that could cause harm or loss
- B. A means of determining whether a service is fit for purpose
- C. A means of identifying a result for a stakeholder
- D. A means of determining whether a service is fit for use

- Answer:** D

#### **NEW QUESTION 481**

- (Exam Topic 3)

What is a cause, or potential cause, of one or more incidents?

- A. A configuration item
- B. A workaround
- C. An incident
- D. A problem

- Answer:** D

#### **NEW QUESTION 485**

- (Exam Topic 3)

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

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

- Answer:** B

#### **NEW QUESTION 487**

- (Exam Topic 3)

Identify the missing words in the following sentence.

The 'incident management' practice should maintain [?] for logging and managing incidents.

- A. a dedicated team
- B. a formal process

- C. detailed procedures
- D. a value chain activity

**Answer:** C

**NEW QUESTION 489**

- (Exam Topic 3)

What term is used to describe whether a service will meet availability, capacity and security requirements?

- A. Outcomes
- B. Value
- C. Utility
- D. Warranty

**Answer:** D

**NEW QUESTION 494**

- (Exam Topic 3)

Which statement about the service value chain is CORRECT?

- A. The service value chain converts value into demand
- B. Each value chain activity uses different combinations of practices to convert inputs into outputs
- C. Each value chain activity identifies a requirement for resources from an external supplier
- D. The service value chain uses value streams to describe a combination of consumers and providers

**Answer:** B

**NEW QUESTION 497**

- (Exam Topic 3)

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

- A. Service level management
- B. Relationship management
- C. Service desk
- D. Monitoring and event management

**Answer:** C

**NEW QUESTION 500**

- (Exam Topic 3)

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

- A. Collaborate and promote visibility
- B. Start where you are
- C. Focus on value
- D. Keep it simple and practical

**Answer:** A

**NEW QUESTION 502**

- (Exam Topic 3)

Which guiding principle helps an organization to understand the impact of an altered element on other elements in a system?

- A. Focus on value
- B. Start where you are
- C. Think and work holistically
- D. Keep it simple and practical

**Answer:** C

**NEW QUESTION 503**

- (Exam Topic 3)

How should an organization prioritize incidents?

- A. Ask the user for their preferred resolution timeframe.
- B. Assess the availability of the appropriate support team.
- C. Use an agreed classification which is based on the business impact of the incident.
- D. Create an order of incidents based on the dates and times when they were logged.

**Answer:** C

**NEW QUESTION 507**

- (Exam Topic 3)

What can be used to determine if a service is 'fit for purpose'?

- A. Availability
- B. Warranty
- C. Outcome
- D. Utility

**Answer:** D

#### **NEW QUESTION 510**

- (Exam Topic 3)

Which statement about change authorities is CORRECT?

- A. Change authorities are only required for authorizing emergency changes
- B. Change authorities are assigned when each change is deployed
- C. Change authorities are only required for authorizing normal changes
- D. Change authorities are assigned for each type of change and change model

**Answer:** D

#### **NEW QUESTION 512**

- (Exam Topic 3)

Identify the missing word in the following sentences.

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.

- A. utility
- B. warranty
- C. outcomes
- D. outputs

**Answer:** C

#### **NEW QUESTION 516**

- (Exam Topic 3)

Which statement about service relationship management is CORRECT?

- A. It focuses on the service actions performed by users
- B. It requires the service consumer to create resources for the service provider
- C. It requires co-operation of both the service provider and service consumer
- D. It focuses on the fulfilment of the agreed service actions

**Answer:** C

#### **NEW QUESTION 520**

- (Exam Topic 3)

Which guiding principle discourages 'silo activity'?

- A. Focus on value
- B. Start where you are
- C. Collaborate and promote visibility
- D. Keep it simple and practical

**Answer:** C

#### **NEW QUESTION 525**

- (Exam Topic 3)

Which statement about a service value stream is CORRECT?

- A. it uses inputs and outputs prescribed by ITIL
- B. It is a service value chain activity
- C. It integrates practices for a specific scenario
- D. It provides an operating model for service providers

**Answer:** C

#### **NEW QUESTION 529**

- (Exam Topic 3)

Which statement about the 'service request management' practice is CORRECT?

- A. Service requests are fulfilled using simple workflows
- B. A new workflow is created for each type of request
- C. Additional approval is sometimes needed for restoration of service
- D. Financial authorization is sometimes required for service requests

**Answer:** A

#### **NEW QUESTION 532**



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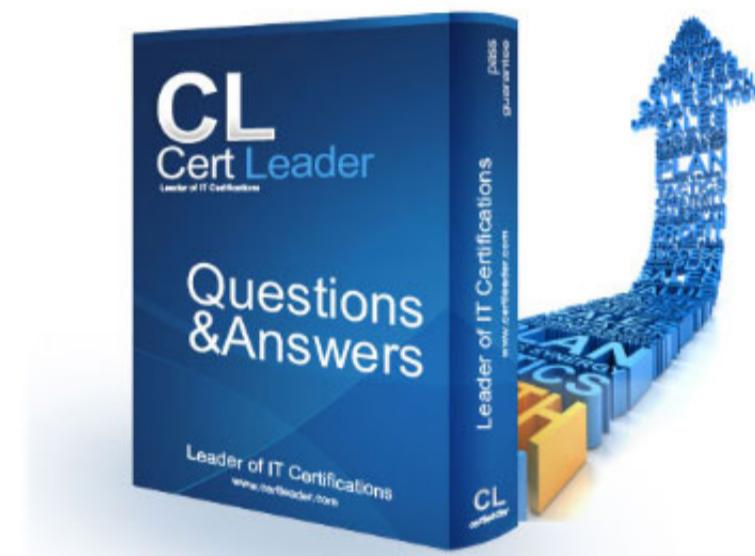
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**NEW QUESTION 1**

Which statement about change management is CORRECT?

- A. It optimizes overall business risk
- B. It optimizes financial exposure
- C. It ensures that all changes are authorized by the change advisory board (CAB)
- D. It ensures that service requests follow the normal change management process

**Answer:** C

**NEW QUESTION 2**

Which service management dimension is focused on activities and how these are coordinated?

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

**Answer:** C

**NEW QUESTION 3**

Which are the elements of process control?

- A. Inputs, outputs and triggers
- B. Work instructions, procedures and roles
- C. Resources, capabilities and metrics
- D. Process owner, policy and objectives

**Answer:** D

**NEW QUESTION 4**

When should a change request be submitted to resolve a problem?

- A. As soon as a solution for the problem has been identified
- B. As soon as a workaround for the problem has been identified
- C. As soon as the analysis of the frequency and impact of incidents justifies the change
- D. As soon as the analysis of cost, risks and benefits justifies the change

**Answer:** D

**NEW QUESTION 5**

What is the starting point for optimization?

- A. Standardizing practices and services
- B. Determining where the most positive impact would be
- C. Securing stakeholder engagement
- D. Understanding the vision and objectives of the organization

**Answer:** D

**NEW QUESTION 6**

Which ITIL practice has a purpose that includes reducing the likelihood of incidents?

- A. Change control
- B. Continual improvement
- C. Problem management
- D. Service desk

**Answer:** C

**NEW QUESTION 7**

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

- A. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed
- B. To systematically observe services and service components, and record and report selected changes of state
- C. To protect the information needed by the organization to conduct its business
- D. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

**Answer:** B

**NEW QUESTION 8**

When planning 'continual improvement', which approach for assessing the current state of a service is CORRECT?

- A. An organization should always use a single technique to ensure metrics are consistent
- B. An organization should always use a strength, weakness, opportunity and threat (SWOT) analysis
- C. An organization should always develop competencies in methodologies and techniques that will meet their needs
- D. An organization should always use an approach that combines Lean, Agile and DevOps methodologies

**Answer:** C

**NEW QUESTION 9**

What is an IT asset?

- A. The removal of anything that could have a direct or indirect effect on services
- B. Any component that needs to be managed in order to deliver a service
- C. A request from a user that initiates a service action
- D. Any financially valuable component that can contribute to delivery of an IT product or service

**Answer:** D

**NEW QUESTION 10**

Which is a purpose of the 'engage' value chain activity?

- A. Meeting expectations for quality, costs and time-to-market
- B. Ensuring the continual improvement of services
- C. Ensuring that the organization's vision is understood
- D. Providing transparency and good relationships

**Answer:** D

**NEW QUESTION 10**

Which value chain activity communicates the current status of all four dimensions of service management?

- A. Improve
- B. Engage
- C. Obtain/build
- D. Plan

**Answer:** D

**NEW QUESTION 15**

Which practice identifies metrics that reflect the customer's experience of a service?

- A. Continual improvement
- B. Service desk
- C. Service level management
- D. Problem management

**Answer:** C

**NEW QUESTION 19**

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

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

**Answer:** D

**NEW QUESTION 20**

Which statement about outcomes is CORRECT?

- A. Outcomes help service consumers achieve outputs
- B. Outcomes are one or more services that fulfil the needs of a service consumer
- C. Service providers help service consumers achieve outcomes
- D. Helping service consumers achieve outcomes reduces service provider costs

**Answer:** C

**NEW QUESTION 22**

When should a full risk assessment and authorization be carried out for a standard change?

- A. Each time the standard change is implemented
- B. When the procedure for the standard change is created
- C. At least once a year
- D. When an emergency change is requested

**Answer:** B**NEW QUESTION 27**

What is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks?

- A. Service management
- B. Continual improvement
- C. A service
- D. An IT asset

**Answer:** C**NEW QUESTION 30**

Which is a key consideration for the guiding principle 'keep it simple and practical'?

- A. Try to create a solution for every exception
- B. Start with a complex solution, then simplify
- C. Understand how each element contributes to value creation
- D. Ignore the conflicting objectives of different stakeholders

**Answer:** C**NEW QUESTION 34**

Which activity captures the demand for incident resolution and service requests?

- A. Change control
- B. Problem management
- C. Service desk
- D. Service catalogue management

**Answer:** C**NEW QUESTION 38**

Which is part of service provision?

- A. The management of resources configured to deliver the service
- B. The management of resources needed to consume the service
- C. The grouping of one or more services based on one or more products
- D. The joint activities performed to ensure continual value co-creation

**Answer:** A**NEW QUESTION 40**

How should automation be implemented?

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

**Answer:** C**NEW QUESTION 45**

What is the effect of increased automation on the 'service desk1 practice'?

- A. Increased ability to focus on fixing technology instead of supporting people
- B. Greater ability to focus on customer experience when personal contact is needed
- C. Elimination of the need to escalate incidents to support teams
- D. Decrease in self-service incident logging and resolution

**Answer:** B**NEW QUESTION 47**

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

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

**Answer:** D**NEW QUESTION 49**

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

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

**Answer:** A

**NEW QUESTION 52**

Which is NOT a key focus of the 'information and technology' dimension?

- A. Workflow management and inventory systems
- B. Communication systems and knowledge bases
- C. Roles and responsibilities
- D. Security and compliance

**Answer:** C

**NEW QUESTION 54**

What is the purpose of problem management?

- A. Reduces the likelihood and impact of incidents
- B. Ensures services are restored as soon as possible
- C. Helps direct the incident to the correct support area
- D. Determines how the service provider is perceived

**Answer:** A

**NEW QUESTION 56**

Which guiding principle is PRIMARILY concerned with consumer's revenue and growth?

- A. Keep it simple and practical
- B. Optimize and automate
- C. Progress iteratively with feedback
- D. Focus on value

**Answer:** D

**NEW QUESTION 59**

What is a definition of a service improvement plan (SIP)?

- A. A formal plan to implement improvements to a customer's business processes
- B. An input from availability management to service level management, detailing the service design plan
- C. A formal plan to implement improvements to a service or process
- D. An input from financial management for IT services to service level management, detailing the budget plan

**Answer:** C

**Explanation:**

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**NEW QUESTION 61**

Which is the BEST example of an emergency change?

- A. The implementation of a planned new release of a software application
- B. A low-risk computer upgrade implemented as a service request
- C. The implementation of a security patch to a critical software application
- D. A scheduled major hardware and software implementation

**Answer:** C

**NEW QUESTION 64**

Identify the missing word in the following sentence.

The purpose of the supplier management practice is to ensure that the organization's suppliers and their [?] are managed appropriately to support the seamless provision of quality products and services.

- A. costs
- B. users
- C. value
- D. performances

**Answer:** D

**NEW QUESTION 67**

What three elements make up the Service Portfolio?

- A. Customer portfolio, service catalogue and retired services
- B. Customer portfolio, configuration management system and service catalogue
- C. Service pipeline, service catalogue and retired services
- D. Service pipeline, configuration management system and service catalogue

**Answer:** C

**Explanation:**

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#### NEW QUESTION 71

Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

- A. Categorization
- B. Detection
- C. Prioritization
- D. Escalation

**Answer:** A

**Explanation:**

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#### NEW QUESTION 73

Which is a supplier category?

- A. Technical
- B. Commodity
- C. Customer
- D. Resource

**Answer:** D

#### NEW QUESTION 78

Which practice updates information relating to symptoms and business impact?

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

**Answer:** D

#### NEW QUESTION 82

Which dimension includes a workflow management system?

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

**Answer:** A

#### NEW QUESTION 84

Which practice has a purpose that includes observing a service to report selected changes of state identified as events?

- A. Incident management
- B. Monitoring and event management
- C. Change control
- D. Information security management

**Answer:** D

#### NEW QUESTION 89

Which are phases of the release and deployment process?

- \* 1. Release build and test
- \* 2. Review and close
- \* 3. Categorize and record
- \* 4. Change authorization and schedule

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

**Answer:** A**NEW QUESTION 94**

Which dimension includes activities and workflows?

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

**Answer:** A**NEW QUESTION 96**

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

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

**Answer:** B**NEW QUESTION 98**

What type of change is MOST likely to be managed by the 'service request management' practice?

- A. An emergency change
- B. A normal change
- C. An application change
- D. A standard change

**Answer:** D**NEW QUESTION 102**

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#### NEW QUESTION 1

- (Exam Topic 1)

Which describes a standard change?

- A. A high-risk change that needs very thorough assessment
- B. A change that is typically implemented as a service request
- C. A change that must be implemented as soon as possible
- D. A change that needs to be scheduled, assessed and authorized following a defined process

**Answer:** B

#### NEW QUESTION 2

- (Exam Topic 1)

Which statement about outcomes is CORRECT?

- A. Outcomes help service consumers achieve outputs
- B. Outcomes are one or more services that fulfil the needs of a service consumer
- C. Service providers help service consumers achieve outcomes
- D. Helping service consumers achieve outcomes reduces service provider costs

**Answer:** C

#### NEW QUESTION 3

- (Exam Topic 1)

What is the starting point for optimization?

- A. Standardizing practices and services
- B. Determining where the most positive impact would be
- C. Securing stakeholder engagement
- D. Understanding the vision and objectives of the organization

**Answer:** D

#### NEW QUESTION 4

- (Exam Topic 1)

Identify the missing word in the following sentence.

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of services, and the [?] that support them, is available when and where it is needed.

- A. suppliers
- B. assets
- C. customers
- D. Cls

**Answer:** D

#### NEW QUESTION 5

- (Exam Topic 1)

When should the effectiveness of a problem workaround be assessed?

- A. Whenever the workaround is used
- B. Whenever the problem is resolved
- C. Whenever the workaround becomes a known error
- D. Whenever the problem is prioritized

**Answer:** A

#### NEW QUESTION 6

- (Exam Topic 1)

Which describes normal changes?

- A. Changes that need to be scheduled and assessed following a process
- B. Changes that are low-risk and pre-authorized
- C. Changes that are typically initiated as service requests
- D. Changes that must be implemented as soon as possible

**Answer:** A

#### NEW QUESTION 7

- (Exam Topic 1)

Which describes a set of defined steps for implementing improvements?

- A. The 'improve' value chain activity
- B. The 'continual improvement register'
- C. The 'continual improvement model'

D. The 'engage' value chain activity

**Answer:** C

#### **NEW QUESTION 8**

- (Exam Topic 1)

Arrange the following steps of software lifecycle in correct order.

- \* 1. Retire
- \* 2. Test
- \* 3. Operate
- \* 4. Deploy
- \* 5. Ideation
- \* 6. Develop
- \* 7. Design

A. Ideation, Design, Develop, Deploy, Test, Operate, Retire

B. Retire, Test, Operate, Deploy, Ideation, Develop, Design

C. None of the above

D. Ideation, Test, Develop, Deploy, Design, Operate, Retire

**Answer:** A

#### **NEW QUESTION 9**

- (Exam Topic 1)

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

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

**Answer:** B

#### **NEW QUESTION 10**

- (Exam Topic 1)

Which practice has a purpose that includes observing a service to report selected changes of state identified as events?

- A. Incident management
- B. Monitoring and event management
- C. Change control
- D. Information security management

**Answer:** D

#### **NEW QUESTION 10**

- (Exam Topic 1)

What is an output?

- A. A possible event that could cause harm or loss
- B. Something created by carrying out an activity
- C. A result for a stakeholder
- D. A change of state that has significance for the management of a configuration item

**Answer:** B

#### **NEW QUESTION 12**

- (Exam Topic 1)

Which practice has a purpose that includes ensuring that risks have been properly assessed?

- A. Service configuration management
- B. Problem management
- C. Service level management
- D. Change control

**Answer:** D

#### **NEW QUESTION 14**

- (Exam Topic 1)

Which activity captures the demand for incident resolution and service requests?

- A. Change control
- B. Problem management
- C. Service desk
- D. Service catalogue management

**Answer:** C

#### NEW QUESTION 19

- (Exam Topic 1)

A major incident has been closed, but there is a risk that it might happen again. How should this be logged and managed?

- A. As an event
- B. As a problem
- C. As a service request
- D. As a change request

**Answer:** B

#### NEW QUESTION 20

- (Exam Topic 1)

Which practice identifies metrics that reflect a customer experience of a service?

- A. Continual improvement
- B. Service level management
- C. Service desk
- D. Problem management

**Answer:** B

#### NEW QUESTION 24

- (Exam Topic 1)

How does a service consumer contribute to the reduction of disk?

- A. By paying for the service
- B. By managing server hardware
- C. By communicating constraints
- D. By managing staff availability

**Answer:** C

#### NEW QUESTION 28

- (Exam Topic 1)

Which practice requires that staff demonstrate excellent customer service skills, such as empathy and emotional intelligence?

- A. Release management
- B. Service desk
- C. Problem management
- D. Supplier management

**Answer:** B

#### NEW QUESTION 30

- (Exam Topic 1)

Which guiding principle helps to ensure that better information is available for decision making?

- A. Keep it simple and practical
- B. Collaborate and promote visibility
- C. Optimize and automate
- D. Think and work holistically

**Answer:** B

#### NEW QUESTION 33

- (Exam Topic 1)

Which guiding principle recommends eliminating activities that do not contribute to the creation of value?

- A. Start where you are
- B. Collaborate and promote visibility
- C. Keep it simple and practical
- D. Optimize and automate

**Answer:** C

#### NEW QUESTION 38

- (Exam Topic 1)

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. 1 and 4
- C. 2 and 3

D. 3 and 4

**Answer:** A

#### **NEW QUESTION 42**

- (Exam Topic 1)

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

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

**Answer:** D

#### **NEW QUESTION 43**

- (Exam Topic 1)

Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

- A. Progress iteratively with feedback
- B. Keep it simple and practical
- C. Start where you are
- D. Focus on value

**Answer:** C

#### **NEW QUESTION 46**

- (Exam Topic 1)

Which ITIL practice has a purpose that includes reducing the likelihood of incidents?

- A. Change control
- B. Continual improvement
- C. Problem management
- D. Service desk

**Answer:** C

#### **NEW QUESTION 48**

- (Exam Topic 1)

What is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks?

- A. Service management
- B. Continual improvement
- C. A service
- D. An IT asset

**Answer:** C

#### **NEW QUESTION 51**

- (Exam Topic 1)

Which is the CORRECT approach for managing a large improvement initiative as smaller iterations?

- A. Each iteration should be designed before starting the initiative and implemented without feedback
- B. Feedback should only be taken into account when one iteration fails to meet its objective
- C. Feedback should be reduced for large improvements as it is unlikely that circumstances will change
- D. Each iteration should be continually re-evaluated based on feedback

**Answer:** D

#### **NEW QUESTION 56**

- (Exam Topic 1)

What should be used to set user expectations for request fulfilment times?

- A. The consumer demand for the service
- B. The time that the customer indicates for service delivery
- C. The service levels of the supplier
- D. The time needed to realistically deliver the service

**Answer:** D

#### **NEW QUESTION 60**

- (Exam Topic 1)

Which practice owns and manages issues, queries and requests from users?

- A. Service desk
- B. Problem management
- C. Incident management
- D. Change control

**Answer:** A

**NEW QUESTION 64**

- (Exam Topic 1)

What are the MOST important skills required by service desk staff?

- A. Incident analysis skills
- B. Technical skills
- C. Problem resolution skills
- D. Supplier management skills

**Answer:** A

**NEW QUESTION 67**

- (Exam Topic 1)

Which of the following is an example of incident?

- A. A backup server is being rebooted while services are running on the primary server
- B. An application is not available during the business hours
- C. A user has requested access to a shared repository
- D. A user wants to reset the password of a server

**Answer:** B

**NEW QUESTION 69**

- (Exam Topic 1)

Which practice has a purpose that includes aligning the organization's practices and services with changing business needs?

- A. Relationship management
- B. Continual improvement
- C. Service configuration management
- D. Service level management

**Answer:** B

**NEW QUESTION 72**

- (Exam Topic 1)

Which is a service request?

- A. Requesting a workaround for an issue
- B. Requesting information about how to create a document
- C. Requesting an enhancement to an application
- D. Requesting investigation of a degraded service

**Answer:** B

**NEW QUESTION 77**

- (Exam Topic 1)

What are the types of asset management?

- A. IT asset management and software asset management
- B. Operational and technical management
- C. IT asset management and technical management
- D. Operational management and IT asset management

**Answer:** A

**NEW QUESTION 79**

- (Exam Topic 1)

Which is a purpose of the 'engage' value chain activity?

- A. Meeting expectations for quality, costs and time-to-market
- B. Ensuring the continual improvement of services
- C. Ensuring that the organization's vision is understood
- D. Providing transparency and good relationships

**Answer:** D

**NEW QUESTION 83**

- (Exam Topic 1)

Which dimension includes a workflow management system?

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

**Answer:** A

**NEW QUESTION 88**

- (Exam Topic 1)

What is defined as any component that needs to be managed in order to deliver an IT service?

- A. A service request
- B. An IT asset
- C. A configuration item (CI)
- D. An incident

**Answer:** C

**NEW QUESTION 92**

- (Exam Topic 2)

Which is handled as a service request?

- A. An investigation to identify the cause of an incident
- B. A compliment about an IT support team
- C. The failure of an IT service
- D. An emergency change to implement a security patch

**Answer:** C

**NEW QUESTION 94**

- (Exam Topic 2)

Which practice includes the use of approaches such as Lean, Agile and DevOps with the aim of facilitating a greater amount of change at a quicker rate?

- A. Service desk
- B. Monitoring and event management
- C. Service level management
- D. Continual improvement

**Answer:** C

**NEW QUESTION 97**

- (Exam Topic 2)

Which practice may involve the initiation of disaster recovery?

- A. Incident management
- B. Service request management
- C. Service level management
- D. IT asset management

**Answer:** A

**NEW QUESTION 98**

- (Exam Topic 2)

What type of change is pre-authorized, low risk, relatively common, and follows a procedure or work instruction?

- A. A standard change
- B. An emergency change
- C. An internal change
- D. A normal change

**Answer:** A

**NEW QUESTION 99**

- (Exam Topic 2)

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

- A. Service level agreements
- B. Inputs, outputs and triggers
- C. Opportunity, demand and value
- D. Service desk

**Answer:** C

**NEW QUESTION 103**

- (Exam Topic 2)

Which guiding principle is PRIMARILY concerned with end-to-end service delivery?

- A. Focus on value
- B. Think and work holistically
- C. Optimize and automate
- D. Collaborate and promote

**Answer:** B

#### **NEW QUESTION 108**

- (Exam Topic 2)

Which statement about the 'service desk' practice is CORRECT?

- A. It provides a link with stakeholders at strategic and tactical levels
- B. It carries out change assessment and authorization
- C. It investigates the cause of incidents
- D. It needs a practical understanding of the business processes

**Answer:** D

#### **NEW QUESTION 110**

- (Exam Topic 2)

What describes the steps needed to create and deliver a specific service to a consumer?

- A. Service management
- B. Practices
- C. A value stream
- D. Service level management

**Answer:** C

#### **NEW QUESTION 114**

- (Exam Topic 2)

Which is an external input to the service value chain?

- A. The 'improve' value chain activity
- B. An overall plan
- C. Customer requirements
- D. Feedback loops

**Answer:** C

#### **NEW QUESTION 117**

- (Exam Topic 2)

How does customer engagement contribute to the 'service level management' practice?

- \* 1. It captures information that metrics can be based on
- \* 2. It ensures the organization meets defined service levels
- \* 3. It defines the workflows for service requests
- \* 4. It supports progress discussions

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

**Answer:** A

#### **NEW QUESTION 119**

- (Exam Topic 2)

Which guiding principle focuses on reducing costs and human errors?

- A. Focus and value
- B. Collaborate and promote visibility
- C. Optimize and automate
- D. Think and work holistically

**Answer:** C

#### **NEW QUESTION 122**

- (Exam Topic 2)

Which term describes the functionality offered by a service?

- A. cost
- B. Utility
- C. Warranty
- D. Risk

**Answer:** B

#### **NEW QUESTION 124**

- (Exam Topic 2)

Which of the following should IT service continuity strategy be based on?

- \* 1. Design of the service metrics
- \* 2. Business continuity strategy
- \* 3. Business impact analysis (BIA)
- \* 4. Risk assessment

- A. 1, 2 and 4 only
- B. 1, 2 and 3 only
- C. 2, 3 and 4 only
- D. 1, 3 and 4 only

**Answer:** C

#### **NEW QUESTION 125**

- (Exam Topic 2)

What is the primary focus of business capacity management?

- A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology
- B. Review of all capacity supplier agreements and underpinning contracts with supplier management
- C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
- D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

**Answer:** D

#### **NEW QUESTION 129**

- (Exam Topic 2)

Identify the missing words in the following sentence.

The purpose of the [?] is to ensure that the organization continually co-creates value with all stakeholders in line with the organization's objectives.

- A. 'focus on value' guiding principle
- B. service value system
- C. 'service request management' practice
- D. four dimensions of service management

**Answer:** B

#### **NEW QUESTION 134**

- (Exam Topic 2)

Which is an example of improving service utility using service management automation?

- A. Pre-determined routing of a service request
- B. Reducing the time to compile service data
- C. Monitoring service availability
- D. Faster resource allocation

**Answer:** D

#### **NEW QUESTION 136**

- (Exam Topic 2)

Which practice recommends using tools for collaboration and the automated matching of symptoms?

- A. Problem management
- B. Service level management
- C. Incident management
- D. Service request management

**Answer:** C

#### **NEW QUESTION 139**

- (Exam Topic 2)

Which is the CORRECT of the 'R' role in a RACI matrix?

- A. This role ensures that activities are executed correctly
- B. This role has ownership of the end result
- C. This role is involved in providing knowledge and input
- D. This role ensures the flow of information to stakeholders

**Answer:** B

#### **NEW QUESTION 143**

- (Exam Topic 2)

Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

- A. Categorization
- B. Detection
- C. Prioritization
- D. Escalation

**Answer:** A

**Explanation:**

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**NEW QUESTION 146**

- (Exam Topic 2)

Which practice has a purpose that includes maximizing success by ensuring that risks have been properly assessed?

- A. Relationship management
- B. Change control
- C. Release management
- D. Monitoring and event management

**Answer:** B

**Explanation:**

Reference: <https://www.symphonysummit.com/products/what-is-it-service-management-itsm/>

**NEW QUESTION 149**

- (Exam Topic 2)

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

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

**Answer:** A

**NEW QUESTION 151**

- (Exam Topic 2)

What is recommended by the guiding principle 'progress iteratively with feedback'?

- A. A current state assessment that is carried out at the start of an improvement initiative
- B. The identification of all interested parts at the start of an improvement initiative
- C. An improvement initiative that is broken into a number of manageable sections
- D. An assessment of how all the parts of an organization will affect an improvement initiative

**Answer:** C

**NEW QUESTION 153**

- (Exam Topic 2)

Which practice provides visibility of the organization's services by capturing and reporting on service performance?

- A. Service desk
- B. Service level management
- C. Service request management
- D. Service configuration management

**Answer:** B

**NEW QUESTION 158**

- (Exam Topic 2)

Which service transition process provides guidance about converting data into information?

- A. Change evaluation D18912E1457D5D1DDCBD40AB3BF70D5D
- B. Knowledge management
- C. Service validation and testing
- D. Service asset and configuration management

**Answer:** B

**NEW QUESTION 161**

- (Exam Topic 2)

What is an event?

- A. The addition, modification, or removal of anything that could have a direct or indirect effect on services
- B. Any change of state that has significance for the management of a service or other configuration item

- C. Cause of one or more incidents
- D. An unplanned interruption to a service or reduction in the quality of a service

**Answer:** B

**NEW QUESTION 162**

- (Exam Topic 2)

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

- A. Self-service tools
- B. Compliments and complaints
- C. Processes and procedures
- D. Incident management

**Answer:** C

**NEW QUESTION 166**

- (Exam Topic 2)

Which statement about the use of measurement in the 'start where you are' guiding principle is CORRECT?

- A. It should always be used to support direct observation
- B. It should always be used instead of direct observation
- C. Measured data is always more accurate than direct observation
- D. The act of measuring always positively impacts results

**Answer:** A

**NEW QUESTION 170**

- (Exam Topic 2)

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

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

**Answer:** A

**NEW QUESTION 174**

- (Exam Topic 2)

Which guiding principle considers customer and user experience?

- A. Collaborate and promote visibility
- B. Focus on value
- C. Start where you are
- D. Keep it simple and practical

**Answer:** B

**NEW QUESTION 176**

- (Exam Topic 2)

Which term is used to describe the prediction and control of income and expenditure within an organization?

- A. Charging
- B. Governance
- C. Budgeting
- D. Accounting

**Answer:** C

**NEW QUESTION 177**

- (Exam Topic 2)

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

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

**Answer:** B

**NEW QUESTION 180**

- (Exam Topic 2)

Which ITIL concept describes governance?

- A. The service value system
- B. The service value chain
- C. The seven guiding principles
- D. The four dimensions of service management

**Answer:** A

**NEW QUESTION 184**

- (Exam Topic 2)

What is a change schedule PRIMARILY used for?

- A. To help plan, authorize and schedule emergency changes
- B. To publish a list of service requests that users can select
- C. To ensure that a single change authority reviews every change
- D. To help plan changes, assist in communication and avoid conflicts

**Answer:** D

**NEW QUESTION 188**

- (Exam Topic 2)

What takes place in the "Did we get there?" step of the continual service improvement (CSI) approach?

- A. An initial baseline assessment
- B. The production of a detailed CSI plan
- C. Verifying that improvement targets have been achieved
- D. Understanding priorities for improvement

**Answer:** C

**Explanation:**

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**NEW QUESTION 190**

- (Exam Topic 2)

Which practice needs people who understand complex systems and have creative and analytical skills?

- A. Change enablement
- B. Service level management
- C. Service request management
- D. Problem management

**Answer:** D

**NEW QUESTION 194**

- (Exam Topic 2)

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

- A. Define measurable targets
- B. Perform baseline assessments
- C. Execute improvement actions
- D. Evaluate measurements and metrics

**Answer:** D

**NEW QUESTION 198**

- (Exam Topic 2)

An SLA is a service level agreement.

Which describes the 'watermelon SLA' effect?

- A. A single SLA defines target service levels for multiple customer, so every customer sees reports about other customers' experiences.
- B. The metrics in an SLA are focused on internal measures, so that reports show everything is good, while the customer is not satisfied.
- C. SLA targets change very frequently, so that each report includes new measures and trends cannot be analyzed.
- D. Introducing SLAs for a service enables customer to see that the service provider is doing a really good job, so this improves satisfaction.

**Answer:** B

**Explanation:**

Reference: <https://www.bmc.com/blogs/itil-service-level-management/>

**NEW QUESTION 200**

- (Exam Topic 2)

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

**Answer:** B

#### **NEW QUESTION 204**

- (Exam Topic 2)

Which value chain activity communicates the current status of all four dimensions of service management?

- A. Improve
- B. Engage
- C. Obtain/build
- D. Plan

**Answer:** D

#### **NEW QUESTION 207**

- (Exam Topic 2)

Which role approves the cost of services?

- A. User
- B. Change authority
- C. Sponsor
- D. Customer

**Answer:** C

#### **NEW QUESTION 208**

- (Exam Topic 2)

Which of the following is an example of workaround?

- A. A defective network switch is replaced with a new one
- B. An email server is restored after an incident is reported
- C. Server memory is increased when the server is unresponsive
- D. A server is restarted to resolve an incident

**Answer:** D

#### **NEW QUESTION 212**

- (Exam Topic 2)

Which are phases of the release and deployment process?

- \* 1. Release build and test
- \* 2. Review and close
- \* 3. Categorize and record
- \* 4. Change authorization and schedule

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

**Answer:** A

#### **NEW QUESTION 216**

- (Exam Topic 2)

Which process works with incident management to ensure that security breaches are detected and logged?

- A. Change management
- B. Service level management
- C. Access management
- D. Continual service improvement

**Answer:** C

#### **NEW QUESTION 221**

- (Exam Topic 2)

What should a release policy include?

- A. The process owner and process manager for each type of release
- B. The roles and responsibilities for incident and problem resolution
- C. The naming convention and expected frequency of each type of release
- D. The naming convention for all configuration items (CI) recorded in the configuration management system(CMS)

**Answer:** C

#### **NEW QUESTION 226**

- (Exam Topic 2)

Which statement about IT service management is CORRECT? D18912E1457D5D1DDCBD40AB3BF70D5D

- A. It is performed by customers using a mix of IT systems, services and processes
- B. It is performed by IT service providers using a mix of suppliers and their products
- C. It is performed by the service desk using a mix of people, process and technology
- D. It is performed by IT service providers using a mix of people, process and technology

**Answer:** D

#### **NEW QUESTION 230**

- (Exam Topic 2)

What is NOT within the scope of service catalogue management?

- A. Contribution to the definition of services
- B. Interfaces between all services and supporting services
- C. Interfaces between the service catalogue and service portfolio
- D. Fulfilment of business service requests

**Answer:** D

#### **NEW QUESTION 234**

- (Exam Topic 2)

What can be used to help determine the impact level of a problem?

- A. Definitive media library (DML)
- B. Configuration management system (CMS)
- C. Statement of requirements (SOR)
- D. Standard operating procedures (SOP)

**Answer:** B

#### **NEW QUESTION 236**

- (Exam Topic 2)

Which guiding principle is PRIMARILY concerned with consumer's revenue and growth?

- A. Keep it simple and practical
- B. Optimize and automate
- C. Progress iteratively with feedback
- D. Focus on value

**Answer:** D

#### **NEW QUESTION 239**

- (Exam Topic 2)

Which guiding principle considers the importance of customer loyalty?

- A. Progress iteratively with feedback
- B. Focus on value
- C. Optimize and automate
- D. Start where you are

**Answer:** B

#### **NEW QUESTION 241**

- (Exam Topic 2)

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

- A. Service level management
- B. Service desk
- C. Continual improvement
- D. Change enablement

**Answer:** A

#### **Explanation:**

The service level management practice defines, documents and manages the service levels of all the services and products. Service level management should provide the end to end visibility of all the organizational services. Service level management has to establish and provide the service views with service level target ensure meeting defined service levels by collecting, analyzing, storing and reporting all the defined target metrics of the services regularly (periodically) perform the service reviews and ensure the services meet the organization's needs continuously identify, capture, review & report the issues related to services, its performance against the defined service targets.

Reference: <https://www.knowledgehut.com/tutorials/itil4-tutorial/itil-management-practices-processes>

#### **NEW QUESTION 242**

- (Exam Topic 2)

Where should all master copies of controlled software and documentation be stored?

- A. In the definitive capacity library
- B. In the definitive media library
- C. In the definitive security library
- D. In the definitive production library

**Answer:** B

**NEW QUESTION 245**

- (Exam Topic 2)

What is defined as an unplanned interruption or reduction in the quality of a service?

- A. An incident
- B. A problem
- C. A change
- D. An event

**Answer:** A

**NEW QUESTION 246**

- (Exam Topic 2)

What is a service?

- A. A possible event that could cause harm or loss, or make it more difficult to achieve objectives
- B. A means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks
- C. A tangible or intangible deliverable of an activity
- D. Joint activities performed by a service provider and a service consumer to ensure continual value co- creation based on agreed and available service offerings

**Answer:** B

**Explanation:**

Reference: <https://www.bmc.com/blogs/itil-key-concepts-service-management/>

**NEW QUESTION 249**

- (Exam Topic 2)

Which process is used to compare the value that new services offer with the value of the services they have replaced?

- A. Availability management
- B. Capacity management
- C. Service portfolio management
- D. Service catalogue management

**Answer:** C

**NEW QUESTION 253**

- (Exam Topic 2)

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

**Answer:** A

**NEW QUESTION 255**

- (Exam Topic 2)

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

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

**Answer:** C

**NEW QUESTION 259**

- (Exam Topic 2)

Which practice would help a user gain access to an application that they need to use?

- A. Service configuration management
- B. Change enablement
- C. Service request management
- D. Service level management

**Answer:** B

**NEW QUESTION 262**

- (Exam Topic 2)

What includes governance as a component?

- A. Practices
- B. The service value chain
- C. The service value system
- D. The guiding principles

**Answer:** C

**NEW QUESTION 263**

- (Exam Topic 2)

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

- A. Information security management
- B. Continual improvement
- C. Monitoring and event management
- D. Service level management

**Answer:** A

**NEW QUESTION 265**

- (Exam Topic 2)

How does categorization of incidents assist the 'incident management' practice?

- A. It determines the priority assigned to the incident
- B. It determines how the service provider is perceived
- C. It helps direct the incident to the correct support area
- D. It ensures that incidents are resolved in timescales agreed with the customer

**Answer:** C

**NEW QUESTION 267**

- (Exam Topic 2)

Which statement about the 'four Ps' of service design is CORRECT?

- A. Processes refers to skill and training
- B. Partners refers to suppliers and vendors
- C. People refers to technology and tools
- D. Products refers to producers and metrics

**Answer:** B

**Explanation:**

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**NEW QUESTION 270**

- (Exam Topic 2)

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

- A. Start where you are
- B. Collaborate and promote visibility
- C. Progress iteratively with feedback
- D. Think and work holistically

**Answer:** C

**NEW QUESTION 273**

- (Exam Topic 2)

What is the purpose of problem management?

- A. Reduces the likelihood and impact of incidents
- B. Ensures services are restored as soon as possible
- C. Helps direct the incident to the correct support area
- D. Determines how the service provider is perceived

**Answer:** A

**NEW QUESTION 276**

- (Exam Topic 2)

Which dimension of service management considers governance, management, and communication?

- A. Organizations and people
- B. Information and technology
- C. Partners and suppliers

D. Value streams and processes

**Answer:** A

**NEW QUESTION 278**

- (Exam Topic 2)

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

- A. Event
- B. Incident
- C. Problem
- D. Known error

**Answer:** A

**NEW QUESTION 282**

- (Exam Topic 2)

What considerations influence the supplier strategy of an organization?

- A. Contracts and agreements
- B. Type of cooperation with suppliers
- C. Corporate culture of the organization
- D. Level of formality

**Answer:** C

**NEW QUESTION 285**

- (Exam Topic 2)

Which is included in the purpose of the 'service level management' practice?

- A. To maximize the number of successful service and product changes
- B. To ensure accurate information about the configuration of services is available
- C. To set clear business-based targets for service levels
- D. To ensure that suppliers and their performance are managed appropriately

**Answer:** C

**NEW QUESTION 287**

- (Exam Topic 2)

Which usually requires a team of representatives from many stakeholder groups?

- A. Fulfilling a service request
- B. Authorizing an emergency change
- C. Logging a new problem
- D. Investigating a major incident

**Answer:** D

**NEW QUESTION 291**

- (Exam Topic 2)

Which statement about the known error database (KEDB) is CORRECT?

- A. It is maintained by the service desk and updated with the details of each new incident
- B. It is a part of the configuration management database (CMDB) and contains workarounds
- C. It is maintained by problem management and is used by the service desk to help resolve incidents
- D. It is maintained by incident management and contains solutions to be implemented by problem management

**Answer:** C

**NEW QUESTION 294**

- (Exam Topic 2)

How do all value chain activities transform inputs to outputs?

- A. By using a combination of practices
- B. By using a single functional team
- C. By determining service demand
- D. By implementing process automation

**Answer:** A

**NEW QUESTION 297**

- (Exam Topic 2)

Which practice provides support for managing feedback, compliments and complaints from users?

- A. Change control

- B. Service request management
- C. Problem management
- D. Incident management

**Answer:** B

#### **NEW QUESTION 300**

- (Exam Topic 2)

Which is a supplier category?

- A. Technical
- B. Commodity
- C. Customer
- D. Resource

**Answer:** D

#### **NEW QUESTION 305**

- (Exam Topic 2)

Which service catalogue view is considered beneficial when constructing the relationship between services, SLAs, OLAs, and other underpinning agreements?

- A. Service-based SLA view
- B. Wholesale customer view
- C. Retail customer view
- D. Supporting services view

**Answer:** D

#### **NEW QUESTION 306**

- (Exam Topic 2)

Which guiding principle recommends organizing work into smaller, manageable sections that can be executed and completed in a timely manner?

- A. Focus on value
- B. Start where you are
- C. Collaborate and promote visibility
- D. Progress iteratively with feedback

**Answer:** D

#### **NEW QUESTION 309**

- (Exam Topic 2)

Which service management dimension is focused on activities and how these are coordinated?

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

**Answer:** C

#### **NEW QUESTION 311**

- (Exam Topic 2)

What MAIN factors are considered to assess the priority of an incident?

- A. The urgency and impact
- B. The impact and complexity
- C. The cost and urgency
- D. The complexity and cost

**Answer:** A

#### **NEW QUESTION 312**

- (Exam Topic 2)

Which does the ITIL service value system discourage?

- A. Coordinated authorities and responsibilities
- B. Organizational silos
- C. Interfaces among practices
- D. Organizational agility

**Answer:** B

#### **Explanation:**

Architecture of the ITIL SVS specifically enables flexibility and discourages siloed working. This is because the service value chain and practices do not form a fixed, rigid structure, but rather they can be combined in multiple value streams to address the needs of the organization in a variety of scenarios, with open flow of communication across the many interfaces.

Reference: <https://www.bmc.com/blogs/itil-service-value-system/>

#### NEW QUESTION 316

- (Exam Topic 2)

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

- A. Utility
- B. Asset
- C. Cost
- D. Outcome

**Answer:** C

#### NEW QUESTION 318

- (Exam Topic 2)

A customer is a person who defines the requirements for a service and takes responsibility for the [?] of service consumption.

- A. outputs
- B. outcomes
- C. costs
- D. risks

**Answer:** B

#### NEW QUESTION 320

- (Exam Topic 2)

Which is a key requirement for a successful service level agreement (SLA)?

- A. Using individual metrics that relate to the service catalogue
- B. Using bundled metrics to relate performance to outcomes
- C. Using single-system-based metrics that relate to outputs
- D. Using an agreement between the service provider and service supplier

**Answer:** B

#### NEW QUESTION 322

- (Exam Topic 2)

Which is the BEST example of an emergency change?

- A. The implementation of a planned new release of a software application
- B. A low-risk computer upgrade implemented as a service request
- C. The implementation of a security patch to a critical software application
- D. A scheduled major hardware and software implementation

**Answer:** C

#### NEW QUESTION 323

- (Exam Topic 3)

Identify the missing words in the following sentence.

When an organization has decided to improve a service, it should start by considering [?].

- A. existing information
- B. new methods
- C. additional measurements
- D. revised processes

**Answer:** A

#### NEW QUESTION 326

- (Exam Topic 3)

What can be described as an operating model for the creation and management of products and services?

- A. Governance
- B. Service value chain
- C. Guiding principles
- D. Practices

**Answer:** B

#### NEW QUESTION 329

- (Exam Topic 3)

Which is a use of the change schedule?

- A. Assigning resources to changes
- B. Deciding the approval authority for changes
- C. Automating the change process

D. Creating change models

**Answer:** A

**Explanation:**

Reference: <https://www.bmc.com/blogs/itil-change-enablement/>

**NEW QUESTION 331**

- (Exam Topic 3)

Identify the missing word in the following sentence.

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the [?], and the CIs that support them, is available when and where it is needed.

- A. relationships with suppliers
- B. configuration of services
- C. skills of people
- D. authorization of changes

**Answer:** B

**Explanation:**

Reference: <https://wiki.process-symphony.com.au/framework/lifecycle/process/service-configuration-management-itil-4/>

**NEW QUESTION 335**

- (Exam Topic 3)

Which dimension of service management considers the workflows and controls needed to deliver services?

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

**Answer:** D

**Explanation:**

Reference: <https://www.knowledgehut.com/tutorials/itil4-tutorial/itil-four-dimensions-it-service-management>

**NEW QUESTION 340**

- (Exam Topic 3)

Which practice involves the management of vulnerabilities that were not identified before the service went live?

- A. Service request management
- B. Problem management
- C. Change control
- D. Service level management

**Answer:** B

**NEW QUESTION 343**

- (Exam Topic 3)

Which is part of the definition of a customer?

- A. The role that defines the requirements for a service
- B. A means of enabling value co-creation
- C. The role that authorizes budget for service consumption
- D. A set of specialized organizational capabilities for enabling value

**Answer:** A

**NEW QUESTION 348**

- (Exam Topic 3)

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

- A. A mobile phone enables a user to work remotely
- B. A password allows a user connect to a Wifi network
- C. A license allows a user to install a software product
- D. A service desk agent provides support to user.

**Answer:** D

**NEW QUESTION 350**

- (Exam Topic 3)

Which describes a CORRECT approach to change authorization?

- A. Changes included in the change schedule are pre-authorized and do not need additional authorization
- B. formal changes should be assessed and authorized before they are deployed

- C. Emergency changes should be authorized by as many people as possible to reduce risk  
D. formal changes are typically implemented as service requests and authorized by the service desk

**Answer:** B

#### **NEW QUESTION 355**

- (Exam Topic 3)

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

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

**Answer:** D

#### **NEW QUESTION 358**

- (Exam Topic 3)

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

**Answer:** A

#### **NEW QUESTION 360**

- (Exam Topic 3)

Which is NOT a component of the service value system?

- A. The service value chain
- B. Opportunity and demand
- C. Continual improvement
- D. Governance

**Answer:** B

#### **NEW QUESTION 362**

- (Exam Topic 3)

Which statement about service requests is CORRECT?

- A. Complex service requests should be dealt with as normal changes
- B. Service requests that require simple workflows should be dealt with as incidents
- C. Service requests require workflows that should use manual procedures and avoid automation
- D. Service requests are usually formalized using standard procedures for initiation, approval and fulfilment

**Answer:** D

#### **NEW QUESTION 364**

- (Exam Topic 3)

Identify the missing word in the following sentence.

The purpose of the 'supplier management' practice is to ensure that the organization's suppliers and their performances are [?] appropriately to support the seamless provision of quality products and services.

- A. measured
- B. rewarded
- C. managed
- D. defined

**Answer:** C

#### **Explanation:**

Reference: <https://www.bmc.com/blogs/itil-management-practices/>

#### **NEW QUESTION 365**

- (Exam Topic 3)

Which statement about the 'incident management' practice is CORRECT?

- A. It identifies the cause of major incidents.
- B. It authorizes changes to resolve incidents.
- C. It maintains detailed procedures for diagnosing incidents.
- D. It resolves the highest impact incidents first.

**Answer:** D

**Explanation:**

Reference: <https://www.bmc.com/blogs/itil-incident-management/>

**NEW QUESTION 369**

- (Exam Topic 3)

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

- A. Event
- B. Incident
- C. Problem
- D. Known error

**Answer:** A

**NEW QUESTION 373**

- (Exam Topic 3)

Which step of the continual improvement model includes baseline assessments?

- A. Did we get there?
- B. Where are we now?
- C. What is the vision?
- D. Where do we want to be?

**Answer:** D

**NEW QUESTION 377**

- (Exam Topic 3)

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

- A. handing compliments and complaints from user to identify improvements.
- B. Improving relationships with and between stakeholders.
- C. Prioritizing and creating business cases for improvement initiatives.
- D. Identifying the cause unplanned interruptions to service.

**Answer:** C

**NEW QUESTION 380**

- (Exam Topic 3)

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

- A. Problem identification
- B. Problem control
- C. Error control
- D. Post-implementation review

**Answer:** A

**NEW QUESTION 383**

- (Exam Topic 3)

What can help to reduce resistance to a planned improvement when applying the guiding principle 'collaborate and promote visibility'?

- A. Restricting information about the improvement to essential stakeholders only.
- B. Increasing collaboration and visibility for the improvement.
- C. Involving customers after all planning has been completed.
- D. Engaging every stakeholder group in the same way, with the same communication.

**Answer:** C

**Explanation:**

Reference: <https://www.sysaid.com/blog/entry/the-7-guiding-principles-of-itil-4-practical-advice-to-help-you-make-decisions>

**NEW QUESTION 384**

- (Exam Topic 3)

Which describe a 'change authority'?

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

**Answer:** C

**NEW QUESTION 389**

- (Exam Topic 3)

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

- A. A risk
- B. An organization
- C. A practice
- D. An outcome

**Answer:** B

#### **NEW QUESTION 393**

- (Exam Topic 3)

What can be described as an operating model for the creating and management of products and services?

- A. Governance
- B. Service value chain
- C. Guiding principles
- D. Practices

**Answer:** B

#### **Explanation:**

Reference:

<https://www.thinkhdi.com/library/supportworld/2019/evolution-itil-new-operating-model-itil-4.aspx>

#### **NEW QUESTION 395**

- (Exam Topic 3)

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

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

**Answer:** A

#### **NEW QUESTION 397**

- (Exam Topic 3)

What should be considered as part of the 'partners and suppliers' dimension?

- A. The level of integration and formality involved in the relationships between organizations
- B. The activities, workflows, controls and procedures needed to achieve the agreed objectives
- C. The information created, managed and used in the course of service provision and consumption
- D. The required skills and competencies of teams and individual members of the organization

**Answer:** A

#### **NEW QUESTION 402**

- (Exam Topic 3)

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

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

**Answer:** A

#### **NEW QUESTION 403**

- (Exam Topic 3)

When should a workaround be created?

- A. As soon as possible, once the incident is logged
- B. After the resolution of a problem
- C. When a problem cannot be resolved quickly
- D. When a potential permanent solution has been identified

**Answer:** C

#### **Explanation:**

Reference: <https://www.globalknowledge.com/us-en/resources/resource-library/articles/incidents-and-problems-workarounds/>

#### **NEW QUESTION 406**

- (Exam Topic 3)

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

- A. Executing improvement actions
- B. Performing baseline assessments
- C. Defining the improvement plan
- D. Understanding the business mission

**Answer:** B

#### **NEW QUESTION 410**

- (Exam Topic 3)

In service relationships, what is a benefit of identifying consumer roles?

- A. It enables effective stakeholder management
- B. It provides shared service expectations
- C. It removes constraints from the customer
- D. It enables a common definition of value

**Answer:** A

#### **NEW QUESTION 412**

- (Exam Topic 3)

What is a cause, or potential cause, of one or more incidents?

- A. A configuration item
- B. A workaround
- C. An incident
- D. A problem

**Answer:** D

#### **NEW QUESTION 413**

- (Exam Topic 3)

Identify the missing words in the following sentence.

The 'incident management' practice should maintain [?] for logging and managing incidents.

- A. a dedicated team
- B. a formal process
- C. detailed procedures
- D. a value chain activity

**Answer:** C

#### **NEW QUESTION 418**

- (Exam Topic 3)

Which is a purpose of the 'relationship management' practice?

- A. To systematically observe services and service components
- B. To protect the information needed by the organization to conduct its business
- C. To be the entry point and single point of contact for the service provider with all of its users
- D. To identify, analyze, monitor, and continually improve links with stakeholders

**Answer:** D

#### **Explanation:**

Reference:

<https://wiki.process-symphony.com.au/framework/lifecycle/process/relationship-management-itil-4/>

#### **NEW QUESTION 422**

- (Exam Topic 3)

Which statement about output is correct?

- A. They consist of several outcomes.
- B. They capture customer demand for services
- C. They contribute to the achievement of outcomes
- D. They describes how the service performs.

**Answer:** C

#### **NEW QUESTION 426**

- (Exam Topic 3)

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

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

**Answer:**

D

**Explanation:**

"The purpose of the improve value chain activity is to ensure continual improvement of products, services, and practices across all value chain activities and the four dimensions of service management."

<https://www.symphonysummit.com/products/defining-industry-terms-itsm-itil-itil4/#:~:text=Improve%20%E2%>

**NEW QUESTION 430**

- (Exam Topic 3)

Which practice has the purpose of ensuring that the organization's suppliers and their performance are managed appropriately to support the provision of seamless, quality products and services?

- A. Release management
- B. Supplier management
- C. Service management
- D. Relationship management

**Answer:** B

**NEW QUESTION 434**

- (Exam Topic 3)

Which is a recommendation of the guiding principle 'think and work holistically'?

- A. Conduct a review of existing service management practices and decide what to keep and what to discard
- B. Review how an improvement initiative can be organized into smaller, manageable sections that can be completed in a timely manner
- C. Review service management practices and remove any unnecessary complexity
- D. Use the four dimensions of service management to ensure coordination of all aspects of an improvement initiative

**Answer:** D

**NEW QUESTION 437**

- (Exam Topic 3)

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

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

**Answer:** D

**NEW QUESTION 442**

- (Exam Topic 3)

Which describes the 'plan' value chain activity?

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

**Answer:** A

**NEW QUESTION 443**

- (Exam Topic 3)

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

- A. Service level management
- B. Relationship management
- C. Service desk
- D. Monitoring and event management

**Answer:** C

**NEW QUESTION 444**

- (Exam Topic 3)

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

- A. Collaborate and promote visibility
- B. Start where you are
- C. Focus on value
- D. Keep it simple and practical

**Answer:** A

**NEW QUESTION 449**

- (Exam Topic 3)

Which is an activity of 'problem identification'?

- A. Analyzing information from software developers
- B. Establishing problem workarounds
- C. Analyzing the cause of problems
- D. Establishing potential permanent solutions

**Answer:** A

#### **NEW QUESTION 453**

- (Exam Topic 3)

Which guiding principle helps an organization to understand the impact of an altered element on other elements in a system?

- A. Focus on value
- B. Start where you are
- C. Think and work holistically
- D. Keep it simple and practical

**Answer:** C

#### **NEW QUESTION 454**

- (Exam Topic 3)

What is the MAIN benefit of 'problem management'?

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

**Answer:** D

#### **NEW QUESTION 455**

- (Exam Topic 3)

Which statement about problems is CORRECT?

- A. Problems are not related to incidents.
- B. Problems must be resolved quickly in order to restore normal business activity.
- C. Problem analysis should focus on one of the four dimensions to achieve a fast diagnosis.
- D. Problem prioritization involves risk assessment.

**Answer:** D

#### **Explanation:**

Reference: <https://www.bmc.com/blogs/itil-problem-management/>

#### **NEW QUESTION 459**

- (Exam Topic 3)

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

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

**Answer:** B

#### **NEW QUESTION 463**

- (Exam Topic 3)

Which statement about outcomes is CORRECT?

- A. Outcomes rely on outputs to deliver results for a stakeholder.
- B. Outcomes use activities to produce tangible or intangible deliverables.
- C. Outcomes give service consumers assurance of products or services
- D. Outcomes help a service consumer to assess the cost of a specific activity

**Answer:** A

#### **NEW QUESTION 464**

- (Exam Topic 3)

What impact does automation have on a service desk?

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

**Answer: A**

**NEW QUESTION 469**

- (Exam Topic 3)

What is a configuration item?

- A. Any financially valuable component that can contribute to delivery of an IT product or service
- B. Any component that needs to be managed in order to deliver an IT service
- C. Any change of state that has significance for the management of a service
- D. A problem that has been analyzed but has not been resolved

**Answer: B**

**Explanation:**

Reference: <https://www.bmc.com/blogs/itil-key-terms/>

**NEW QUESTION 474**

- (Exam Topic 3)

Which statement about outcomes is CORRECT?

- A. They are deliverables provided to service consumers.
- B. They allow service consumers to achieve a desired result.
- C. They provide products to service providers based on outputs.
- D. They co-create value for service providers by reducing costs and risks.

**Answer: B**

**Explanation:**

Reference: <https://www.axelos.com/news/blogs/february-2015/difference-between-outputs-and-outcomes-in- itsm>

**NEW QUESTION 475**

- (Exam Topic 3)

Which statement about service relationship management is CORRECT?

- A. It focuses on the service actions performed by users
- B. It requires the service consumer to create resources for the service provider
- C. It requires co-operation of both the service provider and service consumer
- D. It focuses on the fulfilment of the agreed service actions

**Answer: C**

**NEW QUESTION 476**

- (Exam Topic 3)

Which guiding principle discourages 'silo activity'?

- A. Focus on value
- B. Start where you are
- C. Collaborate and promote visibility
- D. Keep it simple and practical

**Answer: C**

**NEW QUESTION 480**

- (Exam Topic 3)

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

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

**Answer: A**

**NEW QUESTION 483**

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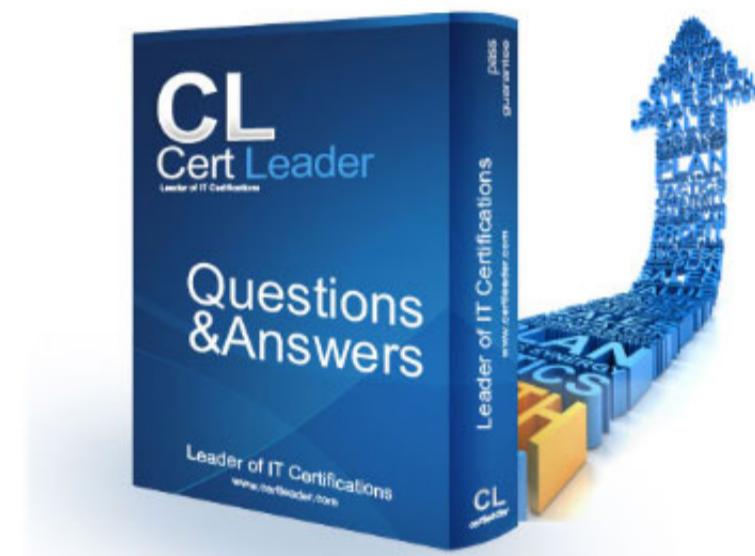
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## ITIL-4-Foundation Dumps

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**NEW QUESTION 1**

Which practices are typically involved in the implementation of a problem resolution?

- \* 1. Continual improvement
- \* 2. Service request management
- \* 3. Service level management
- \* 4. Change control

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

**Answer:** B

**NEW QUESTION 2**

Which dimension considers how knowledge assets should be protected?

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

**Answer:** C

**NEW QUESTION 3**

Which of the following is an example of workaround?

- A. A defective network switch is replaced with a new one
- B. An email server is restored after an incident is reported
- C. Server memory is increased when the server is unresponsive
- D. A server is restarted to resolve an incident

**Answer:** D

**NEW QUESTION 4**

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

- A. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents
- B. To capture demand for incident resolution and service requests
- C. To set clear business-based targets for service performance
- D. To maximize the number of successful IT changes by ensuring risks are properly assessed

**Answer:** B

**NEW QUESTION 5**

Which is NOT a structure of service desk that is described in the ITIL service operation guidance?

- A. Local
- B. Centralized
- C. Outsourced
- D. Virtual

**Answer:** C

**NEW QUESTION 6**

Which are the elements of process control?

- A. Inputs, outputs and triggers
- B. Work instructions, procedures and roles
- C. Resources, capabilities and metrics
- D. Process owner, policy and objectives

**Answer:** D

**NEW QUESTION 7**

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

**Answer:** A

**NEW QUESTION 8**

Which practice identifies metrics that reflect a customer experience of a service?

- A. Continual improvement
- B. Service level management
- C. Service desk
- D. Problem management

**Answer:** B

**NEW QUESTION 9**

Which dimension of service management considers governance, management, and communication?

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

**Answer:** A

**NEW QUESTION 10**

What are the three phases of 'problem management'?

- A. Problem identification, problem control, error control
- B. Problem analysis, error identification, incident resolution
- C. Problem logging, problem classification, problem resolution
- D. Incident management, problem management, change control

**Answer:** A

**NEW QUESTION 10**

Which ITIL practice has a purpose that includes reducing the likelihood of incidents?

- A. Change control
- B. Continual improvement
- C. Problem management
- D. Service desk

**Answer:** C

**NEW QUESTION 14**

What should be done to determine the appropriate metrics for measuring a new service?

- A. Measuring the performance over the first six months, and basing a solution on the results
- B. Asking customers to provide numerical targets that meet their needs
- C. Using operational data to provide detailed service reports
- D. Asking customers open questions to establish their requirements

**Answer:** C

**NEW QUESTION 18**

What should a release policy include?

- A. The process owner and process manager for each type of release
- B. The roles and responsibilities for incident and problem resolution
- C. The naming convention and expected frequency of each type of release
- D. The naming convention for all configuration items (CI) recorded in the configuration management system(CMS)

**Answer:** C

**NEW QUESTION 22**

What are the ITIL guiding principles used for?

- A. To help an organization make good decisions
- B. To direct and control an organization
- C. To identify activities that an organization must perform in order to deliver a valuable service
- D. To ensure that an organization's performance continually meets stakeholders' expectations

**Answer:** A

**NEW QUESTION 23**

Which guiding principle recommends standardizing and streamlining manual tasks?

- A. Optimize and automate
- B. Collaborate and promote visibility

- C. Focus on value
- D. Think and work holistically

**Answer:** A

**NEW QUESTION 24**

How does information about problems and known errors contribute to 'incident management'?

- A. It enables the reassessment of known errors
- B. It enables quick and efficient diagnosis of incidents
- C. It removes the need for collaboration during incident resolution
- D. It removes the need for regular customer updates

**Answer:** B

**NEW QUESTION 27**

What is an event?

- A. The addition, modification, or removal of anything that could have a direct or indirect effect on services
- B. Any change of state that has significance for the management of a service or other configuration item
- C. Cause of one or more incidents
- D. An unplanned interruption to a service or reduction in the quality of a service

**Answer:** B

**NEW QUESTION 28**

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

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

**Answer:** C

**NEW QUESTION 31**

What is an IT asset?

- A. The removal of anything that could have a direct or indirect effect on services
- B. Any component that needs to be managed in order to deliver a service
- C. A request from a user that initiates a service action
- D. Any financially valuable component that can contribute to delivery of an IT product or service

**Answer:** D

**NEW QUESTION 35**

What type of change is pre-authorized, low risk, relatively common, and follows a procedure or work instruction?

- A. A standard change
- B. An emergency change
- C. An internal change
- D. A normal change

**Answer:** A

**NEW QUESTION 36**

Which statement about the 'service desk' practice is CORRECT?

- A. It provides a link with stakeholders at strategic and tactical levels
- B. It carries out change assessment and authorization
- C. It investigates the cause of incidents
- D. It needs a practical understanding of the business processes

**Answer:** D

**NEW QUESTION 38**

Which TWO statements about the 'service request management' practice are CORRECT?

- \* 1. Service requests are part of normal service delivery
- \* 2. Complaints can be handled as service requests
- \* 3. Service requests result from a failure in service
- \* 4. Normal changes should be handled as service requests

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

D. 1 and 2

**Answer:** D

**NEW QUESTION 42**

Arrange the following steps of software lifecycle in correct order.

- \* 1. Retire
- \* 2. Test
- \* 3. Operate
- \* 4. Deploy
- \* 5. Ideation
- \* 6. Develop
- \* 7. Design

- A. Ideation, Design, Develop, Deploy, Test, Operate, Retire
- B. Retire, Test, Operate, Deploy, Ideation, Develop, Design
- C. None of the above
- D. Ideation, Test, Develop, Deploy, Design, Operate, Retire

**Answer:** A

**NEW QUESTION 47**

Which is a purpose of the 'engage' value chain activity?

- A. Meeting expectations for quality, costs and time-to-market
- B. Ensuring the continual improvement of services
- C. Ensuring that the organization's vision is understood
- D. Providing transparency and good relationships

**Answer:** D

**NEW QUESTION 49**

How do all value chain activities transform inputs to outputs?

- A. By using a combination of practices
- B. By using a single functional team
- C. By determining service demand
- D. By implementing process automation

**Answer:** A

**NEW QUESTION 54**

Which value chain activity communicates the current status of all four dimensions of service management?

- A. Improve
- B. Engage
- C. Obtain/build
- D. Plan

**Answer:** D

**NEW QUESTION 55**

Which is one of the five aspects of service design?

- A. Management information systems and tools
- B. Risk analysis and management approach
- C. Management policy for business case creation
- D. Corporate governance and policy

**Answer:** A

**NEW QUESTION 59**

Which statement BEST describes the value of service strategy to the business?

- A. It allows higher volumes of successful change
- B. It reduces unplanned costs through optimized handling of service outages
- C. It reduces the duration and frequency of service outages
- D. It enables the service provider to understand what levels of service will make their customers successful

**Answer:** D

**NEW QUESTION 64**

How does a service consumer contribute to the reduction of disk?

- A. By paying for the service

- B. By managing server hardware
- C. By communicating constraints
- D. By managing staff availability

**Answer:** C

**NEW QUESTION 69**

Which is an objective of the design coordination process?

- A. To produce service design packages and ensure they are handed over to service transition
- B. To assess and evaluate all changes and their impact on service designs
- C. To document the initial structure and relationship between services and customers
- D. To gather and document new service level requirements from the customer

**Answer:** A

**Explanation:**

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**NEW QUESTION 70**

Which statement about outcomes is CORRECT?

- A. An outcome can be enabled by more than one output
- B. Outcomes are how the service performs
- C. An output can be enabled by one or more outcomes
- D. An outcome is a tangible or intangible activity

**Answer:** A

**NEW QUESTION 74**

Which of the following can be used to access service desks?

- A. Phone calls
- B. All of the above
- C. Text and social media messaging
- D. Email

**Answer:** B

**NEW QUESTION 78**

What is the expected outcome from using a service value chain?

- A. Service value streams
- B. Value realization
- C. Customer engagement
- D. The application of practices

**Answer:** B

**NEW QUESTION 80**

Which ITIL concept describes governance?

- A. The service value system
- B. The service value chain
- C. The seven guiding principles
- D. The four dimensions of service management

**Answer:** A

**NEW QUESTION 84**

Which statement about the known error database (KEDB) is CORRECT?

- A. It is maintained by the service desk and updated with the details of each new incident
- B. It is a part of the configuration management database (CMDB) and contains workarounds
- C. It is maintained by problem management and is used by the service desk to help resolve incidents
- D. It is maintained by incident management and contains solutions to be implemented by problem management

**Answer:** C

**NEW QUESTION 87**

Which statement about outcomes is CORRECT?

- A. Outcomes help service consumers achieve outputs
- B. Outcomes are one or more services that fulfil the needs of a service consumer
- C. Service providers help service consumers achieve outcomes

D. Helping service consumers achieve outcomes reduces service provider costs

**Answer:** C

**NEW QUESTION 88**

What considerations influence the supplier strategy of an organization?

- A. Contracts and agreements
- B. Type of cooperation with suppliers
- C. Corporate culture of the organization
- D. Level of formality

**Answer:** C

**NEW QUESTION 90**

Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

- A. Progress iteratively with feedback
- B. Keep it simple and practical
- C. Start where you are
- D. Focus on value

**Answer:** C

**NEW QUESTION 91**

What is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks?

- A. Service management
- B. Continual improvement
- C. A service
- D. An IT asset

**Answer:** C

**NEW QUESTION 93**

Which is a key consideration for the guiding principle 'keep it simple and practical'?

- A. Try to create a solution for every exception
- B. Start with a complex solution, then simplify
- C. Understand how each element contributes to value creation
- D. Ignore the conflicting objectives of different stakeholders

**Answer:** C

**NEW QUESTION 94**

Which activity captures the demand for incident resolution and service requests?

- A. Change control
- B. Problem management
- C. Service desk
- D. Service catalogue management

**Answer:** C

**NEW QUESTION 97**

Service transition contains detailed descriptions of which processes?

- A. Change management, service asset and configuration management, release and deployment management
- B. Change management, capacity management, event management, service request management
- C. Service level management, service portfolio management, service asset and configuration management
- D. Service asset and configuration management, release and deployment management, request fulfillment

**Answer:** A

**NEW QUESTION 99**

Which is part of service provision?

- A. The management of resources configured to deliver the service
- B. The management of resources needed to consume the service
- C. The grouping of one or more services based on one or more products
- D. The joint activities performed to ensure continual value co-creation

**Answer:** A

**NEW QUESTION 102**

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

**Answer:** B

**NEW QUESTION 103**

Which processes are responsible for the regular review of underpinning contracts?

- A. Supplier management and service level management
- B. Supplier management and change management
- C. Availability management and service level management
- D. Supplier management and availability management

**Answer:** A

**NEW QUESTION 106**

Which describes outcomes?

- A. Tangible or intangible deliverables
- B. Results desired by a stakeholder
- C. Configuration of an organization's resources
- D. Functionality offered by a product or service

**Answer:** B

**NEW QUESTION 109**

Identify the missing words in the following sentence.

The purpose of the [?] is to ensure that the organization continually co-creates value with all stakeholders in line with the organization's objectives.

- A. 'focus on value' guiding principle
- B. service value system
- C. 'service request management' practice
- D. four dimensions of service management

**Answer:** B

**NEW QUESTION 112**

Which statement about the 'four Ps' of service design is CORRECT?

- A. Processes refers to skill and training
- B. Partners refers to suppliers and vendors
- C. People refers to technology and tools
- D. Products refers to producers and metrics

**Answer:** B

**Explanation:**

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**NEW QUESTION 116**

What can be used to help determine the impact level of a problem?

- A. Definitive media library (DML)
- B. Configuration management system (CMS)
- C. Statement of requirements (SOR)
- D. Standard operating procedures (SOP)

**Answer:** B

**NEW QUESTION 117**

What is the effect of increased automation on the 'service desk1 practice?

- A. Increased ability to focus on fixing technology instead of supporting people
- B. Greater ability to focus on customer experience when personal contact is needed
- C. Elimination of the need to escalate incidents to support teams
- D. Decrease in self-service incident logging and resolution

**Answer:** B

**NEW QUESTION 120**

Which stage of the service lifecycle has the purpose of looking for ways to improve process efficiency and cost effectiveness?

- A. Service operation
- B. Service transition
- C. Continual service improvement D18912E1457D5D1DDCBD40AB3BF70D5D
- D. Service strategy

**Answer:** C

**NEW QUESTION 121**

What should be done first when applying the 'focus on value' guiding principle?

- A. Identify all suppliers and partners involved in the service
- B. Determine the cost of providing the service
- C. Identify the outcomes that the service facilitates
- D. Determine who the service consumer is in each situation

**Answer:** D

**NEW QUESTION 126**

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

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

**Answer:** A

**NEW QUESTION 128**

What is defined as any component that needs to be managed in order to deliver an IT service?

- A. A service request
- B. An IT asset
- C. A configuration item (CI)
- D. An incident

**Answer:** C

**NEW QUESTION 133**

Which describes a set of defined steps for implementing improvements?

- A. The 'improve' value chain activity
- B. The 'continual improvement register'
- C. The 'continual improvement model'
- D. The 'engage' value chain activity

**Answer:** C

**NEW QUESTION 137**

What is the purpose of problem management?

- A. Reduces the likelihood and impact of incidents
- B. Ensures services are restored as soon as possible
- C. Helps direct the incident to the correct support area
- D. Determines how the service provider is perceived

**Answer:** A

**NEW QUESTION 138**

Which guiding principle is PRIMARILY concerned with consumer's revenue and growth?

- A. Keep it simple and practical
- B. Optimize and automate
- C. Progress iteratively with feedback
- D. Focus on value

**Answer:** D

**NEW QUESTION 142**

What is a definition of a service improvement plan (SIP)?

- A. A formal plan to implement improvements to a customer's business processes
- B. An input from availability management to service level management, detailing the service design plan
- C. A formal plan to implement improvements to a service or process

D. An input from financial management for IT services to service level management, detailing the budget plan

**Answer:** C

**Explanation:**

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**NEW QUESTION 146**

Which is the BEST example of an emergency change?

- A. The implementation of a planned new release of a software application
- B. A low-risk computer upgrade implemented as a service request
- C. The implementation of a security patch to a critical software application
- D. A scheduled major hardware and software implementation

**Answer:** C

**NEW QUESTION 149**

What three elements make up the Service Portfolio?

- A. Customer portfolio, service catalogue and retired services
- B. Customer portfolio, configuration management system and service catalogue
- C. Service pipeline, service catalogue and retired services
- D. Service pipeline, configuration management system and service catalogue

**Answer:** C

**Explanation:**

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**NEW QUESTION 150**

What happens if a workaround becomes the permanent way of dealing with a problem that cannot be resolved cost-effectively?

- A. The problem record is deleted
- B. The problem remains in the known error status
- C. A change request is submitted to change control
- D. Problem management restores the service as soon as possible

**Answer:** B

**NEW QUESTION 153**

Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

- A. Categorization
- B. Detection
- C. Prioritization
- D. Escalation

**Answer:** A

**Explanation:**

D18912E1457D5D1DDCBD40AB3BF70D5D

**NEW QUESTION 154**

Which is a supplier category?

- A. Technical
- B. Commodity
- C. Customer
- D. Resource

**Answer:** D

**NEW QUESTION 159**

Which practice updates information relating to symptoms and business impact?

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

**Answer:** D

**NEW QUESTION 162**

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

- A. Problem analysis
- B. Technical knowledge
- C. Listening
- D. Diagnosis

**Answer:** C

**NEW QUESTION 164**

What helps diagnose and resolve a simple incident?

- A. Rapid escalation
- B. Formation of a temporary team
- C. The use of scripts
- D. Problem prioritization

**Answer:** C

**NEW QUESTION 166**

Which guiding principle describes the importance of doing something, instead of spending a long time analysing different options?

- A. Optimize and automate
- B. Start where you are
- C. Focus on value
- D. Progress iteratively with feedback

**Answer:** D

**NEW QUESTION 169**

Which are phases of the release and deployment process?

- \* 1. Release build and test
- \* 2. Review and close
- \* 3. Categorize and record
- \* 4. Change authorization and schedule

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

**Answer:** A

**NEW QUESTION 172**

What takes place in the “Did we get there?” step of the continual service improvement (CSI) approach?

- A. An initial baseline assessment
- B. The production of a detailed CSI plan
- C. Verifying that improvement targets have been achieved
- D. Understanding priorities for improvement

**Answer:** C

**Explanation:**

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**NEW QUESTION 173**

Which joint activity performed by a service provider and service consumer ensures continual value co-creation?

- A. Service offering
- B. Service provision
- C. Service relationship management
- D. Service consumption

**Answer:** C

**NEW QUESTION 178**

Which dimension includes activities and workflows?

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

**Answer:** A

**NEW QUESTION 179**

What do customer perceptions and business outcomes help to define?

- A. The value of a service
- B. Service metrics
- C. The total cost of a service
- D. Key performance indicators (KPIs)

**Answer:** A

**NEW QUESTION 180**

Which is an important principle of communication in service operation?

- A. Information should always be communicated
- B. It has an intended purpose or a resultant action D18912E1457D5D1DDCBD40AB3BF70D5D
- C. Meetings are always the best method of communication
- D. It is stored in the configuration management system

**Answer:** B

**NEW QUESTION 184**

What type of change is MOST likely to be managed by the 'service request management' practice?

- A. An emergency change
- B. A normal change
- C. An application change
- D. A standard change

**Answer:** D

**NEW QUESTION 185**

Which of the following is an example of incident?

- A. A backup server is being rebooted while services are running on the primary server
- B. An application is not available during the business hours
- C. A user has requested access to a shared repository
- D. A user wants to reset the password of a server

**Answer:** B

**NEW QUESTION 189**

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**ITIL**

## Exam Questions ITIL-4-Foundation

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#### NEW QUESTION 1

- (Exam Topic 1)

Which describes a standard change?

- A. A high-risk change that needs very thorough assessment
- B. A change that is typically implemented as a service request
- C. A change that must be implemented as soon as possible
- D. A change that needs to be scheduled, assessed and authorized following a defined process

**Answer:** B

#### NEW QUESTION 2

- (Exam Topic 1)

Which statement about outcomes is CORRECT?

- A. Outcomes help service consumers achieve outputs
- B. Outcomes are one or more services that fulfil the needs of a service consumer
- C. Service providers help service consumers achieve outcomes
- D. Helping service consumers achieve outcomes reduces service provider costs

**Answer:** C

#### NEW QUESTION 3

- (Exam Topic 1)

What is the starting point for optimization?

- A. Standardizing practices and services
- B. Determining where the most positive impact would be
- C. Securing stakeholder engagement
- D. Understanding the vision and objectives of the organization

**Answer:** D

#### NEW QUESTION 4

- (Exam Topic 1)

Identify the missing word in the following sentence.

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of services, and the [?] that support them, is available when and where it is needed.

- A. suppliers
- B. assets
- C. customers
- D. Cls

**Answer:** D

#### NEW QUESTION 5

- (Exam Topic 1)

When should the effectiveness of a problem workaround be assessed?

- A. Whenever the workaround is used
- B. Whenever the problem is resolved
- C. Whenever the workaround becomes a known error
- D. Whenever the problem is prioritized

**Answer:** A

#### NEW QUESTION 6

- (Exam Topic 1)

Which describes normal changes?

- A. Changes that need to be scheduled and assessed following a process
- B. Changes that are low-risk and pre-authorized
- C. Changes that are typically initiated as service requests
- D. Changes that must be implemented as soon as possible

**Answer:** A

#### NEW QUESTION 7

- (Exam Topic 1)

Which describes a set of defined steps for implementing improvements?

- A. The 'improve' value chain activity
- B. The 'continual improvement register'
- C. The 'continual improvement model'

D. The 'engage' value chain activity

**Answer:** C

#### **NEW QUESTION 8**

- (Exam Topic 1)

Arrange the following steps of software lifecycle in correct order.

- \* 1. Retire
- \* 2. Test
- \* 3. Operate
- \* 4. Deploy
- \* 5. Ideation
- \* 6. Develop
- \* 7. Design

A. Ideation, Design, Develop, Deploy, Test, Operate, Retire

B. Retire, Test, Operate, Deploy, Ideation, Develop, Design

C. None of the above

D. Ideation, Test, Develop, Deploy, Design, Operate, Retire

**Answer:** A

#### **NEW QUESTION 9**

- (Exam Topic 1)

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

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

**Answer:** B

#### **NEW QUESTION 10**

- (Exam Topic 1)

Which practice has a purpose that includes observing a service to report selected changes of state identified as events?

- A. Incident management
- B. Monitoring and event management
- C. Change control
- D. Information security management

**Answer:** D

#### **NEW QUESTION 10**

- (Exam Topic 1)

What is an output?

- A. A possible event that could cause harm or loss
- B. Something created by carrying out an activity
- C. A result for a stakeholder
- D. A change of state that has significance for the management of a configuration item

**Answer:** B

#### **NEW QUESTION 12**

- (Exam Topic 1)

Which practice has a purpose that includes ensuring that risks have been properly assessed?

- A. Service configuration management
- B. Problem management
- C. Service level management
- D. Change control

**Answer:** D

#### **NEW QUESTION 14**

- (Exam Topic 1)

Which activity captures the demand for incident resolution and service requests?

- A. Change control
- B. Problem management
- C. Service desk
- D. Service catalogue management

**Answer:** C

#### NEW QUESTION 19

- (Exam Topic 1)

A major incident has been closed, but there is a risk that it might happen again. How should this be logged and managed?

- A. As an event
- B. As a problem
- C. As a service request
- D. As a change request

**Answer:** B

#### NEW QUESTION 20

- (Exam Topic 1)

Which practice identifies metrics that reflect a customer experience of a service?

- A. Continual improvement
- B. Service level management
- C. Service desk
- D. Problem management

**Answer:** B

#### NEW QUESTION 24

- (Exam Topic 1)

How does a service consumer contribute to the reduction of disk?

- A. By paying for the service
- B. By managing server hardware
- C. By communicating constraints
- D. By managing staff availability

**Answer:** C

#### NEW QUESTION 28

- (Exam Topic 1)

Which practice requires that staff demonstrate excellent customer service skills, such as empathy and emotional intelligence?

- A. Release management
- B. Service desk
- C. Problem management
- D. Supplier management

**Answer:** B

#### NEW QUESTION 30

- (Exam Topic 1)

Which guiding principle helps to ensure that better information is available for decision making?

- A. Keep it simple and practical
- B. Collaborate and promote visibility
- C. Optimize and automate
- D. Think and work holistically

**Answer:** B

#### NEW QUESTION 33

- (Exam Topic 1)

Which guiding principle recommends eliminating activities that do not contribute to the creation of value?

- A. Start where you are
- B. Collaborate and promote visibility
- C. Keep it simple and practical
- D. Optimize and automate

**Answer:** C

#### NEW QUESTION 38

- (Exam Topic 1)

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. 1 and 4
- C. 2 and 3

D. 3 and 4

**Answer:** A

#### **NEW QUESTION 42**

- (Exam Topic 1)

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

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

**Answer:** D

#### **NEW QUESTION 43**

- (Exam Topic 1)

Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

- A. Progress iteratively with feedback
- B. Keep it simple and practical
- C. Start where you are
- D. Focus on value

**Answer:** C

#### **NEW QUESTION 46**

- (Exam Topic 1)

Which ITIL practice has a purpose that includes reducing the likelihood of incidents?

- A. Change control
- B. Continual improvement
- C. Problem management
- D. Service desk

**Answer:** C

#### **NEW QUESTION 48**

- (Exam Topic 1)

What is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks?

- A. Service management
- B. Continual improvement
- C. A service
- D. An IT asset

**Answer:** C

#### **NEW QUESTION 51**

- (Exam Topic 1)

Which is the CORRECT approach for managing a large improvement initiative as smaller iterations?

- A. Each iteration should be designed before starting the initiative and implemented without feedback
- B. Feedback should only be taken into account when one iteration fails to meet its objective
- C. Feedback should be reduced for large improvements as it is unlikely that circumstances will change
- D. Each iteration should be continually re-evaluated based on feedback

**Answer:** D

#### **NEW QUESTION 56**

- (Exam Topic 1)

What should be used to set user expectations for request fulfilment times?

- A. The consumer demand for the service
- B. The time that the customer indicates for service delivery
- C. The service levels of the supplier
- D. The time needed to realistically deliver the service

**Answer:** D

#### **NEW QUESTION 60**

- (Exam Topic 1)

Which practice owns and manages issues, queries and requests from users?

- A. Service desk
- B. Problem management
- C. Incident management
- D. Change control

**Answer:** A

**NEW QUESTION 64**

- (Exam Topic 1)

What are the MOST important skills required by service desk staff?

- A. Incident analysis skills
- B. Technical skills
- C. Problem resolution skills
- D. Supplier management skills

**Answer:** A

**NEW QUESTION 67**

- (Exam Topic 1)

Which of the following is an example of incident?

- A. A backup server is being rebooted while services are running on the primary server
- B. An application is not available during the business hours
- C. A user has requested access to a shared repository
- D. A user wants to reset the password of a server

**Answer:** B

**NEW QUESTION 69**

- (Exam Topic 1)

Which practice has a purpose that includes aligning the organization's practices and services with changing business needs?

- A. Relationship management
- B. Continual improvement
- C. Service configuration management
- D. Service level management

**Answer:** B

**NEW QUESTION 72**

- (Exam Topic 1)

Which is a service request?

- A. Requesting a workaround for an issue
- B. Requesting information about how to create a document
- C. Requesting an enhancement to an application
- D. Requesting investigation of a degraded service

**Answer:** B

**NEW QUESTION 77**

- (Exam Topic 1)

What are the types of asset management?

- A. IT asset management and software asset management
- B. Operational and technical management
- C. IT asset management and technical management
- D. Operational management and IT asset management

**Answer:** A

**NEW QUESTION 79**

- (Exam Topic 1)

Which is a purpose of the 'engage' value chain activity?

- A. Meeting expectations for quality, costs and time-to-market
- B. Ensuring the continual improvement of services
- C. Ensuring that the organization's vision is understood
- D. Providing transparency and good relationships

**Answer:** D

**NEW QUESTION 83**

- (Exam Topic 1)

Which dimension includes a workflow management system?

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

**Answer:** A

**NEW QUESTION 88**

- (Exam Topic 1)

What is defined as any component that needs to be managed in order to deliver an IT service?

- A. A service request
- B. An IT asset
- C. A configuration item (CI)
- D. An incident

**Answer:** C

**NEW QUESTION 92**

- (Exam Topic 2)

Which is handled as a service request?

- A. An investigation to identify the cause of an incident
- B. A compliment about an IT support team
- C. The failure of an IT service
- D. An emergency change to implement a security patch

**Answer:** C

**NEW QUESTION 94**

- (Exam Topic 2)

Which practice includes the use of approaches such as Lean, Agile and DevOps with the aim of facilitating a greater amount of change at a quicker rate?

- A. Service desk
- B. Monitoring and event management
- C. Service level management
- D. Continual improvement

**Answer:** C

**NEW QUESTION 97**

- (Exam Topic 2)

Which practice may involve the initiation of disaster recovery?

- A. Incident management
- B. Service request management
- C. Service level management
- D. IT asset management

**Answer:** A

**NEW QUESTION 98**

- (Exam Topic 2)

What type of change is pre-authorized, low risk, relatively common, and follows a procedure or work instruction?

- A. A standard change
- B. An emergency change
- C. An internal change
- D. A normal change

**Answer:** A

**NEW QUESTION 99**

- (Exam Topic 2)

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

- A. Service level agreements
- B. Inputs, outputs and triggers
- C. Opportunity, demand and value
- D. Service desk

**Answer:** C

**NEW QUESTION 103**

- (Exam Topic 2)

Which guiding principle is PRIMARILY concerned with end-to-end service delivery?

- A. Focus on value
- B. Think and work holistically
- C. Optimize and automate
- D. Collaborate and promote

**Answer:** B

#### **NEW QUESTION 108**

- (Exam Topic 2)

Which statement about the 'service desk' practice is CORRECT?

- A. It provides a link with stakeholders at strategic and tactical levels
- B. It carries out change assessment and authorization
- C. It investigates the cause of incidents
- D. It needs a practical understanding of the business processes

**Answer:** D

#### **NEW QUESTION 110**

- (Exam Topic 2)

What describes the steps needed to create and deliver a specific service to a consumer?

- A. Service management
- B. Practices
- C. A value stream
- D. Service level management

**Answer:** C

#### **NEW QUESTION 114**

- (Exam Topic 2)

Which is an external input to the service value chain?

- A. The 'improve' value chain activity
- B. An overall plan
- C. Customer requirements
- D. Feedback loops

**Answer:** C

#### **NEW QUESTION 117**

- (Exam Topic 2)

How does customer engagement contribute to the 'service level management' practice?

- \* 1. It captures information that metrics can be based on
- \* 2. It ensures the organization meets defined service levels
- \* 3. It defines the workflows for service requests
- \* 4. It supports progress discussions

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

**Answer:** A

#### **NEW QUESTION 119**

- (Exam Topic 2)

Which guiding principle focuses on reducing costs and human errors?

- A. Focus and value
- B. Collaborate and promote visibility
- C. Optimize and automate
- D. Think and work holistically

**Answer:** C

#### **NEW QUESTION 122**

- (Exam Topic 2)

Which term describes the functionality offered by a service?

- A. cost
- B. Utility
- C. Warranty
- D. Risk

**Answer:** B

#### **NEW QUESTION 124**

- (Exam Topic 2)

Which of the following should IT service continuity strategy be based on?

- \* 1. Design of the service metrics
- \* 2. Business continuity strategy
- \* 3. Business impact analysis (BIA)
- \* 4. Risk assessment

- A. 1, 2 and 4 only
- B. 1, 2 and 3 only
- C. 2, 3 and 4 only
- D. 1, 3 and 4 only

**Answer:** C

#### **NEW QUESTION 125**

- (Exam Topic 2)

What is the primary focus of business capacity management?

- A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology
- B. Review of all capacity supplier agreements and underpinning contracts with supplier management
- C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
- D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

**Answer:** D

#### **NEW QUESTION 129**

- (Exam Topic 2)

Identify the missing words in the following sentence.

The purpose of the [?] is to ensure that the organization continually co-creates value with all stakeholders in line with the organization's objectives.

- A. 'focus on value' guiding principle
- B. service value system
- C. 'service request management' practice
- D. four dimensions of service management

**Answer:** B

#### **NEW QUESTION 134**

- (Exam Topic 2)

Which is an example of improving service utility using service management automation?

- A. Pre-determined routing of a service request
- B. Reducing the time to compile service data
- C. Monitoring service availability
- D. Faster resource allocation

**Answer:** D

#### **NEW QUESTION 136**

- (Exam Topic 2)

Which practice recommends using tools for collaboration and the automated matching of symptoms?

- A. Problem management
- B. Service level management
- C. Incident management
- D. Service request management

**Answer:** C

#### **NEW QUESTION 139**

- (Exam Topic 2)

Which is the CORRECT of the 'R' role in a RACI matrix?

- A. This role ensures that activities are executed correctly
- B. This role has ownership of the end result
- C. This role is involved in providing knowledge and input
- D. This role ensures the flow of information to stakeholders

**Answer:** B

#### **NEW QUESTION 143**

- (Exam Topic 2)

Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

- A. Categorization
- B. Detection
- C. Prioritization
- D. Escalation

**Answer:** A

**Explanation:**

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**NEW QUESTION 146**

- (Exam Topic 2)

Which practice has a purpose that includes maximizing success by ensuring that risks have been properly assessed?

- A. Relationship management
- B. Change control
- C. Release management
- D. Monitoring and event management

**Answer:** B

**Explanation:**

Reference: <https://www.symphonysummit.com/products/what-is-it-service-management-itsm/>

**NEW QUESTION 149**

- (Exam Topic 2)

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

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

**Answer:** A

**NEW QUESTION 151**

- (Exam Topic 2)

What is recommended by the guiding principle 'progress iteratively with feedback'?

- A. A current state assessment that is carried out at the start of an improvement initiative
- B. The identification of all interested parts at the start of an improvement initiative
- C. An improvement initiative that is broken into a number of manageable sections
- D. An assessment of how all the parts of an organization will affect an improvement initiative

**Answer:** C

**NEW QUESTION 153**

- (Exam Topic 2)

Which practice provides visibility of the organization's services by capturing and reporting on service performance?

- A. Service desk
- B. Service level management
- C. Service request management
- D. Service configuration management

**Answer:** B

**NEW QUESTION 158**

- (Exam Topic 2)

Which service transition process provides guidance about converting data into information?

- A. Change evaluation D18912E1457D5D1DDCBD40AB3BF70D5D
- B. Knowledge management
- C. Service validation and testing
- D. Service asset and configuration management

**Answer:** B

**NEW QUESTION 161**

- (Exam Topic 2)

What is an event?

- A. The addition, modification, or removal of anything that could have a direct or indirect effect on services
- B. Any change of state that has significance for the management of a service or other configuration item

- C. Cause of one or more incidents
- D. An unplanned interruption to a service or reduction in the quality of a service

**Answer:** B

**NEW QUESTION 162**

- (Exam Topic 2)

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

- A. Self-service tools
- B. Compliments and complaints
- C. Processes and procedures
- D. Incident management

**Answer:** C

**NEW QUESTION 166**

- (Exam Topic 2)

Which statement about the use of measurement in the 'start where you are' guiding principle is CORRECT?

- A. It should always be used to support direct observation
- B. It should always be used instead of direct observation
- C. Measured data is always more accurate than direct observation
- D. The act of measuring always positively impacts results

**Answer:** A

**NEW QUESTION 170**

- (Exam Topic 2)

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

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

**Answer:** A

**NEW QUESTION 174**

- (Exam Topic 2)

Which guiding principle considers customer and user experience?

- A. Collaborate and promote visibility
- B. Focus on value
- C. Start where you are
- D. Keep it simple and practical

**Answer:** B

**NEW QUESTION 176**

- (Exam Topic 2)

Which term is used to describe the prediction and control of income and expenditure within an organization?

- A. Charging
- B. Governance
- C. Budgeting
- D. Accounting

**Answer:** C

**NEW QUESTION 177**

- (Exam Topic 2)

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

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

**Answer:** B

**NEW QUESTION 180**

- (Exam Topic 2)

Which ITIL concept describes governance?

- A. The service value system
- B. The service value chain
- C. The seven guiding principles
- D. The four dimensions of service management

**Answer:** A

**NEW QUESTION 184**

- (Exam Topic 2)

What is a change schedule PRIMARILY used for?

- A. To help plan, authorize and schedule emergency changes
- B. To publish a list of service requests that users can select
- C. To ensure that a single change authority reviews every change
- D. To help plan changes, assist in communication and avoid conflicts

**Answer:** D

**NEW QUESTION 188**

- (Exam Topic 2)

What takes place in the "Did we get there?" step of the continual service improvement (CSI) approach?

- A. An initial baseline assessment
- B. The production of a detailed CSI plan
- C. Verifying that improvement targets have been achieved
- D. Understanding priorities for improvement

**Answer:** C

**Explanation:**

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**NEW QUESTION 190**

- (Exam Topic 2)

Which practice needs people who understand complex systems and have creative and analytical skills?

- A. Change enablement
- B. Service level management
- C. Service request management
- D. Problem management

**Answer:** D

**NEW QUESTION 194**

- (Exam Topic 2)

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

- A. Define measurable targets
- B. Perform baseline assessments
- C. Execute improvement actions
- D. Evaluate measurements and metrics

**Answer:** D

**NEW QUESTION 198**

- (Exam Topic 2)

An SLA is a service level agreement.

Which describes the 'watermelon SLA' effect?

- A. A single SLA defines target service levels for multiple customer, so every customer sees reports about other customers' experiences.
- B. The metrics in an SLA are focused on internal measures, so that reports show everything is good, while the customer is not satisfied.
- C. SLA targets change very frequently, so that each report includes new measures and trends cannot be analyzed.
- D. Introducing SLAs for a service enables customer to see that the service provider is doing a really good job, so this improves satisfaction.

**Answer:** B

**Explanation:**

Reference: <https://www.bmc.com/blogs/itil-service-level-management/>

**NEW QUESTION 200**

- (Exam Topic 2)

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

**Answer:** B

#### **NEW QUESTION 204**

- (Exam Topic 2)

Which value chain activity communicates the current status of all four dimensions of service management?

- A. Improve
- B. Engage
- C. Obtain/build
- D. Plan

**Answer:** D

#### **NEW QUESTION 207**

- (Exam Topic 2)

Which role approves the cost of services?

- A. User
- B. Change authority
- C. Sponsor
- D. Customer

**Answer:** C

#### **NEW QUESTION 208**

- (Exam Topic 2)

Which of the following is an example of workaround?

- A. A defective network switch is replaced with a new one
- B. An email server is restored after an incident is reported
- C. Server memory is increased when the server is unresponsive
- D. A server is restarted to resolve an incident

**Answer:** D

#### **NEW QUESTION 212**

- (Exam Topic 2)

Which are phases of the release and deployment process?

- \* 1. Release build and test
- \* 2. Review and close
- \* 3. Categorize and record
- \* 4. Change authorization and schedule

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

**Answer:** A

#### **NEW QUESTION 216**

- (Exam Topic 2)

Which process works with incident management to ensure that security breaches are detected and logged?

- A. Change management
- B. Service level management
- C. Access management
- D. Continual service improvement

**Answer:** C

#### **NEW QUESTION 221**

- (Exam Topic 2)

What should a release policy include?

- A. The process owner and process manager for each type of release
- B. The roles and responsibilities for incident and problem resolution
- C. The naming convention and expected frequency of each type of release
- D. The naming convention for all configuration items (CI) recorded in the configuration management system(CMS)

**Answer:** C

#### **NEW QUESTION 226**

- (Exam Topic 2)

Which statement about IT service management is CORRECT? D18912E1457D5D1DDCBD40AB3BF70D5D

- A. It is performed by customers using a mix of IT systems, services and processes
- B. It is performed by IT service providers using a mix of suppliers and their products
- C. It is performed by the service desk using a mix of people, process and technology
- D. It is performed by IT service providers using a mix of people, process and technology

**Answer:** D

#### **NEW QUESTION 230**

- (Exam Topic 2)

What is NOT within the scope of service catalogue management?

- A. Contribution to the definition of services
- B. Interfaces between all services and supporting services
- C. Interfaces between the service catalogue and service portfolio
- D. Fulfilment of business service requests

**Answer:** D

#### **NEW QUESTION 234**

- (Exam Topic 2)

What can be used to help determine the impact level of a problem?

- A. Definitive media library (DML)
- B. Configuration management system (CMS)
- C. Statement of requirements (SOR)
- D. Standard operating procedures (SOP)

**Answer:** B

#### **NEW QUESTION 236**

- (Exam Topic 2)

Which guiding principle is PRIMARILY concerned with consumer's revenue and growth?

- A. Keep it simple and practical
- B. Optimize and automate
- C. Progress iteratively with feedback
- D. Focus on value

**Answer:** D

#### **NEW QUESTION 239**

- (Exam Topic 2)

Which guiding principle considers the importance of customer loyalty?

- A. Progress iteratively with feedback
- B. Focus on value
- C. Optimize and automate
- D. Start where you are

**Answer:** B

#### **NEW QUESTION 241**

- (Exam Topic 2)

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

- A. Service level management
- B. Service desk
- C. Continual improvement
- D. Change enablement

**Answer:** A

#### **Explanation:**

The service level management practice defines, documents and manages the service levels of all the services and products. Service level management should provide the end to end visibility of all the organizational services. Service level management has to establish and provide the service views with service level target ensure meeting defined service levels by collecting, analyzing, storing and reporting all the defined target metrics of the services regularly (periodically) perform the service reviews and ensure the services meet the organization's needs continuously identify, capture, review & report the issues related to services, its performance against the defined service targets.

Reference: <https://www.knowledgehut.com/tutorials/itil4-tutorial/itil-management-practices-processes>

#### **NEW QUESTION 242**

- (Exam Topic 2)

Where should all master copies of controlled software and documentation be stored?

- A. In the definitive capacity library
- B. In the definitive media library
- C. In the definitive security library
- D. In the definitive production library

**Answer:** B

**NEW QUESTION 245**

- (Exam Topic 2)

What is defined as an unplanned interruption or reduction in the quality of a service?

- A. An incident
- B. A problem
- C. A change
- D. An event

**Answer:** A

**NEW QUESTION 246**

- (Exam Topic 2)

What is a service?

- A. A possible event that could cause harm or loss, or make it more difficult to achieve objectives
- B. A means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks
- C. A tangible or intangible deliverable of an activity
- D. Joint activities performed by a service provider and a service consumer to ensure continual value co- creation based on agreed and available service offerings

**Answer:** B

**Explanation:**

Reference: <https://www.bmc.com/blogs/itil-key-concepts-service-management/>

**NEW QUESTION 249**

- (Exam Topic 2)

Which process is used to compare the value that new services offer with the value of the services they have replaced?

- A. Availability management
- B. Capacity management
- C. Service portfolio management
- D. Service catalogue management

**Answer:** C

**NEW QUESTION 253**

- (Exam Topic 2)

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

**Answer:** A

**NEW QUESTION 255**

- (Exam Topic 2)

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

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

**Answer:** C

**NEW QUESTION 259**

- (Exam Topic 2)

Which practice would help a user gain access to an application that they need to use?

- A. Service configuration management
- B. Change enablement
- C. Service request management
- D. Service level management

**Answer:** B

**NEW QUESTION 262**

- (Exam Topic 2)

What includes governance as a component?

- A. Practices
- B. The service value chain
- C. The service value system
- D. The guiding principles

**Answer:** C

**NEW QUESTION 263**

- (Exam Topic 2)

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

- A. Information security management
- B. Continual improvement
- C. Monitoring and event management
- D. Service level management

**Answer:** A

**NEW QUESTION 265**

- (Exam Topic 2)

How does categorization of incidents assist the 'incident management' practice?

- A. It determines the priority assigned to the incident
- B. It determines how the service provider is perceived
- C. It helps direct the incident to the correct support area
- D. It ensures that incidents are resolved in timescales agreed with the customer

**Answer:** C

**NEW QUESTION 267**

- (Exam Topic 2)

Which statement about the 'four Ps' of service design is CORRECT?

- A. Processes refers to skill and training
- B. Partners refers to suppliers and vendors
- C. People refers to technology and tools
- D. Products refers to producers and metrics

**Answer:** B

**Explanation:**

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**NEW QUESTION 270**

- (Exam Topic 2)

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

- A. Start where you are
- B. Collaborate and promote visibility
- C. Progress iteratively with feedback
- D. Think and work holistically

**Answer:** C

**NEW QUESTION 273**

- (Exam Topic 2)

What is the purpose of problem management?

- A. Reduces the likelihood and impact of incidents
- B. Ensures services are restored as soon as possible
- C. Helps direct the incident to the correct support area
- D. Determines how the service provider is perceived

**Answer:** A

**NEW QUESTION 276**

- (Exam Topic 2)

Which dimension of service management considers governance, management, and communication?

- A. Organizations and people
- B. Information and technology
- C. Partners and suppliers

D. Value streams and processes

**Answer:** A

**NEW QUESTION 278**

- (Exam Topic 2)

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

- A. Event
- B. Incident
- C. Problem
- D. Known error

**Answer:** A

**NEW QUESTION 282**

- (Exam Topic 2)

What considerations influence the supplier strategy of an organization?

- A. Contracts and agreements
- B. Type of cooperation with suppliers
- C. Corporate culture of the organization
- D. Level of formality

**Answer:** C

**NEW QUESTION 285**

- (Exam Topic 2)

Which is included in the purpose of the 'service level management' practice?

- A. To maximize the number of successful service and product changes
- B. To ensure accurate information about the configuration of services is available
- C. To set clear business-based targets for service levels
- D. To ensure that suppliers and their performance are managed appropriately

**Answer:** C

**NEW QUESTION 287**

- (Exam Topic 2)

Which usually requires a team of representatives from many stakeholder groups?

- A. Fulfilling a service request
- B. Authorizing an emergency change
- C. Logging a new problem
- D. Investigating a major incident

**Answer:** D

**NEW QUESTION 291**

- (Exam Topic 2)

Which statement about the known error database (KEDB) is CORRECT?

- A. It is maintained by the service desk and updated with the details of each new incident
- B. It is a part of the configuration management database (CMDB) and contains workarounds
- C. It is maintained by problem management and is used by the service desk to help resolve incidents
- D. It is maintained by incident management and contains solutions to be implemented by problem management

**Answer:** C

**NEW QUESTION 294**

- (Exam Topic 2)

How do all value chain activities transform inputs to outputs?

- A. By using a combination of practices
- B. By using a single functional team
- C. By determining service demand
- D. By implementing process automation

**Answer:** A

**NEW QUESTION 297**

- (Exam Topic 2)

Which practice provides support for managing feedback, compliments and complaints from users?

- A. Change control

- B. Service request management
- C. Problem management
- D. Incident management

**Answer:** B

#### **NEW QUESTION 300**

- (Exam Topic 2)
- Which is a supplier category?

- A. Technical
- B. Commodity
- C. Customer
- D. Resource

**Answer:** D

#### **NEW QUESTION 305**

- (Exam Topic 2)
- Which service catalogue view is considered beneficial when constructing the relationship between services, SLAs, OLAs, and other underpinning agreements?

- A. Service-based SLA view
- B. Wholesale customer view
- C. Retail customer view
- D. Supporting services view

**Answer:** D

#### **NEW QUESTION 306**

- (Exam Topic 2)
- Which guiding principle recommends organizing work into smaller, manageable sections that can be executed and completed in a timely manner?

- A. Focus on value
- B. Start where you are
- C. Collaborate and promote visibility
- D. Progress iteratively with feedback

**Answer:** D

#### **NEW QUESTION 309**

- (Exam Topic 2)
- Which service management dimension is focused on activities and how these are coordinated?

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

**Answer:** C

#### **NEW QUESTION 311**

- (Exam Topic 2)
- What MAIN factors are considered to assess the priority of an incident?

- A. The urgency and impact
- B. The impact and complexity
- C. The cost and urgency
- D. The complexity and cost

**Answer:** A

#### **NEW QUESTION 312**

- (Exam Topic 2)
- Which does the ITIL service value system discourage?

- A. Coordinated authorities and responsibilities
- B. Organizational silos
- C. Interfaces among practices
- D. Organizational agility

**Answer:** B

#### **Explanation:**

Architecture of the ITIL SVS specifically enables flexibility and discourages siloed working. This is because the service value chain and practices do not form a fixed, rigid structure, but rather they can be combined in multiple value streams to address the needs of the organization in a variety of scenarios, with open flow of communication across the many interfaces.

Reference: <https://www.bmc.com/blogs/itil-service-value-system/>

#### NEW QUESTION 316

- (Exam Topic 2)

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

- A. Utility
- B. Asset
- C. Cost
- D. Outcome

**Answer:** C

#### NEW QUESTION 318

- (Exam Topic 2)

A customer is a person who defines the requirements for a service and takes responsibility for the [?] of service consumption.

- A. outputs
- B. outcomes
- C. costs
- D. risks

**Answer:** B

#### NEW QUESTION 320

- (Exam Topic 2)

Which is a key requirement for a successful service level agreement (SLA)?

- A. Using individual metrics that relate to the service catalogue
- B. Using bundled metrics to relate performance to outcomes
- C. Using single-system-based metrics that relate to outputs
- D. Using an agreement between the service provider and service supplier

**Answer:** B

#### NEW QUESTION 322

- (Exam Topic 2)

Which is the BEST example of an emergency change?

- A. The implementation of a planned new release of a software application
- B. A low-risk computer upgrade implemented as a service request
- C. The implementation of a security patch to a critical software application
- D. A scheduled major hardware and software implementation

**Answer:** C

#### NEW QUESTION 323

- (Exam Topic 3)

Identify the missing words in the following sentence.

When an organization has decided to improve a service, it should start by considering [?].

- A. existing information
- B. new methods
- C. additional measurements
- D. revised processes

**Answer:** A

#### NEW QUESTION 326

- (Exam Topic 3)

What can be described as an operating model for the creation and management of products and services?

- A. Governance
- B. Service value chain
- C. Guiding principles
- D. Practices

**Answer:** B

#### NEW QUESTION 329

- (Exam Topic 3)

Which is a use of the change schedule?

- A. Assigning resources to changes
- B. Deciding the approval authority for changes
- C. Automating the change process

D. Creating change models

**Answer:** A

**Explanation:**

Reference: <https://www.bmc.com/blogs/itil-change-enablement/>

**NEW QUESTION 331**

- (Exam Topic 3)

Identify the missing word in the following sentence.

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the [?], and the CIs that support them, is available when and where it is needed.

- A. relationships with suppliers
- B. configuration of services
- C. skills of people
- D. authorization of changes

**Answer:** B

**Explanation:**

Reference: <https://wiki.process-symphony.com.au/framework/lifecycle/process/service-configuration-management-itil-4/>

**NEW QUESTION 335**

- (Exam Topic 3)

Which dimension of service management considers the workflows and controls needed to deliver services?

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

**Answer:** D

**Explanation:**

Reference: <https://www.knowledgehut.com/tutorials/itil4-tutorial/itil-four-dimensions-it-service-management>

**NEW QUESTION 340**

- (Exam Topic 3)

Which practice involves the management of vulnerabilities that were not identified before the service went live?

- A. Service request management
- B. Problem management
- C. Change control
- D. Service level management

**Answer:** B

**NEW QUESTION 343**

- (Exam Topic 3)

Which is part of the definition of a customer?

- A. The role that defines the requirements for a service
- B. A means of enabling value co-creation
- C. The role that authorizes budget for service consumption
- D. A set of specialized organizational capabilities for enabling value

**Answer:** A

**NEW QUESTION 348**

- (Exam Topic 3)

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

- A. A mobile phone enables a user to work remotely
- B. A password allows a user connect to a Wifi network
- C. A license allows a user to install a software product
- D. A service desk agent provides support to user.

**Answer:** D

**NEW QUESTION 350**

- (Exam Topic 3)

Which describes a CORRECT approach to change authorization?

- A. Changes included in the change schedule are pre-authorized and do not need additional authorization
- B. formal changes should be assessed and authorized before they are deployed

- C. Emergency changes should be authorized by as many people as possible to reduce risk  
D. formal changes are typically implemented as service requests and authorized by the service desk

**Answer:** B

#### **NEW QUESTION 355**

- (Exam Topic 3)

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

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

**Answer:** D

#### **NEW QUESTION 358**

- (Exam Topic 3)

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

**Answer:** A

#### **NEW QUESTION 360**

- (Exam Topic 3)

Which is NOT a component of the service value system?

- A. The service value chain
- B. Opportunity and demand
- C. Continual improvement
- D. Governance

**Answer:** B

#### **NEW QUESTION 362**

- (Exam Topic 3)

Which statement about service requests is CORRECT?

- A. Complex service requests should be dealt with as normal changes
- B. Service requests that require simple workflows should be dealt with as incidents
- C. Service requests require workflows that should use manual procedures and avoid automation
- D. Service requests are usually formalized using standard procedures for initiation, approval and fulfilment

**Answer:** D

#### **NEW QUESTION 364**

- (Exam Topic 3)

Identify the missing word in the following sentence.

The purpose of the 'supplier management' practice is to ensure that the organization's suppliers and their performances are [?] appropriately to support the seamless provision of quality products and services.

- A. measured
- B. rewarded
- C. managed
- D. defined

**Answer:** C

#### **Explanation:**

Reference: <https://www.bmc.com/blogs/itil-management-practices/>

#### **NEW QUESTION 365**

- (Exam Topic 3)

Which statement about the 'incident management' practice is CORRECT?

- A. It identifies the cause of major incidents.
- B. It authorizes changes to resolve incidents.
- C. It maintains detailed procedures for diagnosing incidents.
- D. It resolves the highest impact incidents first.

**Answer:** D

**Explanation:**

Reference: <https://www.bmc.com/blogs/itil-incident-management/>

**NEW QUESTION 369**

- (Exam Topic 3)

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

- A. Event
- B. Incident
- C. Problem
- D. Known error

**Answer:** A

**NEW QUESTION 373**

- (Exam Topic 3)

Which step of the continual improvement model includes baseline assessments?

- A. Did we get there?
- B. Where are we now?
- C. What is the vision?
- D. Where do we want to be?

**Answer:** D

**NEW QUESTION 377**

- (Exam Topic 3)

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

- A. handing compliments and complaints from user to identify improvements.
- B. Improving relationships with and between stakeholders.
- C. Prioritizing and creating business cases for improvement initiatives.
- D. Identifying the cause unplanned interruptions to service.

**Answer:** C

**NEW QUESTION 380**

- (Exam Topic 3)

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

- A. Problem identification
- B. Problem control
- C. Error control
- D. Post-implementation review

**Answer:** A

**NEW QUESTION 383**

- (Exam Topic 3)

What can help to reduce resistance to a planned improvement when applying the guiding principle 'collaborate and promote visibility'?

- A. Restricting information about the improvement to essential stakeholders only.
- B. Increasing collaboration and visibility for the improvement.
- C. Involving customers after all planning has been completed.
- D. Engaging every stakeholder group in the same way, with the same communication.

**Answer:** C

**Explanation:**

Reference: <https://www.sysaid.com/blog/entry/the-7-guiding-principles-of-itil-4-practical-advice-to-help-you-make-decisions>

**NEW QUESTION 384**

- (Exam Topic 3)

Which describe a 'change authority'?

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

**Answer:** C

**NEW QUESTION 389**

- (Exam Topic 3)

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

- A. A risk
- B. An organization
- C. A practice
- D. An outcome

**Answer:** B

#### **NEW QUESTION 393**

- (Exam Topic 3)

What can be described as an operating model for the creating and management of products and services?

- A. Governance
- B. Service value chain
- C. Guiding principles
- D. Practices

**Answer:** B

#### **Explanation:**

Reference:

<https://www.thinkhdi.com/library/supportworld/2019/evolution-itil-new-operating-model-itil-4.aspx>

#### **NEW QUESTION 395**

- (Exam Topic 3)

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

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

**Answer:** A

#### **NEW QUESTION 397**

- (Exam Topic 3)

What should be considered as part of the 'partners and suppliers' dimension?

- A. The level of integration and formality involved in the relationships between organizations
- B. The activities, workflows, controls and procedures needed to achieve the agreed objectives
- C. The information created, managed and used in the course of service provision and consumption
- D. The required skills and competencies of teams and individual members of the organization

**Answer:** A

#### **NEW QUESTION 402**

- (Exam Topic 3)

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

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

**Answer:** A

#### **NEW QUESTION 403**

- (Exam Topic 3)

When should a workaround be created?

- A. As soon as possible, once the incident is logged
- B. After the resolution of a problem
- C. When a problem cannot be resolved quickly
- D. When a potential permanent solution has been identified

**Answer:** C

#### **Explanation:**

Reference: <https://www.globalknowledge.com/us-en/resources/resource-library/articles/incidents-and-problems-workarounds/>

#### **NEW QUESTION 406**

- (Exam Topic 3)

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

- A. Executing improvement actions
- B. Performing baseline assessments
- C. Defining the improvement plan
- D. Understanding the business mission

**Answer:** B

**NEW QUESTION 410**

- (Exam Topic 3)

In service relationships, what is a benefit of identifying consumer roles?

- A. It enables effective stakeholder management
- B. It provides shared service expectations
- C. It removes constraints from the customer
- D. It enables a common definition of value

**Answer:** A

**NEW QUESTION 412**

- (Exam Topic 3)

What is a cause, or potential cause, of one or more incidents?

- A. A configuration item
- B. A workaround
- C. An incident
- D. A problem

**Answer:** D

**NEW QUESTION 413**

- (Exam Topic 3)

Identify the missing words in the following sentence.

The 'incident management' practice should maintain [?] for logging and managing incidents.

- A. a dedicated team
- B. a formal process
- C. detailed procedures
- D. a value chain activity

**Answer:** C

**NEW QUESTION 418**

- (Exam Topic 3)

Which is a purpose of the 'relationship management' practice?

- A. To systematically observe services and service components
- B. To protect the information needed by the organization to conduct its business
- C. To be the entry point and single point of contact for the service provider with all of its users
- D. To identify, analyze, monitor, and continually improve links with stakeholders

**Answer:** D

**Explanation:**

Reference:

<https://wiki.process-symphony.com.au/framework/lifecycle/process/relationship-management-itil-4/>

**NEW QUESTION 422**

- (Exam Topic 3)

Which statement about output is correct?

- A. They consist of several outcomes.
- B. They capture customer demand for services
- C. They contribute to the achievement of outcomes
- D. They describes how the service performs.

**Answer:** C

**NEW QUESTION 426**

- (Exam Topic 3)

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

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

**Answer:**

D

**Explanation:**

"The purpose of the improve value chain activity is to ensure continual improvement of products, services, and practices across all value chain activities and the four dimensions of service management."

<https://www.symphonysummit.com/products/defining-industry-terms-itsm-itil-itil4/#:~:text=Improve%20%E2%>

**NEW QUESTION 430**

- (Exam Topic 3)

Which practice has the purpose of ensuring that the organization's suppliers and their performance are managed appropriately to support the provision of seamless, quality products and services?

- A. Release management
- B. Supplier management
- C. Service management
- D. Relationship management

**Answer:** B

**NEW QUESTION 434**

- (Exam Topic 3)

Which is a recommendation of the guiding principle 'think and work holistically'?

- A. Conduct a review of existing service management practices and decide what to keep and what to discard
- B. Review how an improvement initiative can be organized into smaller, manageable sections that can be completed in a timely manner
- C. Review service management practices and remove any unnecessary complexity
- D. Use the four dimensions of service management to ensure coordination of all aspects of an improvement initiative

**Answer:** D

**NEW QUESTION 437**

- (Exam Topic 3)

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

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

**Answer:** D

**NEW QUESTION 442**

- (Exam Topic 3)

Which describes the 'plan' value chain activity?

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

**Answer:** A

**NEW QUESTION 443**

- (Exam Topic 3)

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

- A. Service level management
- B. Relationship management
- C. Service desk
- D. Monitoring and event management

**Answer:** C

**NEW QUESTION 444**

- (Exam Topic 3)

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

- A. Collaborate and promote visibility
- B. Start where you are
- C. Focus on value
- D. Keep it simple and practical

**Answer:** A

**NEW QUESTION 449**

- (Exam Topic 3)

Which is an activity of 'problem identification'?

- A. Analyzing information from software developers
- B. Establishing problem workarounds
- C. Analyzing the cause of problems
- D. Establishing potential permanent solutions

**Answer:** A

#### **NEW QUESTION 453**

- (Exam Topic 3)

Which guiding principle helps an organization to understand the impact of an altered element on other elements in a system?

- A. Focus on value
- B. Start where you are
- C. Think and work holistically
- D. Keep it simple and practical

**Answer:** C

#### **NEW QUESTION 454**

- (Exam Topic 3)

What is the MAIN benefit of 'problem management'?

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

**Answer:** D

#### **NEW QUESTION 455**

- (Exam Topic 3)

Which statement about problems is CORRECT?

- A. Problems are not related to incidents.
- B. Problems must be resolved quickly in order to restore normal business activity.
- C. Problem analysis should focus on one of the four dimensions to achieve a fast diagnosis.
- D. Problem prioritization involves risk assessment.

**Answer:** D

#### **Explanation:**

Reference: <https://www.bmc.com/blogs/itil-problem-management/>

#### **NEW QUESTION 459**

- (Exam Topic 3)

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

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

**Answer:** B

#### **NEW QUESTION 463**

- (Exam Topic 3)

Which statement about outcomes is CORRECT?

- A. Outcomes rely on outputs to deliver results for a stakeholder.
- B. Outcomes use activities to produce tangible or intangible deliverables.
- C. Outcomes give service consumers assurance of products or services
- D. Outcomes help a service consumer to assess the cost of a specific activity

**Answer:** A

#### **NEW QUESTION 464**

- (Exam Topic 3)

What impact does automation have on a service desk?

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

**Answer: A**

**NEW QUESTION 469**

- (Exam Topic 3)

What is a configuration item?

- A. Any financially valuable component that can contribute to delivery of an IT product or service
- B. Any component that needs to be managed in order to deliver an IT service
- C. Any change of state that has significance for the management of a service
- D. A problem that has been analyzed but has not been resolved

**Answer: B**

**Explanation:**

Reference: <https://www.bmc.com/blogs/itil-key-terms/>

**NEW QUESTION 474**

- (Exam Topic 3)

Which statement about outcomes is CORRECT?

- A. They are deliverables provided to service consumers.
- B. They allow service consumers to achieve a desired result.
- C. They provide products to service providers based on outputs.
- D. They co-create value for service providers by reducing costs and risks.

**Answer: B**

**Explanation:**

Reference: <https://www.axelos.com/news/blogs/february-2015/difference-between-outputs-and-outcomes-in- itsm>

**NEW QUESTION 475**

- (Exam Topic 3)

Which statement about service relationship management is CORRECT?

- A. It focuses on the service actions performed by users
- B. It requires the service consumer to create resources for the service provider
- C. It requires co-operation of both the service provider and service consumer
- D. It focuses on the fulfilment of the agreed service actions

**Answer: C**

**NEW QUESTION 476**

- (Exam Topic 3)

Which guiding principle discourages 'silo activity'?

- A. Focus on value
- B. Start where you are
- C. Collaborate and promote visibility
- D. Keep it simple and practical

**Answer: C**

**NEW QUESTION 480**

- (Exam Topic 3)

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

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

**Answer: A**

**NEW QUESTION 483**

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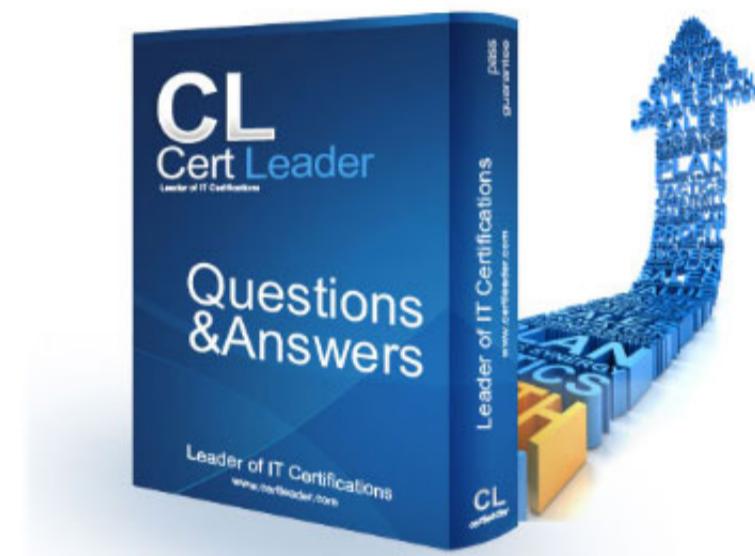
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**NEW QUESTION 1**

Which are the elements of process control?

- A. Inputs, outputs and triggers
- B. Work instructions, procedures and roles
- C. Resources, capabilities and metrics
- D. Process owner, policy and objectives

**Answer:** D

**NEW QUESTION 2**

Which term is used to describe the prediction and control of income and expenditure within an organization?

- A. Charging
- B. Governance
- C. Budgeting
- D. Accounting

**Answer:** C

**NEW QUESTION 3**

What should be used to set user expectations for request fulfilment times?

- A. The consumer demand for the service
- B. The time that the customer indicates for service delivery
- C. The service levels of the supplier
- D. The time needed to realistically deliver the service

**Answer:** D

**NEW QUESTION 4**

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

**Answer:** A

**NEW QUESTION 5**

When should a change request be submitted to resolve a problem?

- A. As soon as a solution for the problem has been identified
- B. As soon as a workaround for the problem has been identified
- C. As soon as the analysis of the frequency and impact of incidents justifies the change
- D. As soon as the analysis of cost, risks and benefits justifies the change

**Answer:** D

**NEW QUESTION 6**

What is the starting point for optimization?

- A. Standardizing practices and services
- B. Determining where the most positive impact would be
- C. Securing stakeholder engagement
- D. Understanding the vision and objectives of the organization

**Answer:** D

**NEW QUESTION 7**

Which ITIL practice has a purpose that includes reducing the likelihood of incidents?

- A. Change control
- B. Continual improvement
- C. Problem management
- D. Service desk

**Answer:** C

**NEW QUESTION 8**

What should a release policy include?

- A. The process owner and process manager for each type of release
- B. The roles and responsibilities for incident and problem resolution
- C. The naming convention and expected frequency of each type of release
- D. The naming convention for all configuration items (CI) recorded in the configuration management system(CMS)

**Answer:** C

**NEW QUESTION 9**

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

- A. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed
- B. To systematically observe services and service components, and record and report selected changes of state
- C. To protect the information needed by the organization to conduct its business
- D. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

**Answer:** B

**NEW QUESTION 10**

Which practice has a purpose that includes restoring normal service operation as quickly as possible?

- A. Problem management
- B. Incident management
- C. Deployment management
- D. Supplier management

**Answer:** B

**NEW QUESTION 10**

How does information about problems and known errors contribute to 'incident management'?

- A. It enables the reassessment of known errors
- B. It enables quick and efficient diagnosis of incidents
- C. It removes the need for collaboration during incident resolution
- D. It removes the need for regular customer updates

**Answer:** B

**NEW QUESTION 14**

What is an event?

- A. The addition, modification, or removal of anything that could have a direct or indirect effect on services
- B. Any change of state that has significance for the management of a service or other configuration item
- C. Cause of one or more incidents
- D. An unplanned interruption to a service or reduction in the quality of a service

**Answer:** B

**NEW QUESTION 19**

Which statement about the 'service desk1 practice is CORRECT?

- A. It provides a link with stakeholders at strategic and tactical levels
- B. It carries out change assessment and authorization
- C. It investigates the cause of incidents
- D. It needs a practical understanding of the business processes

**Answer:** D

**NEW QUESTION 23**

What is described by the service value system?

- A. How to apply the systems approach of the guiding principle think and work holistically
- B. Services based on one or more products, designed to address needs of a target consumer group
- C. How all the components and activities of the organization work together as a system to enable value creation
- D. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation

**Answer:** C

**NEW QUESTION 27**

Arrange the following steps of software lifecycle in correct order.

- \* 1. Retire
- \* 2. Test
- \* 3. Operate
- \* 4. Deploy
- \* 5. Ideation
- \* 6. Develop

**\* 7. Design**

- A. Ideation, Design, Develop, Deploy, Test, Operate, Retire
- B. Retire, Test, Operate, Deploy, Ideation, Develop, Design
- C. None of the above
- D. Ideation, Test, Develop, Deploy, Design, Operate, Retire

**Answer:** A**NEW QUESTION 30**

How do all value chain activities transform inputs to outputs?

- A. By using a combination of practices
- B. By using a single functional team
- C. By determining service demand
- D. By implementing process automation

**Answer:** A**NEW QUESTION 34**

Which value chain activity communicates the current status of all four dimensions of service management?

- A. Improve
- B. Engage
- C. Obtain/build
- D. Plan

**Answer:** D**NEW QUESTION 36**

Which practice identifies metrics that reflect the customer's experience of a service?

- A. Continual improvement
- B. Service desk
- C. Service level management
- D. Problem management

**Answer:** C**NEW QUESTION 37**

Which statement BEST describes the value of service strategy to the business?

- A. It allows higher volumes of successful change
- B. It reduces unplanned costs through optimized handling of service outages
- C. It reduces the duration and frequency of service outages
- D. It enables the service provider to understand what levels of service will make their customers successful

**Answer:** D**NEW QUESTION 42**

Identify the missing words in the following sentence.

The management of information security incidents usually requires [?].

- A. Immediate escalation
- B. Specialist teams
- C. A separate process
- D. Third party support

**Answer:** C**NEW QUESTION 45**

When should the effectiveness of a problem workaround be assessed?

- A. Whenever the workaround is used
- B. Whenever the problem is resolved
- C. Whenever the workaround becomes a known error
- D. Whenever the problem is prioritized

**Answer:** A**NEW QUESTION 50**

Which statement about metrics is CORRECT?

- A. Process metrics can be used to measure end-to-end service performance
- B. Technology metrics can be used to measure component performance and availability

- C. Process metrics can be used to measure the utilization of a supplier's network
- D. Technology metrics can be used to determine the overall health of a process

**Answer:** B

**NEW QUESTION 53**

Which is an objective of the design coordination process?

- A. To produce service design packages and ensure they are handed over to service transition
- B. To assess and evaluate all changes and their impact on service designs
- C. To document the initial structure and relationship between services and customers
- D. To gather and document new service level requirements from the customer

**Answer:** A

**Explanation:**

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**NEW QUESTION 54**

Which ITIL concept describes governance?

- A. The service value system
- B. The service value chain
- C. The seven guiding principles
- D. The four dimensions of service management

**Answer:** A

**NEW QUESTION 59**

Which statement about the known error database (KEDB) is CORRECT?

- A. It is maintained by the service desk and updated with the details of each new incident
- B. It is a part of the configuration management database (CMDB) and contains workarounds
- C. It is maintained by problem management and is used by the service desk to help resolve incidents
- D. It is maintained by incident management and contains solutions to be implemented by problem management

**Answer:** C

**NEW QUESTION 60**

Which statement about outcomes is CORRECT?

- A. Outcomes help service consumers achieve outputs
- B. Outcomes are one or more services that fulfil the needs of a service consumer
- C. Service providers help service consumers achieve outcomes
- D. Helping service consumers achieve outcomes reduces service provider costs

**Answer:** C

**NEW QUESTION 62**

Which statement about IT service management is CORRECT? D18912E1457D5D1DDCBD40AB3BF70D5D

- A. It is performed by customers using a mix of IT systems, services and processes
- B. It is performed by IT service providers using a mix of suppliers and their products
- C. It is performed by the service desk using a mix of people, process and technology
- D. It is performed by IT service providers using a mix of people, process and technology

**Answer:** D

**NEW QUESTION 65**

When should a full risk assessment and authorization be carried out for a standard change?

- A. Each time the standard change is implemented
- B. When the procedure for the standard change is created
- C. At least once a year
- D. When an emergency change is requested

**Answer:** B

**NEW QUESTION 68**

Which is the CORRECT approach for managing a large improvement initiative as smaller iterations?

- A. Each iteration should be designed before starting the initiative and implemented without feedback
- B. Feedback should only be taken into account when one iteration fails to meet its objective
- C. Feedback should be reduced for large improvements as it is unlikely that circumstances will change
- D. Each iteration should be continually re-evaluated based on feedback

**Answer:** D**NEW QUESTION 69**

Which activity captures the demand for incident resolution and service requests?

- A. Change control
- B. Problem management
- C. Service desk
- D. Service catalogue management

**Answer:** C**NEW QUESTION 72**

Which is part of service provision?

- A. The management of resources configured to deliver the service
- B. The management of resources needed to consume the service
- C. The grouping of one or more services based on one or more products
- D. The joint activities performed to ensure continual value co-creation

**Answer:** A**NEW QUESTION 76**

Where should all master copies of controlled software and documentation be stored?

- A. In the definitive capacity library
- B. In the definitive media library
- C. In the definitive security library
- D. In the definitive production library

**Answer:** B**NEW QUESTION 77**

Which describes outcomes?

- A. Tangible or intangible deliverables
- B. Results desired by a stakeholder
- C. Configuration of an organization's resources
- D. Functionality offered by a product or service

**Answer:** B**NEW QUESTION 78**

What is warranty?

- A. Assurance that a product or service will meet agreed requirements
- B. The amount of money spent on a specific activity or resource
- C. The functionality offered by a product or service to meet a particular need
- D. The perceived benefits, usefulness and importance of something

**Answer:** A**NEW QUESTION 83**

Which guiding principle helps to ensure that better information is available for decision making?

- A. Keep it simple and practical
- B. Collaborate and promote visibility
- C. Optimize and automate
- D. Think and work holistically

**Answer:** B**NEW QUESTION 86**

Which statement about the 'four Ps' of service design is CORRECT?

- A. Processes refers to skill and training
- B. Partners refers to suppliers and vendors
- C. People refers to technology and tools
- D. Products refers to producers and metrics

**Answer:** B**Explanation:**

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**NEW QUESTION 90**

Identify the missing word in the following sentence.

A change is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on [?].

- A. assets
- B. values
- C. elements
- D. services

**Answer:** D

**NEW QUESTION 95**

Which stage of the service lifecycle has the purpose of looking for ways to improve process efficiency and cost effectiveness?

- A. Service operation
- B. Service transition
- C. Continual service improvement D18912E1457D5D1DDCBD40AB3BF70D5D
- D. Service strategy

**Answer:** C

**NEW QUESTION 96**

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

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

**Answer:** D

**NEW QUESTION 101**

Which TWO statements about an organization's culture are CORRECT? (Choose two.)

- \* 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

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

**Answer:** D

**NEW QUESTION 105**

What should be done for every problem?

- A. It should have a workaround to reduce the impact
- B. It should be prioritized based on its potential impact and probability
- C. It should be resolved so that it can be closed
- D. It should be diagnosed to identify possible solutions

**Answer:** B

**NEW QUESTION 110**

What should be done first when applying the 'focus on value' guiding principle?

- A. Identify all suppliers and partners involved in the service
- B. Determine the cost of providing the service
- C. Identify the outcomes that the service facilitates
- D. Determine who the service consumer is in each situation

**Answer:** D

**NEW QUESTION 113**

What are the types of asset management?

- A. IT asset management and software asset management
- B. Operational and technical management
- C. IT asset management and technical management
- D. Operational management and IT asset management

**Answer:** A

**NEW QUESTION 114**

Which is intended to help an organization adopt and adapt ITIL guidance?

- A. The four dimensions of service
- B. Practices
- C. The service value chain
- D. The guiding principles

**Answer:** D

**NEW QUESTION 118**

Which describes a set of defined steps for implementing improvements?

- A. The 'improve' value chain activity
- B. The 'continual improvement register'
- C. The 'continual improvement model'
- D. The 'engage' value chain activity

**Answer:** C

**NEW QUESTION 123**

What is a definition of a service improvement plan (SIP)?

- A. A formal plan to implement improvements to a customer's business processes
- B. An input from availability management to service level management, detailing the service design plan
- C. A formal plan to implement improvements to a service or process
- D. An input from financial management for IT services to service level management, detailing the budget plan

**Answer:** C

**Explanation:**

D18912E1457D5D1DDCBD40AB3BF70D5D

**NEW QUESTION 126**

Which is an example of improving service utility using service management automation?

- A. Pre-determined routing of a service request
- B. Reducing the time to compile service data
- C. Monitoring service availability
- D. Faster resource allocation

**Answer:** D

**NEW QUESTION 128**

Which practice updates information relating to symptoms and business impact?

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

**Answer:** D

**NEW QUESTION 129**

Which practice has a purpose that includes observing a service to report selected changes of state identified as events?

- A. Incident management
- B. Monitoring and event management
- C. Change control
- D. Information security management

**Answer:** D

**NEW QUESTION 131**

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

**Answer:** C

**NEW QUESTION 134**

Identify the missing word in the following sentence.

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of services, and the [?] that support them, is available when and where it is needed.

- A. suppliers
- B. assets
- C. customers
- D. Cls

**Answer:** D

**NEW QUESTION 139**

Which practice requires that staff demonstrate excellent customer service skills, such as empathy and emotional intelligence?

- A. Release management
- B. Service desk
- C. Problem management
- D. Supplier management

**Answer:** B

**NEW QUESTION 141**

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

**Answer:** C

**NEW QUESTION 142**

Which describes normal changes?

- A. Changes that need to be scheduled and assessed following a process
- B. Changes that are low-risk and pre-authorized
- C. Changes that are typically initiated as service requests
- D. Changes that must be implemented as soon as possible

**Answer:** A

**NEW QUESTION 143**

Identify the missing word in the following sentence.

A known error is a problem that has been [?] and has not been resolved.

- A. closed
- B. logged
- C. analysed
- D. escalated

**Answer:** C

**NEW QUESTION 148**

What type of change is MOST likely to be managed by the 'service request management' practice?

- A. An emergency change
- B. A normal change
- C. An application change
- D. A standard change

**Answer:** D

**NEW QUESTION 153**

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# Exam Questions ITIL-4-Foundation

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**NEW QUESTION 1**

Which practices are typically involved in the implementation of a problem resolution?

- \* 1. Continual improvement
- \* 2. Service request management
- \* 3. Service level management
- \* 4. Change control

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

**Answer:** B

**NEW QUESTION 2**

Which of the following is an example of workaround?

- A. A defective network switch is replaced with a new one
- B. An email server is restored after an incident is reported
- C. Server memory is increased when the server is unresponsive
- D. A server is restarted to resolve an incident

**Answer:** D

**NEW QUESTION 3**

Which service management dimension is focused on activities and how these are coordinated?

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

**Answer:** C

**NEW QUESTION 4**

Which is NOT a structure of service desk that is described in the ITIL service operation guidance?

- A. Local
- B. Centralized
- C. Outsourced
- D. Virtual

**Answer:** C

**NEW QUESTION 5**

Which term is used to describe the prediction and control of income and expenditure within an organization?

- A. Charging
- B. Governance
- C. Budgeting
- D. Accounting

**Answer:** C

**NEW QUESTION 6**

What should be used to set user expectations for request fulfilment times?

- A. The consumer demand for the service
- B. The time that the customer indicates for service delivery
- C. The service levels of the supplier
- D. The time needed to realistically deliver the service

**Answer:** D

**NEW QUESTION 7**

What is the starting point for optimization?

- A. Standardizing practices and services
- B. Determining where the most positive impact would be
- C. Securing stakeholder engagement
- D. Understanding the vision and objectives of the organization

**Answer:** D

**NEW QUESTION 8**

Which dimension of service management considers governance, management, and communication?

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

**Answer:** A

**NEW QUESTION 9**

What are the three phases of 'problem management'?

- A. Problem identification, problem control, error control
- B. Problem analysis, error identification, incident resolution
- C. Problem logging, problem classification, problem resolution
- D. Incident management, problem management, change control

**Answer:** A

**NEW QUESTION 10**

Which ITIL practice has a purpose that includes reducing the likelihood of incidents?

- A. Change control
- B. Continual improvement
- C. Problem management
- D. Service desk

**Answer:** C

**NEW QUESTION 10**

How does customer engagement contribute to the 'service level management' practice?

- \* 1. It captures information that metrics can be based on
- \* 2. It ensures the organization meets defined service levels
- \* 3. It defines the workflows for service requests
- \* 4. It supports progress discussions

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

**Answer:** A

**NEW QUESTION 12**

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

- A. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed
- B. To systematically observe services and service components, and record and report selected changes of state
- C. To protect the information needed by the organization to conduct its business
- D. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

**Answer:** B

**NEW QUESTION 17**

Which practice has a purpose that includes restoring normal service operation as quickly as possible?

- A. Problem management
- B. Incident management
- C. Deployment management
- D. Supplier management

**Answer:** B

**NEW QUESTION 18**

Which of the following should IT service continuity strategy be based on?

- \* 1. Design of the service metrics
- \* 2. Business continuity strategy
- \* 3. Business impact analysis (BIA)
- \* 4. Risk assessment

- A. 1, 2 and 4 only
- B. 1, 2 and 3 only
- C. 2, 3 and 4 only
- D. 1, 3 and 4 only

**Answer:**

C

**NEW QUESTION 23**

How does information about problems and known errors contribute to 'incident management'?

- A. It enables the reassessment of known errors
- B. It enables quick and efficient diagnosis of incidents
- C. It removes the need for collaboration during incident resolution
- D. It removes the need for regular customer updates

**Answer:** B

**NEW QUESTION 25**

What should all 'continual improvement' decisions be based on?

- A. Accurate and carefully analysed data
- B. Details of how services are measured
- C. A recent maturity assessment
- D. An up-to-date balanced scorecard

**Answer:** A

**NEW QUESTION 27**

What is an IT asset?

- A. The removal of anything that could have a direct or indirect effect on services
- B. Any component that needs to be managed in order to deliver a service
- C. A request from a user that initiates a service action
- D. Any financially valuable component that can contribute to delivery of an IT product or service

**Answer:** D

**NEW QUESTION 29**

A major incident has been closed, but there is a risk that it might happen again. How should this be logged and managed?

- A. As an event
- B. As a problem
- C. As a service request
- D. As a change request

**Answer:** B

**NEW QUESTION 33**

What type of change is pre-authorized, low risk, relatively common, and follows a procedure or work instruction?

- A. A standard change
- B. An emergency change
- C. An internal change
- D. A normal change

**Answer:** A

**NEW QUESTION 36**

Which statement about the 'service desk' practice is CORRECT?

- A. It provides a link with stakeholders at strategic and tactical levels
- B. It carries out change assessment and authorization
- C. It investigates the cause of incidents
- D. It needs a practical understanding of the business processes

**Answer:** D

**NEW QUESTION 39**

What is described by the service value system?

- A. How to apply the systems approach of the guiding principle think and work holistically
- B. Services based on one or more products, designed to address needs of a target consumer group
- C. How all the components and activities of the organization work together as a system to enable value creation
- D. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation

**Answer:** C

**NEW QUESTION 42**

Arrange the following steps of software lifecycle in correct order.

- \* 1. Retire
- \* 2. Test
- \* 3. Operate
- \* 4. Deploy
- \* 5. Ideation
- \* 6. Develop
- \* 7. Design

- A. Ideation, Design, Develop, Deploy, Test, Operate, Retire
- B. Retire, Test, Operate, Deploy, Ideation, Develop, Design
- C. None of the above
- D. Ideation, Test, Develop, Deploy, Design, Operate, Retire

**Answer:** A

#### **NEW QUESTION 46**

Which is a purpose of the 'engage' value chain activity?

- A. Meeting expectations for quality, costs and time-to-market
- B. Ensuring the continual improvement of services
- C. Ensuring that the organization's vision is understood
- D. Providing transparency and good relationships

**Answer:** D

#### **NEW QUESTION 47**

Which practice owns and manages issues, queries and requests from users?

- A. Service desk
- B. Problem management
- C. Incident management
- D. Change control

**Answer:** A

#### **NEW QUESTION 51**

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

- A. Self-service tools
- B. Compliments and complaints
- C. Processes and procedures
- D. Incident management

**Answer:** C

#### **NEW QUESTION 56**

Which value chain activity communicates the current status of all four dimensions of service management?

- A. Improve
- B. Engage
- C. Obtain/build
- D. Plan

**Answer:** D

#### **NEW QUESTION 61**

Which guiding principle emphasizes the need to understand the flow of work in progress, identify bottlenecks, and uncover waste?

- A. Focus on value
- B. Collaborate and promote visibility
- C. Think and work holistically
- D. Keep it simple and practical

**Answer:** B

#### **NEW QUESTION 64**

Which is one of the five aspects of service design?

- A. Management information systems and tools
- B. Risk analysis and management approach
- C. Management policy for business case creation
- D. Corporate governance and policy

**Answer:** A

#### **NEW QUESTION 67**

Which practice provides a single point of contact for users?

- A. Incident management
- B. Change control
- C. Service desk
- D. Service request management

**Answer:** C

#### **NEW QUESTION 71**

Which practice has a purpose that includes helping the organization to maximize value, control costs and manage risks?

- A. Relationship management
- B. IT asset management
- C. Release management
- D. Service desk

**Answer:** B

#### **NEW QUESTION 72**

Identify the missing words in the following sentence.

The management of information security incidents usually requires [?].

- A. Immediate escalation
- B. Specialist teams
- C. A separate process
- D. Third party support

**Answer:** C

#### **NEW QUESTION 77**

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

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

**Answer:** D

#### **NEW QUESTION 82**

Which is the correct combination of items that makes up an IT service?

- A. Customers, providers and documents
- B. Information technology, people and processes
- C. Information technology, networks and people
- D. People, processes and customers

**Answer:** B

#### **NEW QUESTION 83**

Which is an objective of the design coordination process?

- A. To produce service design packages and ensure they are handed over to service transition
- B. To assess and evaluate all changes and their impact on service designs
- C. To document the initial structure and relationship between services and customers
- D. To gather and document new service level requirements from the customer

**Answer:** A

#### **Explanation:**

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#### **NEW QUESTION 84**

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

**Answer:** A

#### **NEW QUESTION 87**

Which statement about the known error database (KEDB) is CORRECT?

- A. It is maintained by the service desk and updated with the details of each new incident
- B. It is a part of the configuration management database (CMDB) and contains workarounds
- C. It is maintained by problem management and is used by the service desk to help resolve incidents
- D. It is maintained by incident management and contains solutions to be implemented by problem management

**Answer:** C

#### **NEW QUESTION 90**

Which is a key requirement for a successful service level agreement?

- A. It should be written in legal language
- B. It should be simply written and easy to understand
- C. It should be based on the service provider's view of the service
- D. It should relate to simple operational metrics

**Answer:** B

#### **NEW QUESTION 94**

Which is a service request?

- A. Requesting a workaround for an issue
- B. Requesting information about how to create a document
- C. Requesting an enhancement to an application
- D. Requesting investigation of a degraded service

**Answer:** B

#### **NEW QUESTION 98**

Which statement about IT service management is CORRECT? D18912E1457D5D1DDCBD40AB3BF70D5D

- A. It is performed by customers using a mix of IT systems, services and processes
- B. It is performed by IT service providers using a mix of suppliers and their products
- C. It is performed by the service desk using a mix of people, process and technology
- D. It is performed by IT service providers using a mix of people, process and technology

**Answer:** D

#### **NEW QUESTION 99**

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. utility
- C. warranty
- D. costs

**Answer:** D

#### **NEW QUESTION 104**

Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

- A. Progress iteratively with feedback
- B. Keep it simple and practical
- C. Start where you are
- D. Focus on value

**Answer:** C

#### **NEW QUESTION 105**

How does categorization of incidents assist the 'incident management' practice?

- A. It determines the priority assigned to the incident
- B. It determines how the service provider is perceived
- C. It helps direct the incident to the correct support area
- D. It ensures that incidents are resolved in timescales agreed with the customer

**Answer:** C

#### **NEW QUESTION 107**

What is a recommendation of the 'focus on value' guiding principle?

- A. Make 'focus on value' a responsibility of the management
- B. Focus on the value of new and significant projects first
- C. Focus on value for the service provider first

D. Focus on value at every step of the improvement

**Answer:** D

**NEW QUESTION 109**

Which is a key consideration for the guiding principle 'keep it simple and practical'?

- A. Try to create a solution for every exception
- B. Start with a complex solution, then simplify
- C. Understand how each element contributes to value creation
- D. Ignore the conflicting objectives of different stakeholders

**Answer:** C

**NEW QUESTION 110**

Which is the CORRECT approach for managing a large improvement initiative as smaller iterations?

- A. Each iteration should be designed before starting the initiative and implemented without feedback
- B. Feedback should only be taken into account when one iteration fails to meet its objective
- C. Feedback should be reduced for large improvements as it is unlikely that circumstances will change
- D. Each iteration should be continually re-evaluated based on feedback

**Answer:** D

**NEW QUESTION 115**

Which activity captures the demand for incident resolution and service requests?

- A. Change control
- B. Problem management
- C. Service desk
- D. Service catalogue management

**Answer:** C

**NEW QUESTION 120**

Which is part of service provision?

- A. The management of resources configured to deliver the service
- B. The management of resources needed to consume the service
- C. The grouping of one or more services based on one or more products
- D. The joint activities performed to ensure continual value co-creation

**Answer:** A

**NEW QUESTION 122**

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

**Answer:** B

**NEW QUESTION 126**

Where should all master copies of controlled software and documentation be stored?

- A. In the definitive capacity library
- B. In the definitive media library
- C. In the definitive security library
- D. In the definitive production library

**Answer:** B

**NEW QUESTION 130**

Which describes outcomes?

- A. Tangible or intangible deliverables
- B. Results desired by a stakeholder
- C. Configuration of an organization's resources
- D. Functionality offered by a product or service

**Answer:** B

**NEW QUESTION 134**

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

**Answer:** A

**NEW QUESTION 135**

Which statement about the 'four Ps' of service design is CORRECT?

- A. Processes refers to skill and training
- B. Partners refers to suppliers and vendors
- C. People refers to technology and tools
- D. Products refers to producers and metrics

**Answer:** B

**Explanation:**

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**NEW QUESTION 138**

Identify the missing word in the following sentence.

A change is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on [?].

- A. assets
- B. values
- C. elements
- D. services

**Answer:** D

**NEW QUESTION 142**

How should automation be implemented?

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

**Answer:** C

**NEW QUESTION 143**

Which value chain activity ensures the availability of service components?

- A. Improve
- B. Deliver and support
- C. Engage
- D. Obtain/build

**Answer:** D

**NEW QUESTION 145**

What can be used to help determine the impact level of a problem?

- A. Definitive media library (DML)
- B. Configuration management system (CMS)
- C. Statement of requirements (SOR)
- D. Standard operating procedures (SOP)

**Answer:** B

**NEW QUESTION 150**

Which is NOT a component of the service value system?

- A. The guiding principles
- B. Governance
- C. Practices
- D. The four dimensions of service management

**Answer:** D

**NEW QUESTION 151**

Which stage of the service lifecycle has the purpose of looking for ways to improve process efficiency and cost effectiveness?

- A. Service operation
- B. Service transition
- C. Continual service improvement D18912E1457D5D1DDCBD40AB3BF70D5D
- D. Service strategy

**Answer:** C

#### **NEW QUESTION 152**

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

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

**Answer:** D

#### **NEW QUESTION 154**

Which statement about change authorization is CORRECT?

- A. A change authority should be assigned to each type of change and change model
- B. Centralizing change authorization to a single person is the most effective means of authorization
- C. The authorization of normal changes should be expedited to ensure they can be implemented quickly
- D. Standard changes are high risk and should be authorized by the highest level of change authority

**Answer:** A

#### **NEW QUESTION 159**

Which practice has a purpose that includes ensuring that risks have been properly assessed?

- A. Service configuration management
- B. Problem management
- C. Service level management
- D. Change control

**Answer:** D

#### **NEW QUESTION 163**

Which service catalogue view is considered beneficial when constructing the relationship between services, SLAs, OLAs, and other underpinning agreements?

- A. Service-based SLA view
- B. Wholesale customer view
- C. Retail customer view
- D. Supporting services view

**Answer:** D

#### **NEW QUESTION 164**

Which practice has a purpose that includes aligning the organization's practices and services with changing business needs?

- A. Relationship management
- B. Continual improvement
- C. Service configuration management
- D. Service level management

**Answer:** B

#### **NEW QUESTION 167**

Which TWO statements about an organization's culture are CORRECT? (Choose two.)

- \* 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

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

**Answer:** D

#### **NEW QUESTION 172**

What should be done for every problem?

- A. It should have a workaround to reduce the impact
- B. It should be prioritized based on its potential impact and probability
- C. It should be resolved so that it can be closed
- D. It should be diagnosed to identify possible solutions

**Answer:** B

#### **NEW QUESTION 177**

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

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

**Answer:** A

#### **NEW QUESTION 181**

What is the purpose of service level management?

- A. To obtain/build activity that ensures the service components are available when and where they are needed and meet agreed specifications.
- B. To ensure that all current and planned IT services are delivered to agreed achievable targets.
- C. To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels.
- D. To track and manage improvement ideas from identification to final action, organizations use a database or structured document called a continual improvement register (CIR).

**Answer:** B

#### **NEW QUESTION 184**

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

**Answer:** B

#### **NEW QUESTION 189**

Which is NOT a key focus of the 'information and technology' dimension?

- A. Workflow management and inventory systems
- B. Communication systems and knowledge bases
- C. Roles and responsibilities
- D. Security and compliance

**Answer:** C

#### **NEW QUESTION 192**

What is the purpose of problem management?

- A. Reduces the likelihood and impact of incidents
- B. Ensures services are restored as soon as possible
- C. Helps direct the incident to the correct support area
- D. Determines how the service provider is perceived

**Answer:** A

#### **NEW QUESTION 196**

Which guiding principle is PRIMARILY concerned with consumer's revenue and growth?

- A. Keep it simple and practical
- B. Optimize and automate
- C. Progress iteratively with feedback
- D. Focus on value

**Answer:** D

#### **NEW QUESTION 199**

Which practice provides visibility of the organization's services by capturing and reporting on service performance?

- A. Service desk
- B. Service level management
- C. Service request management

D. Service configuration management

**Answer:** B

**NEW QUESTION 204**

Which is the BEST example of an emergency change?

- A. The implementation of a planned new release of a software application
- B. A low-risk computer upgrade implemented as a service request
- C. The implementation of a security patch to a critical software application
- D. A scheduled major hardware and software implementation

**Answer:** C

**NEW QUESTION 207**

What three elements make up the Service Portfolio?

- A. Customer portfolio, service catalogue and retired services
- B. Customer portfolio, configuration management system and service catalogue
- C. Service pipeline, service catalogue and retired services
- D. Service pipeline, configuration management system and service catalogue

**Answer:** C

**Explanation:**

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**NEW QUESTION 212**

What defines the requirements for a service and takes responsibility for the outcomes of service consumption?

- A. A customer
- B. A user
- C. A configuration item (CI)
- D. An IT asset

**Answer:** A

**NEW QUESTION 215**

Which practice updates information relating to symptoms and business impact?

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

**Answer:** D

**NEW QUESTION 216**

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

- A. Problem analysis
- B. Technical knowledge
- C. Listening
- D. Diagnosis

**Answer:** C

**NEW QUESTION 218**

Which stakeholders co-create value in a service relationship?

- A. Investor and consumer
- B. Investor and supplier
- C. Consumer and provider
- D. Provider and supplier

**Answer:** C

**NEW QUESTION 223**

Which dimension includes a workflow management system?

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

**Answer:** A

**NEW QUESTION 227**

Which term describes the functionality offered by a service?

- A. cost
- B. Utility
- C. Warranty
- D. Risk

**Answer:** B

**NEW QUESTION 228**

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

**Answer:** C

**NEW QUESTION 231**

Which function is responsible for the management of a data centre?

- A. Technical management
- B. Service desk
- C. Application management
- D. Facilities management

**Answer:** D

**Explanation:**

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**NEW QUESTION 232**

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. 1 and 4
- C. 2 and 3
- D. 3 and 4

**Answer:** A

**NEW QUESTION 236**

Which guiding principle describes the importance of doing something, instead of spending a long time analysing different options?

- A. Optimize and automate
- B. Start where you are
- C. Focus on value
- D. Progress iteratively with feedback

**Answer:** D

**NEW QUESTION 237**

Which practice requires that staff demonstrate excellent customer service skills, such as empathy and emotional intelligence?

- A. Release management
- B. Service desk
- C. Problem management
- D. Supplier management

**Answer:** B

**NEW QUESTION 238**

What is NOT within the scope of service catalogue management?

- A. Contribution to the definition of services
- B. Interfaces between all services and supporting services
- C. Interfaces between the service catalogue and service portfolio

D. Fulfilment of business service requests

**Answer:** D

**NEW QUESTION 242**

Which joint activity performed by a service provider and service consumer ensures continual value co-creation?

- A. Service offering
- B. Service provision
- C. Service relationship management
- D. Service consumption

**Answer:** C

**NEW QUESTION 247**

Identify the missing word in the following sentence.

A known error is a problem that has been [?] and has not been resolved.

- A. closed
- B. logged
- C. analysed
- D. escalated

**Answer:** C

**NEW QUESTION 249**

Which is an important principle of communication in service operation?

- A. Information should always be communicated
- B. It has an intended purpose or a resultant action D18912E1457D5D1DDCBD40AB3BF70D5D
- C. Meetings are always the best method of communication
- D. It is stored in the configuration management system

**Answer:** B

**NEW QUESTION 254**

What type of change is MOST likely to be managed by the 'service request management' practice?

- A. An emergency change
- B. A normal change
- C. An application change
- D. A standard change

**Answer:** D

**NEW QUESTION 259**

Which of the following is an example of incident?

- A. A backup server is being rebooted while services are running on the primary server
- B. An application is not available during the business hours
- C. A user has requested access to a shared repository
- D. A user wants to reset the password of a server

**Answer:** B

**NEW QUESTION 261**

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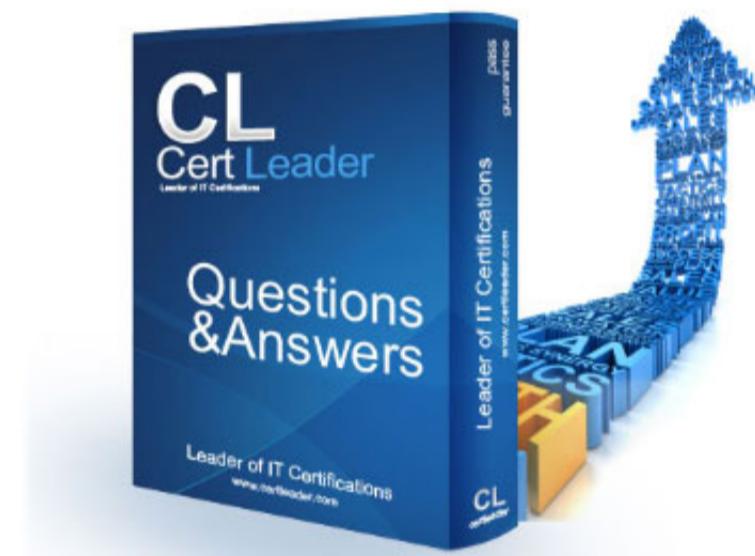
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**NEW QUESTION 1**

Which are the elements of process control?

- A. Inputs, outputs and triggers
- B. Work instructions, procedures and roles
- C. Resources, capabilities and metrics
- D. Process owner, policy and objectives

**Answer:** D

**NEW QUESTION 2**

Which term is used to describe the prediction and control of income and expenditure within an organization?

- A. Charging
- B. Governance
- C. Budgeting
- D. Accounting

**Answer:** C

**NEW QUESTION 3**

What should be used to set user expectations for request fulfilment times?

- A. The consumer demand for the service
- B. The time that the customer indicates for service delivery
- C. The service levels of the supplier
- D. The time needed to realistically deliver the service

**Answer:** D

**NEW QUESTION 4**

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

**Answer:** A

**NEW QUESTION 5**

When should a change request be submitted to resolve a problem?

- A. As soon as a solution for the problem has been identified
- B. As soon as a workaround for the problem has been identified
- C. As soon as the analysis of the frequency and impact of incidents justifies the change
- D. As soon as the analysis of cost, risks and benefits justifies the change

**Answer:** D

**NEW QUESTION 6**

What is the starting point for optimization?

- A. Standardizing practices and services
- B. Determining where the most positive impact would be
- C. Securing stakeholder engagement
- D. Understanding the vision and objectives of the organization

**Answer:** D

**NEW QUESTION 7**

Which ITIL practice has a purpose that includes reducing the likelihood of incidents?

- A. Change control
- B. Continual improvement
- C. Problem management
- D. Service desk

**Answer:** C

**NEW QUESTION 8**

What should a release policy include?

- A. The process owner and process manager for each type of release
- B. The roles and responsibilities for incident and problem resolution
- C. The naming convention and expected frequency of each type of release
- D. The naming convention for all configuration items (CI) recorded in the configuration management system(CMS)

**Answer:** C

**NEW QUESTION 9**

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

- A. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed
- B. To systematically observe services and service components, and record and report selected changes of state
- C. To protect the information needed by the organization to conduct its business
- D. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

**Answer:** B

**NEW QUESTION 10**

Which practice has a purpose that includes restoring normal service operation as quickly as possible?

- A. Problem management
- B. Incident management
- C. Deployment management
- D. Supplier management

**Answer:** B

**NEW QUESTION 10**

How does information about problems and known errors contribute to 'incident management'?

- A. It enables the reassessment of known errors
- B. It enables quick and efficient diagnosis of incidents
- C. It removes the need for collaboration during incident resolution
- D. It removes the need for regular customer updates

**Answer:** B

**NEW QUESTION 14**

What is an event?

- A. The addition, modification, or removal of anything that could have a direct or indirect effect on services
- B. Any change of state that has significance for the management of a service or other configuration item
- C. Cause of one or more incidents
- D. An unplanned interruption to a service or reduction in the quality of a service

**Answer:** B

**NEW QUESTION 19**

Which statement about the 'service desk' practice is CORRECT?

- A. It provides a link with stakeholders at strategic and tactical levels
- B. It carries out change assessment and authorization
- C. It investigates the cause of incidents
- D. It needs a practical understanding of the business processes

**Answer:** D

**NEW QUESTION 23**

What is described by the service value system?

- A. How to apply the systems approach of the guiding principle think and work holistically
- B. Services based on one or more products, designed to address needs of a target consumer group
- C. How all the components and activities of the organization work together as a system to enable value creation
- D. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation

**Answer:** C

**NEW QUESTION 27**

Arrange the following steps of software lifecycle in correct order.

- \* 1. Retire
- \* 2. Test
- \* 3. Operate
- \* 4. Deploy
- \* 5. Ideation
- \* 6. Develop

**\* 7. Design**

- A. Ideation, Design, Develop, Deploy, Test, Operate, Retire
- B. Retire, Test, Operate, Deploy, Ideation, Develop, Design
- C. None of the above
- D. Ideation, Test, Develop, Deploy, Design, Operate, Retire

**Answer:** A**NEW QUESTION 30**

How do all value chain activities transform inputs to outputs?

- A. By using a combination of practices
- B. By using a single functional team
- C. By determining service demand
- D. By implementing process automation

**Answer:** A**NEW QUESTION 34**

Which value chain activity communicates the current status of all four dimensions of service management?

- A. Improve
- B. Engage
- C. Obtain/build
- D. Plan

**Answer:** D**NEW QUESTION 36**

Which practice identifies metrics that reflect the customer's experience of a service?

- A. Continual improvement
- B. Service desk
- C. Service level management
- D. Problem management

**Answer:** C**NEW QUESTION 37**

Which statement BEST describes the value of service strategy to the business?

- A. It allows higher volumes of successful change
- B. It reduces unplanned costs through optimized handling of service outages
- C. It reduces the duration and frequency of service outages
- D. It enables the service provider to understand what levels of service will make their customers successful

**Answer:** D**NEW QUESTION 42**

Identify the missing words in the following sentence.

The management of information security incidents usually requires [?].

- A. Immediate escalation
- B. Specialist teams
- C. A separate process
- D. Third party support

**Answer:** C**NEW QUESTION 45**

When should the effectiveness of a problem workaround be assessed?

- A. Whenever the workaround is used
- B. Whenever the problem is resolved
- C. Whenever the workaround becomes a known error
- D. Whenever the problem is prioritized

**Answer:** A**NEW QUESTION 50**

Which statement about metrics is CORRECT?

- A. Process metrics can be used to measure end-to-end service performance
- B. Technology metrics can be used to measure component performance and availability

- C. Process metrics can be used to measure the utilization of a supplier's network
- D. Technology metrics can be used to determine the overall health of a process

**Answer:** B

**NEW QUESTION 53**

Which is an objective of the design coordination process?

- A. To produce service design packages and ensure they are handed over to service transition
- B. To assess and evaluate all changes and their impact on service designs
- C. To document the initial structure and relationship between services and customers
- D. To gather and document new service level requirements from the customer

**Answer:** A

**Explanation:**

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**NEW QUESTION 54**

Which ITIL concept describes governance?

- A. The service value system
- B. The service value chain
- C. The seven guiding principles
- D. The four dimensions of service management

**Answer:** A

**NEW QUESTION 59**

Which statement about the known error database (KEDB) is CORRECT?

- A. It is maintained by the service desk and updated with the details of each new incident
- B. It is a part of the configuration management database (CMDB) and contains workarounds
- C. It is maintained by problem management and is used by the service desk to help resolve incidents
- D. It is maintained by incident management and contains solutions to be implemented by problem management

**Answer:** C

**NEW QUESTION 60**

Which statement about outcomes is CORRECT?

- A. Outcomes help service consumers achieve outputs
- B. Outcomes are one or more services that fulfil the needs of a service consumer
- C. Service providers help service consumers achieve outcomes
- D. Helping service consumers achieve outcomes reduces service provider costs

**Answer:** C

**NEW QUESTION 62**

Which statement about IT service management is CORRECT? D18912E1457D5D1DDCBD40AB3BF70D5D

- A. It is performed by customers using a mix of IT systems, services and processes
- B. It is performed by IT service providers using a mix of suppliers and their products
- C. It is performed by the service desk using a mix of people, process and technology
- D. It is performed by IT service providers using a mix of people, process and technology

**Answer:** D

**NEW QUESTION 65**

When should a full risk assessment and authorization be carried out for a standard change?

- A. Each time the standard change is implemented
- B. When the procedure for the standard change is created
- C. At least once a year
- D. When an emergency change is requested

**Answer:** B

**NEW QUESTION 68**

Which is the CORRECT approach for managing a large improvement initiative as smaller iterations?

- A. Each iteration should be designed before starting the initiative and implemented without feedback
- B. Feedback should only be taken into account when one iteration fails to meet its objective
- C. Feedback should be reduced for large improvements as it is unlikely that circumstances will change
- D. Each iteration should be continually re-evaluated based on feedback

**Answer:** D**NEW QUESTION 69**

Which activity captures the demand for incident resolution and service requests?

- A. Change control
- B. Problem management
- C. Service desk
- D. Service catalogue management

**Answer:** C**NEW QUESTION 72**

Which is part of service provision?

- A. The management of resources configured to deliver the service
- B. The management of resources needed to consume the service
- C. The grouping of one or more services based on one or more products
- D. The joint activities performed to ensure continual value co-creation

**Answer:** A**NEW QUESTION 76**

Where should all master copies of controlled software and documentation be stored?

- A. In the definitive capacity library
- B. In the definitive media library
- C. In the definitive security library
- D. In the definitive production library

**Answer:** B**NEW QUESTION 77**

Which describes outcomes?

- A. Tangible or intangible deliverables
- B. Results desired by a stakeholder
- C. Configuration of an organization's resources
- D. Functionality offered by a product or service

**Answer:** B**NEW QUESTION 78**

What is warranty?

- A. Assurance that a product or service will meet agreed requirements
- B. The amount of money spent on a specific activity or resource
- C. The functionality offered by a product or service to meet a particular need
- D. The perceived benefits, usefulness and importance of something

**Answer:** A**NEW QUESTION 83**

Which guiding principle helps to ensure that better information is available for decision making?

- A. Keep it simple and practical
- B. Collaborate and promote visibility
- C. Optimize and automate
- D. Think and work holistically

**Answer:** B**NEW QUESTION 86**

Which statement about the 'four Ps' of service design is CORRECT?

- A. Processes refers to skill and training
- B. Partners refers to suppliers and vendors
- C. People refers to technology and tools
- D. Products refers to producers and metrics

**Answer:** B**Explanation:**

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**NEW QUESTION 90**

Identify the missing word in the following sentence.

A change is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on [?].

- A. assets
- B. values
- C. elements
- D. services

**Answer:** D

**NEW QUESTION 95**

Which stage of the service lifecycle has the purpose of looking for ways to improve process efficiency and cost effectiveness?

- A. Service operation
- B. Service transition
- C. Continual service improvement D18912E1457D5D1DDCBD40AB3BF70D5D
- D. Service strategy

**Answer:** C

**NEW QUESTION 96**

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

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

**Answer:** D

**NEW QUESTION 101**

Which TWO statements about an organization's culture are CORRECT? (Choose two.)

- \* 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

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

**Answer:** D

**NEW QUESTION 105**

What should be done for every problem?

- A. It should have a workaround to reduce the impact
- B. It should be prioritized based on its potential impact and probability
- C. It should be resolved so that it can be closed
- D. It should be diagnosed to identify possible solutions

**Answer:** B

**NEW QUESTION 110**

What should be done first when applying the 'focus on value' guiding principle?

- A. Identify all suppliers and partners involved in the service
- B. Determine the cost of providing the service
- C. Identify the outcomes that the service facilitates
- D. Determine who the service consumer is in each situation

**Answer:** D

**NEW QUESTION 113**

What are the types of asset management?

- A. IT asset management and software asset management
- B. Operational and technical management
- C. IT asset management and technical management
- D. Operational management and IT asset management

**Answer:** A

**NEW QUESTION 114**

Which is intended to help an organization adopt and adapt ITIL guidance?

- A. The four dimensions of service
- B. Practices
- C. The service value chain
- D. The guiding principles

**Answer:** D

**NEW QUESTION 118**

Which describes a set of defined steps for implementing improvements?

- A. The 'improve' value chain activity
- B. The 'continual improvement register'
- C. The 'continual improvement model'
- D. The 'engage' value chain activity

**Answer:** C

**NEW QUESTION 123**

What is a definition of a service improvement plan (SIP)?

- A. A formal plan to implement improvements to a customer's business processes
- B. An input from availability management to service level management, detailing the service design plan
- C. A formal plan to implement improvements to a service or process
- D. An input from financial management for IT services to service level management, detailing the budget plan

**Answer:** C

**Explanation:**

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**NEW QUESTION 126**

Which is an example of improving service utility using service management automation?

- A. Pre-determined routing of a service request
- B. Reducing the time to compile service data
- C. Monitoring service availability
- D. Faster resource allocation

**Answer:** D

**NEW QUESTION 128**

Which practice updates information relating to symptoms and business impact?

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

**Answer:** D

**NEW QUESTION 129**

Which practice has a purpose that includes observing a service to report selected changes of state identified as events?

- A. Incident management
- B. Monitoring and event management
- C. Change control
- D. Information security management

**Answer:** D

**NEW QUESTION 131**

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

**Answer:** C

**NEW QUESTION 134**

Identify the missing word in the following sentence.

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of services, and the [?] that support them, is available when and where it is needed.

- A. suppliers
- B. assets
- C. customers
- D. Cls

**Answer:** D

**NEW QUESTION 139**

Which practice requires that staff demonstrate excellent customer service skills, such as empathy and emotional intelligence?

- A. Release management
- B. Service desk
- C. Problem management
- D. Supplier management

**Answer:** B

**NEW QUESTION 141**

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

**Answer:** C

**NEW QUESTION 142**

Which describes normal changes?

- A. Changes that need to be scheduled and assessed following a process
- B. Changes that are low-risk and pre-authorized
- C. Changes that are typically initiated as service requests
- D. Changes that must be implemented as soon as possible

**Answer:** A

**NEW QUESTION 143**

Identify the missing word in the following sentence.

A known error is a problem that has been [?] and has not been resolved.

- A. closed
- B. logged
- C. analysed
- D. escalated

**Answer:** C

**NEW QUESTION 148**

What type of change is MOST likely to be managed by the 'service request management' practice?

- A. An emergency change
- B. A normal change
- C. An application change
- D. A standard change

**Answer:** D

**NEW QUESTION 153**

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# Exam Questions ITIL-4-Foundation

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**NEW QUESTION 1**

Which practices are typically involved in the implementation of a problem resolution?

- \* 1. Continual improvement
- \* 2. Service request management
- \* 3. Service level management
- \* 4. Change control

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

**Answer:** B

**NEW QUESTION 2**

Which of the following is an example of workaround?

- A. A defective network switch is replaced with a new one
- B. An email server is restored after an incident is reported
- C. Server memory is increased when the server is unresponsive
- D. A server is restarted to resolve an incident

**Answer:** D

**NEW QUESTION 3**

Which service management dimension is focused on activities and how these are coordinated?

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

**Answer:** C

**NEW QUESTION 4**

Which is NOT a structure of service desk that is described in the ITIL service operation guidance?

- A. Local
- B. Centralized
- C. Outsourced
- D. Virtual

**Answer:** C

**NEW QUESTION 5**

Which term is used to describe the prediction and control of income and expenditure within an organization?

- A. Charging
- B. Governance
- C. Budgeting
- D. Accounting

**Answer:** C

**NEW QUESTION 6**

What should be used to set user expectations for request fulfilment times?

- A. The consumer demand for the service
- B. The time that the customer indicates for service delivery
- C. The service levels of the supplier
- D. The time needed to realistically deliver the service

**Answer:** D

**NEW QUESTION 7**

What is the starting point for optimization?

- A. Standardizing practices and services
- B. Determining where the most positive impact would be
- C. Securing stakeholder engagement
- D. Understanding the vision and objectives of the organization

**Answer:** D

**NEW QUESTION 8**

Which dimension of service management considers governance, management, and communication?

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

**Answer:** A

**NEW QUESTION 9**

What are the three phases of 'problem management'?

- A. Problem identification, problem control, error control
- B. Problem analysis, error identification, incident resolution
- C. Problem logging, problem classification, problem resolution
- D. Incident management, problem management, change control

**Answer:** A

**NEW QUESTION 10**

Which ITIL practice has a purpose that includes reducing the likelihood of incidents?

- A. Change control
- B. Continual improvement
- C. Problem management
- D. Service desk

**Answer:** C

**NEW QUESTION 10**

How does customer engagement contribute to the 'service level management' practice?

- \* 1. It captures information that metrics can be based on
- \* 2. It ensures the organization meets defined service levels
- \* 3. It defines the workflows for service requests
- \* 4. It supports progress discussions

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

**Answer:** A

**NEW QUESTION 12**

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

- A. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed
- B. To systematically observe services and service components, and record and report selected changes of state
- C. To protect the information needed by the organization to conduct its business
- D. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

**Answer:** B

**NEW QUESTION 17**

Which practice has a purpose that includes restoring normal service operation as quickly as possible?

- A. Problem management
- B. Incident management
- C. Deployment management
- D. Supplier management

**Answer:** B

**NEW QUESTION 18**

Which of the following should IT service continuity strategy be based on?

- \* 1. Design of the service metrics
- \* 2. Business continuity strategy
- \* 3. Business impact analysis (BIA)
- \* 4. Risk assessment

- A. 1, 2 and 4 only
- B. 1, 2 and 3 only
- C. 2, 3 and 4 only
- D. 1, 3 and 4 only

**Answer:**

C

#### NEW QUESTION 23

How does information about problems and known errors contribute to 'incident management'?

- A. It enables the reassessment of known errors
- B. It enables quick and efficient diagnosis of incidents
- C. It removes the need for collaboration during incident resolution
- D. It removes the need for regular customer updates

**Answer:** B

#### NEW QUESTION 25

What should all 'continual improvement' decisions be based on?

- A. Accurate and carefully analysed data
- B. Details of how services are measured
- C. A recent maturity assessment
- D. An up-to-date balanced scorecard

**Answer:** A

#### NEW QUESTION 27

What is an IT asset?

- A. The removal of anything that could have a direct or indirect effect on services
- B. Any component that needs to be managed in order to deliver a service
- C. A request from a user that initiates a service action
- D. Any financially valuable component that can contribute to delivery of an IT product or service

**Answer:** D

#### NEW QUESTION 29

A major incident has been closed, but there is a risk that it might happen again. How should this be logged and managed?

- A. As an event
- B. As a problem
- C. As a service request
- D. As a change request

**Answer:** B

#### NEW QUESTION 33

What type of change is pre-authorized, low risk, relatively common, and follows a procedure or work instruction?

- A. A standard change
- B. An emergency change
- C. An internal change
- D. A normal change

**Answer:** A

#### NEW QUESTION 36

Which statement about the 'service desk' practice is CORRECT?

- A. It provides a link with stakeholders at strategic and tactical levels
- B. It carries out change assessment and authorization
- C. It investigates the cause of incidents
- D. It needs a practical understanding of the business processes

**Answer:** D

#### NEW QUESTION 39

What is described by the service value system?

- A. How to apply the systems approach of the guiding principle think and work holistically
- B. Services based on one or more products, designed to address needs of a target consumer group
- C. How all the components and activities of the organization work together as a system to enable value creation
- D. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation

**Answer:** C

#### NEW QUESTION 42

Arrange the following steps of software lifecycle in correct order.

- \* 1. Retire
- \* 2. Test
- \* 3. Operate
- \* 4. Deploy
- \* 5. Ideation
- \* 6. Develop
- \* 7. Design

- A. Ideation, Design, Develop, Deploy, Test, Operate, Retire
- B. Retire, Test, Operate, Deploy, Ideation, Develop, Design
- C. None of the above
- D. Ideation, Test, Develop, Deploy, Design, Operate, Retire

**Answer:** A

#### **NEW QUESTION 46**

Which is a purpose of the 'engage' value chain activity?

- A. Meeting expectations for quality, costs and time-to-market
- B. Ensuring the continual improvement of services
- C. Ensuring that the organization's vision is understood
- D. Providing transparency and good relationships

**Answer:** D

#### **NEW QUESTION 47**

Which practice owns and manages issues, queries and requests from users?

- A. Service desk
- B. Problem management
- C. Incident management
- D. Change control

**Answer:** A

#### **NEW QUESTION 51**

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

- A. Self-service tools
- B. Compliments and complaints
- C. Processes and procedures
- D. Incident management

**Answer:** C

#### **NEW QUESTION 56**

Which value chain activity communicates the current status of all four dimensions of service management?

- A. Improve
- B. Engage
- C. Obtain/build
- D. Plan

**Answer:** D

#### **NEW QUESTION 61**

Which guiding principle emphasizes the need to understand the flow of work in progress, identify bottlenecks, and uncover waste?

- A. Focus on value
- B. Collaborate and promote visibility
- C. Think and work holistically
- D. Keep it simple and practical

**Answer:** B

#### **NEW QUESTION 64**

Which is one of the five aspects of service design?

- A. Management information systems and tools
- B. Risk analysis and management approach
- C. Management policy for business case creation
- D. Corporate governance and policy

**Answer:** A

#### **NEW QUESTION 67**

Which practice provides a single point of contact for users?

- A. Incident management
- B. Change control
- C. Service desk
- D. Service request management

**Answer:** C

#### **NEW QUESTION 71**

Which practice has a purpose that includes helping the organization to maximize value, control costs and manage risks?

- A. Relationship management
- B. IT asset management
- C. Release management
- D. Service desk

**Answer:** B

#### **NEW QUESTION 72**

Identify the missing words in the following sentence.

The management of information security incidents usually requires [?].

- A. Immediate escalation
- B. Specialist teams
- C. A separate process
- D. Third party support

**Answer:** C

#### **NEW QUESTION 77**

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

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

**Answer:** D

#### **NEW QUESTION 82**

Which is the correct combination of items that makes up an IT service?

- A. Customers, providers and documents
- B. Information technology, people and processes
- C. Information technology, networks and people
- D. People, processes and customers

**Answer:** B

#### **NEW QUESTION 83**

Which is an objective of the design coordination process?

- A. To produce service design packages and ensure they are handed over to service transition
- B. To assess and evaluate all changes and their impact on service designs
- C. To document the initial structure and relationship between services and customers
- D. To gather and document new service level requirements from the customer

**Answer:** A

#### **Explanation:**

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#### **NEW QUESTION 84**

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

**Answer:** A

#### **NEW QUESTION 87**

Which statement about the known error database (KEDB) is CORRECT?

- A. It is maintained by the service desk and updated with the details of each new incident
- B. It is a part of the configuration management database (CMDB) and contains workarounds
- C. It is maintained by problem management and is used by the service desk to help resolve incidents
- D. It is maintained by incident management and contains solutions to be implemented by problem management

**Answer:** C

#### **NEW QUESTION 90**

Which is a key requirement for a successful service level agreement?

- A. It should be written in legal language
- B. It should be simply written and easy to understand
- C. It should be based on the service provider's view of the service
- D. It should relate to simple operational metrics

**Answer:** B

#### **NEW QUESTION 94**

Which is a service request?

- A. Requesting a workaround for an issue
- B. Requesting information about how to create a document
- C. Requesting an enhancement to an application
- D. Requesting investigation of a degraded service

**Answer:** B

#### **NEW QUESTION 98**

Which statement about IT service management is CORRECT? D18912E1457D5D1DDCBD40AB3BF70D5D

- A. It is performed by customers using a mix of IT systems, services and processes
- B. It is performed by IT service providers using a mix of suppliers and their products
- C. It is performed by the service desk using a mix of people, process and technology
- D. It is performed by IT service providers using a mix of people, process and technology

**Answer:** D

#### **NEW QUESTION 99**

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. utility
- C. warranty
- D. costs

**Answer:** D

#### **NEW QUESTION 104**

Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

- A. Progress iteratively with feedback
- B. Keep it simple and practical
- C. Start where you are
- D. Focus on value

**Answer:** C

#### **NEW QUESTION 105**

How does categorization of incidents assist the 'incident management' practice?

- A. It determines the priority assigned to the incident
- B. It determines how the service provider is perceived
- C. It helps direct the incident to the correct support area
- D. It ensures that incidents are resolved in timescales agreed with the customer

**Answer:** C

#### **NEW QUESTION 107**

What is a recommendation of the 'focus on value' guiding principle?

- A. Make 'focus on value' a responsibility of the management
- B. Focus on the value of new and significant projects first
- C. Focus on value for the service provider first

D. Focus on value at every step of the improvement

**Answer:** D

#### **NEW QUESTION 109**

Which is a key consideration for the guiding principle 'keep it simple and practical'?

- A. Try to create a solution for every exception
- B. Start with a complex solution, then simplify
- C. Understand how each element contributes to value creation
- D. Ignore the conflicting objectives of different stakeholders

**Answer:** C

#### **NEW QUESTION 110**

Which is the CORRECT approach for managing a large improvement initiative as smaller iterations?

- A. Each iteration should be designed before starting the initiative and implemented without feedback
- B. Feedback should only be taken into account when one iteration fails to meet its objective
- C. Feedback should be reduced for large improvements as it is unlikely that circumstances will change
- D. Each iteration should be continually re-evaluated based on feedback

**Answer:** D

#### **NEW QUESTION 115**

Which activity captures the demand for incident resolution and service requests?

- A. Change control
- B. Problem management
- C. Service desk
- D. Service catalogue management

**Answer:** C

#### **NEW QUESTION 120**

Which is part of service provision?

- A. The management of resources configured to deliver the service
- B. The management of resources needed to consume the service
- C. The grouping of one or more services based on one or more products
- D. The joint activities performed to ensure continual value co-creation

**Answer:** A

#### **NEW QUESTION 122**

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

**Answer:** B

#### **NEW QUESTION 126**

Where should all master copies of controlled software and documentation be stored?

- A. In the definitive capacity library
- B. In the definitive media library
- C. In the definitive security library
- D. In the definitive production library

**Answer:** B

#### **NEW QUESTION 130**

Which describes outcomes?

- A. Tangible or intangible deliverables
- B. Results desired by a stakeholder
- C. Configuration of an organization's resources
- D. Functionality offered by a product or service

**Answer:** B

**NEW QUESTION 134**

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

**Answer:** A

**NEW QUESTION 135**

Which statement about the 'four Ps' of service design is CORRECT?

- A. Processes refers to skill and training
- B. Partners refers to suppliers and vendors
- C. People refers to technology and tools
- D. Products refers to producers and metrics

**Answer:** B

**Explanation:**

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**NEW QUESTION 138**

Identify the missing word in the following sentence.

A change is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on [?].

- A. assets
- B. values
- C. elements
- D. services

**Answer:** D

**NEW QUESTION 142**

How should automation be implemented?

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

**Answer:** C

**NEW QUESTION 143**

Which value chain activity ensures the availability of service components?

- A. Improve
- B. Deliver and support
- C. Engage
- D. Obtain/build

**Answer:** D

**NEW QUESTION 145**

What can be used to help determine the impact level of a problem?

- A. Definitive media library (DML)
- B. Configuration management system (CMS)
- C. Statement of requirements (SOR)
- D. Standard operating procedures (SOP)

**Answer:** B

**NEW QUESTION 150**

Which is NOT a component of the service value system?

- A. The guiding principles
- B. Governance
- C. Practices
- D. The four dimensions of service management

**Answer:** D

**NEW QUESTION 151**

Which stage of the service lifecycle has the purpose of looking for ways to improve process efficiency and cost effectiveness?

- A. Service operation
- B. Service transition
- C. Continual service improvement D18912E1457D5D1DDCBD40AB3BF70D5D
- D. Service strategy

**Answer:** C

#### **NEW QUESTION 152**

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

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

**Answer:** D

#### **NEW QUESTION 154**

Which statement about change authorization is CORRECT?

- A. A change authority should be assigned to each type of change and change model
- B. Centralizing change authorization to a single person is the most effective means of authorization
- C. The authorization of normal changes should be expedited to ensure they can be implemented quickly
- D. Standard changes are high risk and should be authorized by the highest level of change authority

**Answer:** A

#### **NEW QUESTION 159**

Which practice has a purpose that includes ensuring that risks have been properly assessed?

- A. Service configuration management
- B. Problem management
- C. Service level management
- D. Change control

**Answer:** D

#### **NEW QUESTION 163**

Which service catalogue view is considered beneficial when constructing the relationship between services, SLAs, OLAs, and other underpinning agreements?

- A. Service-based SLA view
- B. Wholesale customer view
- C. Retail customer view
- D. Supporting services view

**Answer:** D

#### **NEW QUESTION 164**

Which practice has a purpose that includes aligning the organization's practices and services with changing business needs?

- A. Relationship management
- B. Continual improvement
- C. Service configuration management
- D. Service level management

**Answer:** B

#### **NEW QUESTION 167**

Which TWO statements about an organization's culture are CORRECT? (Choose two.)

- \* 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

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

**Answer:** D

#### **NEW QUESTION 172**

What should be done for every problem?

- A. It should have a workaround to reduce the impact
- B. It should be prioritized based on its potential impact and probability
- C. It should be resolved so that it can be closed
- D. It should be diagnosed to identify possible solutions

**Answer:** B

#### **NEW QUESTION 177**

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

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

**Answer:** A

#### **NEW QUESTION 181**

What is the purpose of service level management?

- A. To obtain/build activity that ensures the service components are available when and where they are needed and meet agreed specifications.
- B. To ensure that all current and planned IT services are delivered to agreed achievable targets.
- C. To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels.
- D. To track and manage improvement ideas from identification to final action, organizations use a database or structured document called a continual improvement register (CIR).

**Answer:** B

#### **NEW QUESTION 184**

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

**Answer:** B

#### **NEW QUESTION 189**

Which is NOT a key focus of the 'information and technology' dimension?

- A. Workflow management and inventory systems
- B. Communication systems and knowledge bases
- C. Roles and responsibilities
- D. Security and compliance

**Answer:** C

#### **NEW QUESTION 192**

What is the purpose of problem management?

- A. Reduces the likelihood and impact of incidents
- B. Ensures services are restored as soon as possible
- C. Helps direct the incident to the correct support area
- D. Determines how the service provider is perceived

**Answer:** A

#### **NEW QUESTION 196**

Which guiding principle is PRIMARILY concerned with consumer's revenue and growth?

- A. Keep it simple and practical
- B. Optimize and automate
- C. Progress iteratively with feedback
- D. Focus on value

**Answer:** D

#### **NEW QUESTION 199**

Which practice provides visibility of the organization's services by capturing and reporting on service performance?

- A. Service desk
- B. Service level management
- C. Service request management

D. Service configuration management

**Answer:** B

**NEW QUESTION 204**

Which is the BEST example of an emergency change?

- A. The implementation of a planned new release of a software application
- B. A low-risk computer upgrade implemented as a service request
- C. The implementation of a security patch to a critical software application
- D. A scheduled major hardware and software implementation

**Answer:** C

**NEW QUESTION 207**

What three elements make up the Service Portfolio?

- A. Customer portfolio, service catalogue and retired services
- B. Customer portfolio, configuration management system and service catalogue
- C. Service pipeline, service catalogue and retired services
- D. Service pipeline, configuration management system and service catalogue

**Answer:** C

**Explanation:**

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**NEW QUESTION 212**

What defines the requirements for a service and takes responsibility for the outcomes of service consumption?

- A. A customer
- B. A user
- C. A configuration item (CI)
- D. An IT asset

**Answer:** A

**NEW QUESTION 215**

Which practice updates information relating to symptoms and business impact?

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

**Answer:** D

**NEW QUESTION 216**

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

- A. Problem analysis
- B. Technical knowledge
- C. Listening
- D. Diagnosis

**Answer:** C

**NEW QUESTION 218**

Which stakeholders co-create value in a service relationship?

- A. Investor and consumer
- B. Investor and supplier
- C. Consumer and provider
- D. Provider and supplier

**Answer:** C

**NEW QUESTION 223**

Which dimension includes a workflow management system?

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

**Answer:** A

**NEW QUESTION 227**

Which term describes the functionality offered by a service?

- A. cost
- B. Utility
- C. Warranty
- D. Risk

**Answer:** B

**NEW QUESTION 228**

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

**Answer:** C

**NEW QUESTION 231**

Which function is responsible for the management of a data centre?

- A. Technical management
- B. Service desk
- C. Application management
- D. Facilities management

**Answer:** D

**Explanation:**

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**NEW QUESTION 232**

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. 1 and 4
- C. 2 and 3
- D. 3 and 4

**Answer:** A

**NEW QUESTION 236**

Which guiding principle describes the importance of doing something, instead of spending a long time analysing different options?

- A. Optimize and automate
- B. Start where you are
- C. Focus on value
- D. Progress iteratively with feedback

**Answer:** D

**NEW QUESTION 237**

Which practice requires that staff demonstrate excellent customer service skills, such as empathy and emotional intelligence?

- A. Release management
- B. Service desk
- C. Problem management
- D. Supplier management

**Answer:** B

**NEW QUESTION 238**

What is NOT within the scope of service catalogue management?

- A. Contribution to the definition of services
- B. Interfaces between all services and supporting services
- C. Interfaces between the service catalogue and service portfolio

D. Fulfilment of business service requests

**Answer:** D

**NEW QUESTION 242**

Which joint activity performed by a service provider and service consumer ensures continual value co-creation?

- A. Service offering
- B. Service provision
- C. Service relationship management
- D. Service consumption

**Answer:** C

**NEW QUESTION 247**

Identify the missing word in the following sentence.

A known error is a problem that has been [?] and has not been resolved.

- A. closed
- B. logged
- C. analysed
- D. escalated

**Answer:** C

**NEW QUESTION 249**

Which is an important principle of communication in service operation?

- A. Information should always be communicated
- B. It has an intended purpose or a resultant action D18912E1457D5D1DDCBD40AB3BF70D5D
- C. Meetings are always the best method of communication
- D. It is stored in the configuration management system

**Answer:** B

**NEW QUESTION 254**

What type of change is MOST likely to be managed by the 'service request management' practice?

- A. An emergency change
- B. A normal change
- C. An application change
- D. A standard change

**Answer:** D

**NEW QUESTION 259**

Which of the following is an example of incident?

- A. A backup server is being rebooted while services are running on the primary server
- B. An application is not available during the business hours
- C. A user has requested access to a shared repository
- D. A user wants to reset the password of a server

**Answer:** B

**NEW QUESTION 261**

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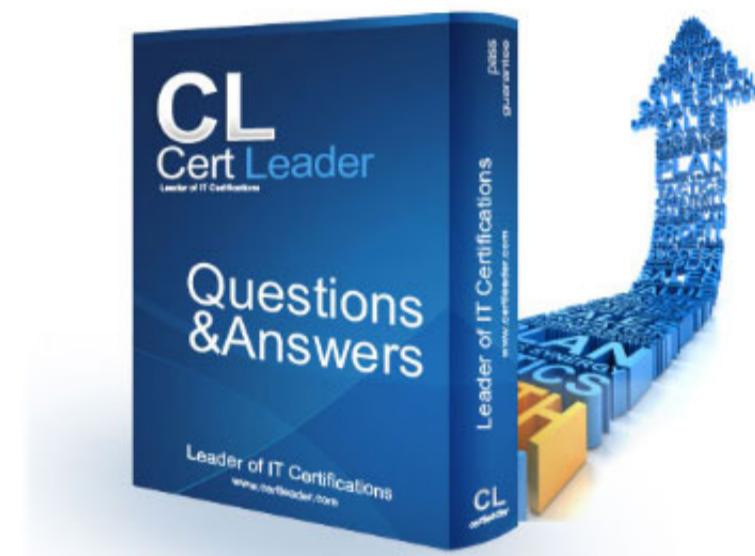
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**NEW QUESTION 1**

Which process is used to compare the value that new services offer with the value of the services they have replaced?

- A. Availability management
- B. Capacity management
- C. Service portfolio management
- D. Service catalogue management

**Answer:** C

**NEW QUESTION 2**

Which of the following is an example of workaround?

- A. A defective network switch is replaced with a new one
- B. An email server is restored after an incident is reported
- C. Server memory is increased when the server is unresponsive
- D. A server is restarted to resolve an incident

**Answer:** D

**NEW QUESTION 3**

Which term is used to describe the prediction and control of income and expenditure within an organization?

- A. Charging
- B. Governance
- C. Budgeting
- D. Accounting

**Answer:** C

**NEW QUESTION 4**

What should be used to set user expectations for request fulfilment times?

- A. The consumer demand for the service
- B. The time that the customer indicates for service delivery
- C. The service levels of the supplier
- D. The time needed to realistically deliver the service

**Answer:** D

**NEW QUESTION 5**

When should a change request be submitted to resolve a problem?

- A. As soon as a solution for the problem has been identified
- B. As soon as a workaround for the problem has been identified
- C. As soon as the analysis of the frequency and impact of incidents justifies the change
- D. As soon as the analysis of cost, risks and benefits justifies the change

**Answer:** D

**NEW QUESTION 6**

What is the starting point for optimization?

- A. Standardizing practices and services
- B. Determining where the most positive impact would be
- C. Securing stakeholder engagement
- D. Understanding the vision and objectives of the organization

**Answer:** D

**NEW QUESTION 7**

What are the three phases of 'problem management'?

- A. Problem identification, problem control, error control
- B. Problem analysis, error identification, incident resolution
- C. Problem logging, problem classification, problem resolution
- D. Incident management, problem management, change control

**Answer:** A

**NEW QUESTION 8**

What should a release policy include?

- A. The process owner and process manager for each type of release
- B. The roles and responsibilities for incident and problem resolution
- C. The naming convention and expected frequency of each type of release
- D. The naming convention for all configuration items (CI) recorded in the configuration management system(CMS)

**Answer:** C

**NEW QUESTION 9**

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

- A. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed
- B. To systematically observe services and service components, and record and report selected changes of state
- C. To protect the information needed by the organization to conduct its business
- D. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

**Answer:** B

**NEW QUESTION 10**

Which statement about emergency changes is CORRECT?

- A. The testing of emergency can be eliminated in order to implement the change quickly
- B. The assessment and authorization of emergency changes is expedited to ensure they can be implemented quickly
- C. Emergency changes should be authorized and implemented as service requests
- D. Emergency changes must be fully documented before authorization and implementation

**Answer:** B

**NEW QUESTION 10**

When planning 'continual improvement', which approach for assessing the current state of a service is CORRECT?

- A. An organization should always use a single technique to ensure metrics are consistent
- B. An organization should always use a strength, weakness, opportunity and threat (SWOT) analysis
- C. An organization should always develop competencies in methodologies and techniques that will meet their needs
- D. An organization should always use an approach that combines Lean, Agile and DevOps methodologies

**Answer:** C

**NEW QUESTION 13**

Which of the following should IT service continuity strategy be based on?

- \* 1. Design of the service metrics
- \* 2. Business continuity strategy
- \* 3. Business impact analysis (BIA)
- \* 4. Risk assessment

- A. 1, 2 and 4 only
- B. 1, 2 and 3 only
- C. 2, 3 and 4 only
- D. 1, 3 and 4 only

**Answer:** C

**NEW QUESTION 14**

Which practice owns and manages issues, queries and requests from users?

- A. Service desk
- B. Problem management
- C. Incident management
- D. Change control

**Answer:** A

**NEW QUESTION 18**

Which value chain activity communicates the current status of all four dimensions of service management?

- A. Improve
- B. Engage
- C. Obtain/build
- D. Plan

**Answer:** D

**NEW QUESTION 23**

Which guiding principle emphasizes the need to understand the flow of work in progress, identify bottlenecks, and uncover waste?

- A. Focus on value

- B. Collaborate and promote visibility
- C. Think and work holistically
- D. Keep it simple and practical

**Answer:** B

**NEW QUESTION 24**

Which is one of the five aspects of service design?

- A. Management information systems and tools
- B. Risk analysis and management approach
- C. Management policy for business case creation
- D. Corporate governance and policy

**Answer:** A

**NEW QUESTION 27**

Identify the missing words in the following sentence.

The management of information security incidents usually requires [?].

- A. Immediate escalation
- B. Specialist teams
- C. A separate process
- D. Third party support

**Answer:** C

**NEW QUESTION 29**

Which statement about outcomes is CORRECT?

- A. An outcome can be enabled by more than one output
- B. Outcomes are how the service performs
- C. An output can be enabled by one or more outcomes
- D. An outcome is a tangible or intangible activity

**Answer:** A

**NEW QUESTION 32**

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

**Answer:** A

**NEW QUESTION 36**

Which statement about the known error database (KEDB) is CORRECT?

- A. It is maintained by the service desk and updated with the details of each new incident
- B. It is a part of the configuration management database (CMDB) and contains workarounds
- C. It is maintained by problem management and is used by the service desk to help resolve incidents
- D. It is maintained by incident management and contains solutions to be implemented by problem management

**Answer:** C

**NEW QUESTION 40**

Which is a service request?

- A. Requesting a workaround for an issue
- B. Requesting information about how to create a document
- C. Requesting an enhancement to an application
- D. Requesting investigation of a degraded service

**Answer:** B

**NEW QUESTION 43**

How does categorization of incidents assist the 'incident management' practice?

- A. It determines the priority assigned to the incident
- B. It determines how the service provider is perceived
- C. It helps direct the incident to the correct support area
- D. It ensures that incidents are resolved in timescales agreed with the customer

**Answer:** C**NEW QUESTION 46**

Which activity captures the demand for incident resolution and service requests?

- A. Change control
- B. Problem management
- C. Service desk
- D. Service catalogue management

**Answer:** C**NEW QUESTION 49**

Which is part of service provision?

- A. The management of resources configured to deliver the service
- B. The management of resources needed to consume the service
- C. The grouping of one or more services based on one or more products
- D. The joint activities performed to ensure continual value co-creation

**Answer:** A**NEW QUESTION 54**

Which guiding principle recommends organizing work into smaller, manageable sections that can be executed and completed in a timely manner?

- A. Focus on value
- B. Start where you are
- C. Collaborate and promote visibility
- D. Progress iteratively with feedback

**Answer:** D**NEW QUESTION 56**

Identify the missing word in the following sentence.

The purpose of the 'information security management' practice is to [?] the organization's information.

- A. protect
- B. store
- C. audit
- D. provide

**Answer:** A**NEW QUESTION 61**

Which processes are responsible for the regular review of underpinning contracts?

- A. Supplier management and service level management
- B. Supplier management and change management
- C. Availability management and service level management
- D. Supplier management and availability management

**Answer:** A**NEW QUESTION 64**

Which practice provides support for managing feedback, compliments and complaints from users?

- A. Change control
- B. Service request management
- C. Problem management
- D. Incident management

**Answer:** B**NEW QUESTION 65**

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

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

**Answer:** D**NEW QUESTION 70**

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

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

**Answer:** C

**NEW QUESTION 72**

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

**Answer:** B

**NEW QUESTION 76**

What is defined as any component that needs to be managed in order to deliver an IT service?

- A. A service request
- B. An IT asset
- C. A configuration item (CI)
- D. An incident

**Answer:** C

**NEW QUESTION 78**

Which guiding principle is PRIMARILY concerned with consumer's revenue and growth?

- A. Keep it simple and practical
- B. Optimize and automate
- C. Progress iteratively with feedback
- D. Focus on value

**Answer:** D

**NEW QUESTION 79**

Which practice updates information relating to symptoms and business impact?

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

**Answer:** D

**NEW QUESTION 84**

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

- A. Problem analysis
- B. Technical knowledge
- C. Listening
- D. Diagnosis

**Answer:** C

**NEW QUESTION 87**

Which stakeholders co-create value in a service relationship?

- A. Investor and consumer
- B. Investor and supplier
- C. Consumer and provider
- D. Provider and supplier

**Answer:** C

**NEW QUESTION 88**

What helps diagnose and resolve a simple incident?

- A. Rapid escalation
- B. Formation of a temporary team

- C. The use of scripts
- D. Problem prioritization

**Answer:** C

**NEW QUESTION 92**

What is NOT within the scope of service catalogue management?

- A. Contribution to the definition of services
- B. Interfaces between all services and supporting services
- C. Interfaces between the service catalogue and service portfolio
- D. Fulfilment of business service requests

**Answer:** D

**NEW QUESTION 97**

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## **ITIL Foundation Exam - Sample Paper**

### **1. A customer-based Service Level Agreement structure includes:**

- A An SLA covering all Customer groups and all the services they use
- B SLAs for each service that are Customer-focused and written in business language
- C An SLA for each service type, covering all those Customer groups that use that Service
- D An SLA with each individual Customer group, covering all of the services they use

### **2. Which of the following would normally be included in a Capacity Plan?**

- 1 Options
  - 2 Management summary
  - 3 Business workload forecasts
  - 4 Backout plans
- A 2, 3 and 4
  - B All of them
  - C 2 and 3 only
  - D 1, 2 and3

### **3. An IT department is seeking to set its prices to match those of external suppliers selling the same services. Which one of the following is the best description of this approach?**

- A The going rate that is agreed with Customers
- B Market rate
- C Cost-plus
- D Profitable

### **4. Which of the following is not an element of Availability Management?**

- A. Verification
- B. Security
- C. Reliability
- D. Maintainability

**5. The extent of CI information held in the CMDB should:**

- A Be as detailed as possible so that frequent reports can be produced to avoid spending a lot of money
- B Be as high level as possible
- C Match the organisation's requirement for information to be held
- D Vary according to cost

**6. To enable a new Service Desk management tool to be implemented, the capacity of the servers has to be extended. Who is responsible for managing the request for additional capacity?**

- A Service Level Manager
- B Capacity Manager
- C Change Manager
- D Financial Manager

**7. Which one of the following is NOT necessarily a direct benefit of implementing a formal Incident Management process?**

- A Improved user satisfaction
- B Incident volume reduction
- C Elimination of lost incidents
- D Less disruption to both IT support staff and users

**8. Configuration Management plans should be integrated with those of:**

- A Change & Release Management
- B Service Level Management
- C IT Service Financial & Continuity Management.
- D Change & Capacity Management

**9. Possible problems with Change Management include:**

- A Lack of ownership of impacted services
- B Increased visibility and communication of changes
- C Better alignment of IT services to actual business needs
- D The ability to absorb a larger volume of change

**10. Which of the following activities is NOT included in the Operational Management stage of the Continuity Management Life-cycle?**

- A Develop Procedures and Initial Testing
- B Education and Awareness
- C Review, Audit and Assurance
- D Ongoing Training and Testing

**11. Which of the following are likely to be members of the CAB?**

- 1 Problem Manager
- 2 Customer representatives
- 3 Change Manager
- 4 Senior IT technical managers

- A 2 and 3 only
- B All of them
- C 1, 2 &4
- D 1, 3 &4

**12. Consider the following activities:**

- 1 The analysis of raw data
- 2 The identification of trends
- 3 The definition of Service Management processes
- 4 The implementation of preventive measures

**Which of the above should be easier after implementing a good IT Service Management software tool?**

- A 1, 2 & 4
- B 2 & 3
- C All of them
- D None of them

**13. The activity that aims to identify the potential damage or loss to an organisation resulting from disruption to critical business processes is:**

- A Root Cause Analysis
- B Business Impact Analysis
- C Service Outage Analysis
- D Component Failure Impact Analysis

**14. Intermediate Recovery is initially concerned with which of the following time periods?**

- A 4 to 24 hours
- B More than 72 hours
- C 24 to 72 hours
- D 4 to 8 hours

**15. What is SOA within Availability Management?**

- A System Optimisation Approach
- B Systematic Operational Adjustment
- C Serviceability of Applications
- D Service Outage Analysis

**16. Serviceability is an element of Availability Management. How is it best defined?**

- A The prevention of failure, and the ability to keep services and components operable
- B The ability to restore services or components back to normal operation
- C The percentage of the agreed service hours for which the service is available
- D The support which external suppliers can be contracted to provide for parts of the IT infrastructure

Answer: D

**17. Which one of the following statements is NOT FALSE?**

- A Depreciation is used to calculate how maintenance can be offset against tax
- B Staff costs are capital costs because of their high value
- C Cost centres are used to measure ROCE (Return on Capital Employed)
- D Direct costs can be allocated to a single customer, service or activity

**18. Which one of the following is NOT a major CI type?**

- A Documentation
- B Software
- C Purchase order
- D Accommodation

**19. Where would the information relating to software release components be stored?**

- A DSL
- B CMDB
- C AMDB
- D CDB

**20. The following activities are involved in implementing a Service Management function:**

- 1 Tool selection
- 2 Tool specification
- 3 Process design
- 4 Functional requirements analysis

**In which order should the above activities be taken?**

- |   |   |   |   |   |
|---|---|---|---|---|
| A | 4 | 2 | 1 | 3 |
| B | 4 | 3 | 2 | 1 |
| C | 2 | 1 | 4 | 3 |
| D | 2 | 1 | 3 | 4 |

**21. Which of the following best describes the goal of Service Level Management?**

- A To maintain and improve IT service quality in line with business requirements
- B To provide IT services at the lowest possible cost by agreeing with Customers their minimum requirements for service availability and ensuring performance does not exceed these targets.
- C To provide the highest possible level of service to Customers and continuously improve on this through ensuring all services operate at maximum availability.
- D To ensure that IT delivers the same standard of service at the least cost

**22. The process to implement SLAs comprises of the following activities in sequence:**

- A Draft SLAs, catalogue services, review underpinning contracts and OLAs, draft SLRs, negotiate, agree SLAs
- B Draft SLAs, review underpinning contracts and OLAs, negotiate, catalogue services,
- C Review underpinning contracts and OLAs, draft SLAs, catalogue services, negotiate, agree SLAs
- D Catalogue services, establish SLRs, review underpinning contracts and OLAs, negotiate service levels, agree SLAs

**23. Which of the following statements is true?**

- A An urgent release is always a delta release
- B A full release may contain package and delta releases
- C package release may contain full and delta releases
- D A full release may contain several delta releases

**24. Which of these best describes the purpose of Capacity Management?**

- A To reduce costs and performance levels to a minimum
- B To ensure that there is always sufficient capacity available to meet all customer demands
- C To ensure that business demands are affordable and achievable
- D To provide cost-effective IT capacity to meet agreed service levels

**25. A remote site has recently had its network upgraded. The users are now complaining of slow responses and have heard that this is due to problems with capacity. Who should they contact for assistance?**

- A Network Management
- B The Service Desk
- C Capacity Management
- D Problem Management

**26. Consider the following:**

- 1 Incident diagnostic scripts
- 2 A knowledge base of previously recorded incidents
- 3 A Configuration Management Database covering the infrastructure supported
- 4 A Forward Schedule of Change

**Which of the above should be available to the Service Desk?**

- A All four
- B 1&2
- C 3&4
- D 1, 2 &3

**27. Which of these is NOT a recognised Service Desk structure?**

- A Remedial Service Desk
- B Virtual Service Desk
- C Local Service Desk
- D Central Service Desk

**28. The wording of SLAs and OLAs should be:**

- A Technically focused, so that they may be understood by IT professionals
- B A mixture of business, technical and legal language, so that they can be understood by everyone
- C Clear and concise, leaving no room for ambiguity.
- D Legally worded as they must be contractually binding

**29. Consider the following list:**

- 1 Modelling
- 2 Risk Analysis
- 3 Application Sizing
- 4 DSL maintenance

**Which two from the above list are among the main responsibilities of Capacity Management?**

- A 1 & 2
- B 1 & 3
- C 3 & 4
- D 2 & 4

**30. At what point does an Incident turn into a Problem?**

- A When it is urgent
- B When it is a Major Incident
- C If the person reporting the incident is very senior
- D Never

**31. There are strong links between Service Level Management and:**

- 1 Incident Management
- 2 Availability Management
- 3 Configuration Management
- 4 IT Service Continuity Management
- 5 Change Management

- A 1, 3 & 5
- B 2 & 4
- C 2, 3 & 5
- D All of them

**32. Does Problem Management depend entirely on having a mature Incident Management process in place?**

- A Yes, because without a mature Incident Management process in place there is no reliable information available
- B No, because the quality of Incident Management information is of little importance to proactive Problem Management
- C No, because progress can still be made on solving long-standing Problems
- D Yes, because trend analysis cannot be undertaken without a lot of accurate Incident Management information

**33. The scope of a Release can best be defined by:**

- A The RFCs that it satisfies
- B The number of updates to the OHS
- C Service Level metrics
- D The DSL configuration

**34. For which of these activities is the Change Manager responsible?**

- A Chairing the CAB
- B Establishing the root cause of a Capacity Incident which has led to an RFC being raised
- C Devising the backout plan for a significant Change
- D Ensuring a Release has reached the target CIs

**35. The Service Desk can act as the focal point for:**

- 1 Receiving Incidents & Service Requests from users
- 2 Recording Change Requests from users
- 3 Handling complaints and queries

- A 1 Only
- B 2 Only
- C 1 & 3
- D 1, 2 & 3

**36. Which of these statements is true when deciding on the initial scope and depth of the information to be held in a CMDB?**

- A You should try to capture as much information as possible about all types of CIs
- B You shouldn't collect detailed information about CIs that are not under Change Control
- C You shouldn't worry too much about Change Control; the main objective is to get the database loaded
- D You should try to satisfy all the wishes of the IT staff

**37. Within a CMDB, which relationships are most likely to exist between Incidents and Problems?**

- 1 One Incident to one Problem
- 2 One Incident to many Problems
- 3 Many Incidents to one Problem

- A 1 & 2 only
- B 2 & 3 only
- C 1 & 3 only
- D All of them

**38. Which of the following metrics is most relevant in determining the value added by Problem Management to the Service Desk?**

- A The number of Problems raised
- B The number of Known Errors identified
- C The number of Problems correctly categorised
- D The number of RFCs raised

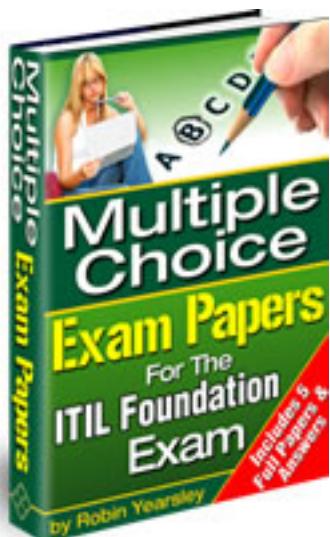
**39. Which of these is a DIRECT benefit of having a Service Desk?**

- A Customer Service Level Requirements are established
- B Changes taking place are properly coordinated
- C All the information in the CMDB is kept up to date.
- D Technical support staff are less likely to be interrupted to deal with user's calls

**40. An 'unabsorbed' cost is best described as:**

- A A capital cost
- B A type of charging policy
- C An uplift to allocated costs
- D A revenue stream

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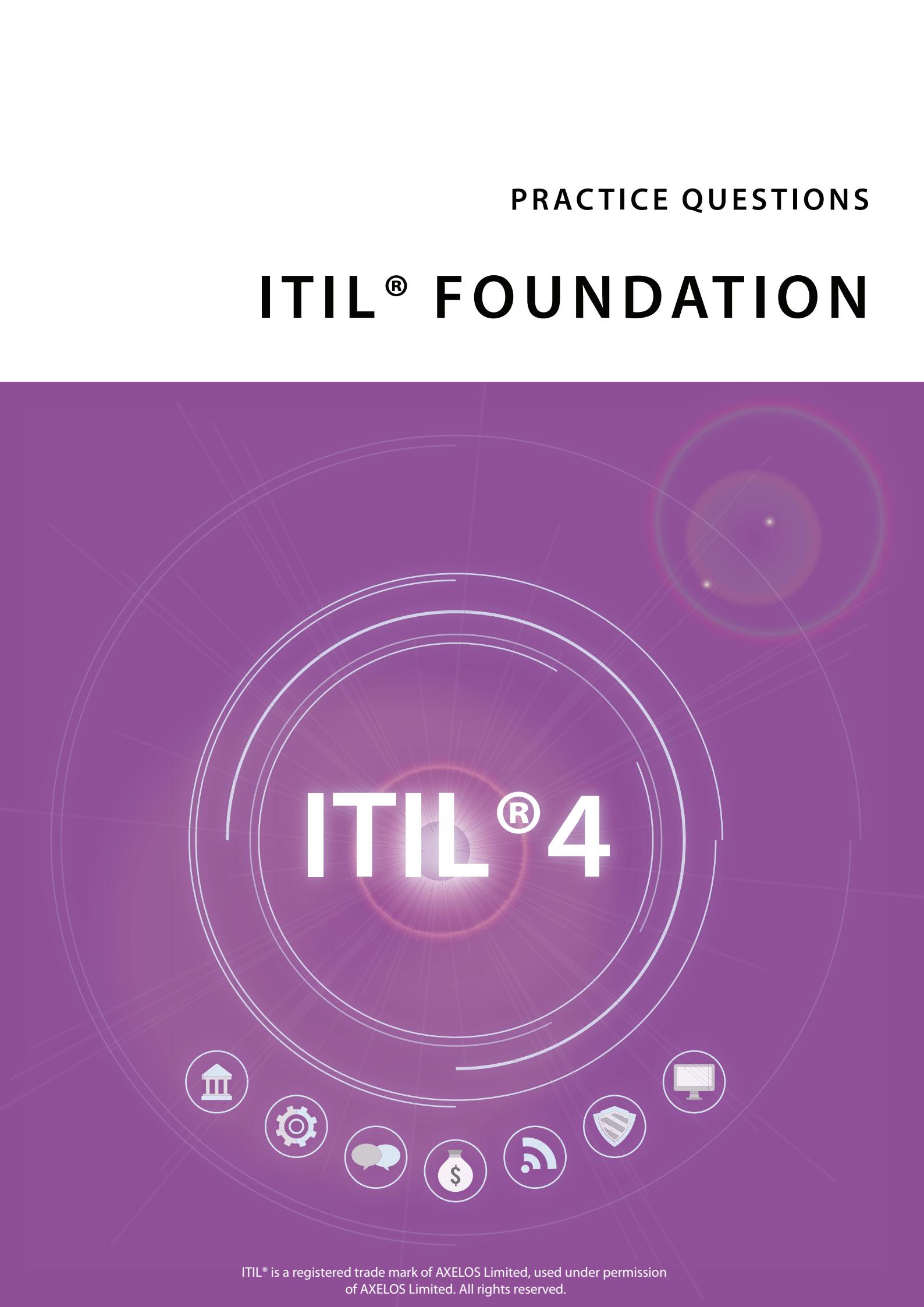
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Question	Answer	Question	Answer
1	<b>D</b>	21	<b>A</b>
2	<b>D</b>	22	<b>D</b>
3	<b>B</b>	23	<b>C</b>
4	<b>A</b>	24	<b>D</b>
5	<b>A</b>	25	<b>B</b>
6	<b>C</b>	26	<b>A</b>
7	<b>B</b>	27	<b>A</b>
8	<b>A</b>	28	<b>C</b>
9	<b>A</b>	29	<b>B</b>
10	<b>A</b>	30	<b>D</b>
11	<b>B</b>	31	<b>D</b>
12	<b>A</b>	32	<b>C</b>
13	<b>B</b>	33	<b>A</b>
14	<b>C</b>	34	<b>A</b>
15	<b>D</b>	35	<b>C</b>
16	<b>D</b>	36	<b>B</b>
17	<b>D</b>	37	<b>C</b>
18	<b>C</b>	38	<b>B</b>
19	<b>B</b>	39	<b>D</b>
20	<b>B</b>	40	<b>C</b>

PRACTICE QUESTIONS

# ITIL® FOUNDATION



ITIL® 4

The background features a large, stylized circular graphic with concentric white lines on a dark purple gradient. In the center, the words "ITIL® 4" are written in a large, white, sans-serif font. Surrounding the bottom of this central circle are eight smaller circles, each containing a white icon representing a different ITIL 4 practice: a bank building, a gear, two speech bubbles, a money bag with a dollar sign, a Wi-Fi signal, a shield, a computer monitor, and a speech bubble.

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## MODULE 2: SERVICE MANAGEMENT: KEY CONCEPTS

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**Q1. What should be the main objective of an organization?**

- a) Reduce costs
- b) Create value
- c) Reduce risks
- d) Increase sales

**Q2. A service relationship is based on several activities, including:**

- i Service Provision
  - ii Service Consumption
  - iii Service Management
  - iv Service Relationship Management
  - v Definition of Service
- 
- a) i and ii only
  - b) i, ii, and iv
  - c) i, ii, iv and v
  - d) All of the given

**Q3. Which of the following options is an example of utility?**

- a) Availability of a service when the customer wants to use it
- b) Ability to print an invoice at the click of a button
- c) Access the Invoice Service from a mobile phone 24/7
- d) Service restoring itself in the background whilst the customer continues working

**Q4. Which of the following statements is true?**

- i Understanding the complexity of service relationships and each party's responsibilities, organizations are more likely to co-create value and make the relationships mutually beneficial.
- ii Understanding the components of value, organizations can make informed decisions about the services they provide and consume and about the service relationships.
- iii Understanding the responsibilities of roles, service consumers and service providers can improve their relationship management and effectiveness of negotiations and communications.

- a) i and ii only
- b) i and iii only
- c) ii and iii only
- d) All of the given

**Q5. Value for the service consumer:**

- a) Changes over time
- b) Changes in different situations
- c) Supports intended outcomes
- d) All of the above

**Q6. Which of the following options is the best description of a warranty?**

- a) Fit for purpose
- b) Fit for use
- c) Fit for support
- d) Fit for delivery

**Q7. Which of the following options referred to as the functionality offered by a product or service to meet a particular need?**

- a) Warranty
- b) Delivery
- c) Service
- d) Utility

**Q8. A person who authorizes budget for service consumption is known as a:**

- a) Customer
- b) Sponsor
- c) Stakeholder
- d) User

**Q9. Which of the following activities is included in ‘service consumption’?**

- i The management of the consumers’ resources needed to use the service
- ii The service uses, actions performed by users
- iii The receiving (acquiring) of goods

- a) iii only
- b) i and iii only
- c) i and ii only
- d) All of the given

**Q10. Select an option to fill the blank.**

A description of one or more services, designed to address the needs of a target consumer group. A \_\_\_\_\_ may include goods, access to resources, and service actions.

- a) Solution
- b) Service offering
- c) Service design
- d) Service principle

**Q11. A possible event that could cause harm or loss is a definition of:**

- a) Incident
- b) Problem
- c) Negative cost association
- d) Risk

**Q12. “Activities performed by an organization to provide services” is known as a:**

- a) Customer solution
- b) Service design
- c) Service provision
- d) User experience

## **MODULE 3: THE GUIDING PRINCIPLES**

---

**Q1. Collaborate and promote visibility is:**

- a) A key component of value generation
- b) An action or metric that provides visibility
- c) A guiding principle
- d) A dimension of Service Management

**Q2. Which of the following guiding principles is referred to find the balance between understanding the big picture and still making progress is an application?**

- a) Start where you are
- b) Progress iteratively
- c) Optimize and automate
- d) Keep it simple and practical

**Q3. Which of the following guiding principles denotes the use of Kanban or Scrum Boards by developers?**

- a) Optimize and automate
- b) Work holistically
- c) Keep it practical
- d) Collaborate and promote visibility

**Q4. Which of the following statements reflects the best use of the ITIL guiding principles?**

- i The guiding principles can be used to guide in the adoption of a service management approach.
  - ii The guiding principles can be used to help organizations adapt the ITIL guidance to specific needs.
  - iii The guiding principles must be used to introduce new technology to an organization.
- 
- a) iii only
  - b) i and iii only
  - c) i and ii only
  - d) All of the given

**Q5. Which of the following statements is correct about the guiding principles?**

- a) They are unique to ITIL 4.
- b) They cannot be implemented in combination with each other.
- c) They are reflected in many other frameworks.
- d) They are taken from an external body of knowledge.

**Q6. Which guiding principle reflects the following idea: ‘The current state should be investigated and observed directly to make sure it is fully understood’?**

- a) Keep it simple and practical
- b) Progress iteratively with feedback
- c) Optimize and automate
- d) Start where you are

**Q7. Which guiding principle is an example of ‘no service or element used to provide a service stands alone’?**

- a) Keep it simple and practical
- b) Think and work holistically
- c) Optimize and automate
- d) Focus on value

**Q8. Which guiding principle reflects the following idea: ‘Resources of all types, particularly human resources, should be used to their best effect’?**

- a) Keep it simple and practical
- b) Think and work holistically
- c) Optimize and automate
- d) Focus on value

**Q9. Which guiding principle reflects the following idea: ‘Always use outcome-based thinking to produce practical solutions that deliver results’?**

- a) Keep it simple and practical
- b) Start where you are
- c) Optimize and automate
- d) Collaborate and promote visibility

**Q10. Which guiding principle denotes ‘Knowing how service consumers use each service is important’?**

- a) Keep it simple and practical
- b) Start where you are
- c) Focus on Value
- d) Think and work holistically

**Q11. Select an option to fill in the blank.**

\_\_\_\_\_ is an important aspect of the ‘start where you are’ principle.

- a) Measurement
- b) Value
- c) Cost
- d) Engagement

**Q12. Select an option to fill in the blank.**

Making use of appropriate feedback is a key to \_\_\_\_\_ and focusing on what will be valuable to the customer making it easier to keep things simple and practical.

- a) Value
- b) Holistic thinking
- c) Collaboration
- d) Relationships

## **MODULE 4: THE FOUR DIMENSIONS OF SERVICE MANAGEMENT**

---

**Q1. Which of the following options correctly specifies the four dimensions of Service Management?**

- a) People, Social aspects, Processes, Economics
- b) Information, Organization, Values Streams, Processes
- c) Organizations, Information, Partners, Processes
- d) Suppliers, People, Automation, Value

**Q2. In the context of a specific IT service, which dimension includes the information created and the technologies that support and enable that service?**

- a) Organizations and people
- b) Information and technology
- c) Partners and suppliers
- d) Value streams and processes

**Q3. In which of the following options do the four dimensions of service management apply to?**

- a) All services being managed only
- b) The service value system only
- c) Consumers and users only
- d) All services and the service value system

- Q4. Which of the four dimensions of service management defines the activities, workflows, controls, and procedures needed to achieve agreed objectives?**
- a) Organizations and people
  - b) Information and technology
  - c) Partners and suppliers
  - d) Value streams and processes
- Q5. An organization has been structured in a very traditional hierarchical structure and now has the challenge of “silo thinking” and finger pointing, when an issue arises. Which dimension should they specifically be working on to resolve this issue?**
- a) Organizations and people
  - b) Information and technology
  - c) Partners and suppliers
  - d) Value streams and processes
- Q6. Which of the following dimensions is a key to making a decision to focus on your own core competencies and to outsource non-core supporting functions to third parties?**
- a) Organizations and people
  - b) Information and technology
  - c) Partners and suppliers
  - d) Value streams and processes
- Q7. The optimize and automate principle involves finding the right path to optimization. This path involves ensuring that the optimization has the appropriate level of stakeholder engagement.**
- a) Assignment of budget
  - b) Resource allocation
  - c) Execution duration
  - d) Stakeholder engagement

## MODULE 5: THE ITIL SERVICE VALUE SYSTEM

---

- Q1. Which of the following options is linked to ‘representing options or possibilities to add value’?**
- a) Demand
  - b) Value
  - c) Practices
  - d) Opportunity

**Q2. What is the outcome of the ITIL service value system?**

- a) Guiding principles
- b) Value
- c) Practices
- d) Opportunity

**Q3. Select an option to fill in the blank.**

The ITIL service value system has been specifically architected to enable \_\_\_\_\_ and discourage \_\_\_\_\_ working.

- a) Flexibility / siloed
- b) Processes / procedural
- c) Practices / rapid
- d) Opportunity / siloed

**Q4. Which of the following ITIL 4 components is the key purpose of providing a high-level holistic model to assist an organization in directing its service relationships?**

- a) An ITIL practice
- b) ITIL Service Value System
- c) ITIL Service Value Chain
- d) The Continual Improvement Model

**Q5. “Sets of organizational resources designed for performing work or accomplishing an objective “ are known as what in the service value system?**

- a) Processes
- b) Dimensions
- c) Practices
- d) Values

**Q6. Using knowledge to understand the situation and provide context for plans is an example of which value chain activity?**

- a) Engage
- b) Plan
- c) Improve
- d) Design

**Q7. Select an option to fill in the blank.**

In the ITIL service value chain, each activity contributes to the value chain by transforming specific \_\_\_\_\_ into \_\_\_\_\_.

- a) opportunities/inputs
- b) Processes/practices
- c) Inputs/outputs
- d) Opportunities/improvements

**Q8. Ensuring a shared understanding of the vision, current status and improvement direction, is an objective of which value chain activity?**

- a) Obtain/build
- b) Plan
- c) Improve
- d) Design

**Q9. Providing a good understanding of stakeholder needs, transparency, and good relationships, is an objective of which value chain activity?**

- a) Engage
- b) Design and transition
- c) Obtain/build
- d) Improve

**Q10. Ensuring the availability of the service components, in consideration to agreed specification, is the purpose of which value chain activity?**

- a) Plan
- b) Engage
- c) Design and transition
- d) Obtain/build

---

**MODULE 7: THE ITIL PRACTICES****Q1. Which management practice supports the identification and improvement of services and developing techniques of an improvement culture across the organization?**

- a) Knowledge management
- b) Monitoring and event management
- c) Continual improvement
- d) Relationship management

**Q2. Which management practice protects the information needed by the organization to conduct its business?**

- a) Relationship management
- b) IT asset management
- c) Information security management
- d) Supplier management

**Q3. Which of the following statements denotes the purpose of supplier management?**

- a) Ensuring that the organization's suppliers and their performance are managed appropriately to support the provision of seamless, quality products and services.
- b) Ensuring that the partners and suppliers align with the ongoing identification, improvement, and changes of services.
- c) Ensuring that the organization's suppliers and their performance are managed appropriately at strategic and tactical levels through coordinated marketing, selling and delivery activities.
- d) Ensuring that the accurate and reliable information about the configuration of supplier's services is available when and where it is needed.

**Q4. Which practice establishes a shared view of the services and target service levels with customers?**

- a) Relationship management
- b) Service level management
- c) Service request management
- d) Supplier management

**Q5. Which management practice systematically observes services and service components, and records and reports selected changes of state?**

- a) Incident management
- b) Monitoring and event management
- c) Problem management
- d) Availability management

**Q6. Which of the following options denotes the purpose of problem management?**

- a) Ensure that services deliver agreed levels of availability to meet the needs of customers and users
- b) Set clear business-based targets for service performance
- c) Maximize the number of successful IT changes by ensuring that risks have been properly assessed
- d) Reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents

**Q7. Fill in the blank.**

The purpose of the service request management practice is to support the agreed quality of a service by handling all predefined, user initiated..... in an effective and user-friendly manner.

- a) Incidents
- b) Changes
- c) Service requests
- d) Problems

**Q8. Which of the following options denotes the purpose of service configuration management?**

- a) Set clear business-based targets for service performance
- b) Ensure that accurate and reliable information about the configuration of services, and the configuration items that support them, is available when and where it is needed
- c) Plan and manage the full lifecycle of all IT assets
- d) Ensure that services deliver agreed levels of availability to meet the needs of customers and users

**Q9. What is defined as: 'Any component that needs to be managed in order to deliver an IT service'?**

- a) An IT asset
- b) A change request
- c) A configuration item
- d) An event

**Q10. What is defined as: ‘Any valuable component that can contribute to the delivery of an IT product or service’?**

- a) An incident
- b) A configuration item
- c) An IT asset
- d) An event

**Q11. Which of the following options correctly defines an incident?**

- a) An unplanned interruption to a service or reduction in the quality of a service
- b) A cause, or potential cause, of one or more incidents
- c) The addition, modification, or removal of anything that could have a direct or indirect effect on services
- d) The ability of an IT service or other configuration item to perform its agreed function when required

**Q12. Which of the following options correctly defines a known error?**

- a) A cause, or potential cause, of one or more incidents
- b) A problem that has been analysed and has not been resolved
- c) An unplanned interruption to a service, or reduction in the quality of a service
- d) Any valuable component that can contribute to the delivery of an IT product or service

**Q13. Which practice deals with provisioning of infrastructure?**

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

**Q14. What is the correct purpose of the relationship management practice?**

- a) Suppliers and their performance are managed to support the provision of services
- b) Observe services and record and report changes of state identified as events
- c) Establish and nurture links between the organization and its stakeholders
- d) Set clear business-based targets for service performance, so that delivery can be assessed, monitored and managed against these targets

**Q15. Who holds the responsibility of continual improvement in an organization?**

- a) Dedicated full-time team
- b) Everyone
- c) Employees
- d) Leaders

**Q16. Which practice represents a point of communication for the service provider with all its users?**

- a) Service level management
- b) Relation management
- c) Deployment management
- d) Service desk

**Q17. To plan and manage IT assets, to maximize value, control costs, manage risks, and meet regulatory requirements are a key purpose of which practice?**

- a) Supplier management
- b) IT asset management
- c) Change enablement
- d) Incident management

**Q18. Making new and changed services and features available for use is a key purpose of which practice?**

- a) Deployment management
- b) Service level management
- c) Release management
- d) Change enablement

**Q19. Which of the following options is the best example of a workaround?**

- a) Ask the user to work on something else whilst you are troubleshooting
- b) Politely requesting the customer to give you some time to troubleshoot
- c) Inform the customer that they can work again as the problem has been resolved
- d) Provide an alternative way of connecting to the Internet whilst the main connection is being fixed

**Q20. A change that has low risk and is well-understood and documented is known as:**

- a) Low impact change
- b) Normal change
- c) Standard change
- d) Minor change

**Q21. Select an option to fill in the blank.**

**“A service level agreement is a documented agreement between a service provider and a customer that identifies both services required and the expected \_\_\_\_\_ of service”**

- a) Cost
- b) Frequency
- c) Level
- d) Quality

**Q22. What are the three phases of problem management?**

- a) Incident investigation, root cause analysis, and known error reporting
- b) Root cause analysis, problem identification and problem control
- c) Problem control, error control and continual improvement
- d) Problem identification, problem control and error control

**Q23. Select an option to fill in the blank.**

**Problem control activities include problem analysis and documenting \_\_\_\_\_ and known errors.**

- a) Incidents
- b) Problems
- c) Workarounds
- d) Changes

**Q24. When might an effective incident workaround become a permanent way of dealing with some problems?**

- a) When resolving the problem is not viable or cost effective
- b) When resolving the incident will breach the service level agreement
- c) When resolving the problem is controlled by a supplier
- d) When resolving the incident requires a change in control

**Q25. Select an option to fill in the blank.**

The service level management provides the \_\_\_\_\_ visibility of the organization's services.

- a) Customer's
- b) User's
- c) Consumer's
- d) End to end

**Q26. Service level management includes collating and analyzing information from a number of sources. These sources include:**

- i Customer engagement
  - ii Customer feedback
  - iii Operational metrics
  - iv Business metrics
- 
- a) i and ii only
  - b) ii and iv only
  - c) i, iii, and iv only
  - d) All of the given

**Q27. What should act as the entry point/single point of contact for the IT or service organization?**

- a) Service owner
- b) Service desk
- c) Relationship management
- d) Knowledge management

**Q28. Select an option to fill in the blank.**

- a) The service desk has a major influence on \_\_\_\_\_.
- b) Service performance
- c) Relationship management
- d) User experience
- e) Availability management

**Q29. Fulfillment of service requests may include changes to services or their components; what are these usually managed as?**

- a) Service request
- b) Normal changes
- c) Incidents
- d) Standard changes

**Q30. Which of the following statements about continual improvement register (CIR) is correct?**

- i The CIR is used as the basis for re-prioritizing improvement ideas, as and when new ideas are documented.
  - ii The structure of the information captured in a CIR is an important consideration.
- 
- a) Both i and ii are correct.
  - b) Only i is correct.
  - c) Only ii is correct.
  - d) Both i and ii are incorrect.

**Q31. Select and option to fill in the blank.**

A/An \_\_\_\_\_ is a problem where initial analysis is complete; it usually means that faulty components have been identified.

- a) Incident
- b) Problem
- c) Workaround
- d) Known error

**Q32. Which of the following statements about service level agreements (SLAs) is correct?**

- i An SLA does not relate to an agreement of engagement and discussion between the service provider and consumer.
  - ii An SLA should relate to defined outcomes for a service.
- 
- a) Both i and ii are correct.
  - b) Only i is correct.
  - c) Only ii is correct.
  - d) Both i and ii are incorrect.

**Q33. Select an option to fill in the blank.**

Continual improvement contributes \_\_\_\_\_ value chain activities.

- a) To all
- b) To some
- c) To only planning
- d) Equally to deliver and support and engage

**Q34. In ITIL 4, who should authorize a change to ensure efficiency and effectiveness?**

- a) All changes should be authorized by a single change authority.
- b) Change authorities should be established for different type of changes.
- c) Anyone in the organization
- d) The Change Enablement Manager

**Q35. Which of the following assists in communication and aids in avoiding conflicts and assignment resources?**

- a) Standard change
- b) Service level agreement
- c) Change communication plan
- d) Change schedule

**Q36. Which of the following is the best way of handling an incident?**

- a) Incidents should be handled on a first come, first serve basis
- b) The service desk has the authority and should allocate resources to incident handling
- c) Incidents with the highest business impact and urgency should be handled first
- d) Incidents logged by senior management should always get preferential treatment

**Q37. Which of the following options is important to consider when selecting a tool to manage incidents?**

- a) Incidents should be able to auto resolve.
- b) The tool should be available to all users in the organization.
- c) The tool should exclusively be used by the Service Desk to ensure accuracy.
- d) The tool should provide links to related configuration items, changes, problems, known errors, and other knowledge.

**Q38. Which of the following statements about incident management is true?**

- i Some incidents will be resolved by the user themselves, using self-help.
  - ii Incidents should not be escalated to suppliers or partners to ensure company information is kept confidential.
  - iii A temporary team may be required for major incidents.
  - iv Disaster recovery plans may be invoked to resolve incidents.
- 
- e) i and iii only
  - f) i, ii, and iii only
  - g) i, iii, and iv only
  - h) All of the given

**Q39. In ITIL 4, a \_\_\_\_\_ is defined as any change of state that has significance for the management of a Configuration Item (CI) or IT service.**

- a) Change
- b) Event
- c) Incident
- d) Release

**Q40. Which of the following statements is NOT true?**

- a) Only major incidents should be logged as they are the most critical.
- b) Target resolution times for each incident should be negotiated and communicated.
- c) As the incidents move through its cycle, information about the incident should be recorded.
- d) Users should be encouraged to resolve their own incidents through self-help.

**Q41. Which of the following are good examples of requests?**

- i A request to provide access to a specific report
  - ii A user phone to inquire about the office hours
  - iii A user phone to report a printer out of order
  - iv A user phone to get access to a printer
- 
- a) i and ii only
  - b) i and iv only
  - c) i, ii, and iv only
  - d) All of the given

**Q42. Which of the following statements regarding service requests is true?**

- i A limited number of additional authorizations for requests are preferred.
  - ii Automation of requests should be encouraged to improve efficiencies.
  - iii Workflows for service requests should be established and documented.
  - iv Fulfilment times for every request should be determined upfront and communicated to users.
- 
- a) i and iii only
  - b) ii, iii, and iv only
  - c) i, ii, and iii only
  - d) All of the given

**Q43. Which of the following is a correct recommendation of the service request practice?**

- a) Most service requests are simple and do not require involvement from other teams.
- b) It should not be encouraged to completely automate the submission of service request.
- c) It is difficult to set expectations of users regarding fulfilment times.
- d) Service requests can usually be formalized with a clear and standard procedure.

**Q44. Which of the following elements is a key to have as part of the service desk?**

- i Intelligent telephony system
  - ii Workflow systems for routing and escalation
  - iii Workforce management and resource planning systems
  - iv Knowledge base
  - v Remote access tools
- 
- a) iii, iv, and v only
  - b) ii, iv, and v only
  - c) i, ii, iii, and iv only
  - d) All of the given

**Q45. Which of the following is a recommendation of the service desk practice?**

- a) Service desk should always be a physical team in a single fixed location.
- b) Service desk has no role to play in service delivery.
- c) Service desk is mainly about fixing issues and has nothing much explaining and coordinating matters.
- d) Service desk supports people and business, rather than only providing support for technical issues.

**Q46. Problem management initiates resolution through \_\_\_\_\_ and participates in the post implementation review.**

- a) Change enablement
- b) Incident management
- c) Knowledge management
- d) Risk management

**Q47. Which of the following is not an aspect of the service level management practice?**

- a) Collection and analysis of metrics
- b) Service reviews
- c) Major incident reviews
- d) Reporting on major incidents

**Q48. Select an option to fill in the blank.**

The purpose of the \_\_\_\_\_ practice is to make new and changed services and features available for use.

- a) Change enablement
- b) Release management
- c) Service level management
- d) Service request management

**Q49. Which of the following statements about the service level management practice is correct?**

- a) A good service level management practice helps you be more in solution mode
- b) Viewing targets from a single server is still an important measurement
- c) It is good practice to only engage with customers once in a while
- d) A good service level management practice is about constructive partnerships

**Q50. Select an option to fill in the blank.**

\_\_\_\_\_ change may require a separate change authority, which includes senior managers who understand business risk.

- a) Emergency
- b) Normal
- c) Standard
- d) Major

**Q51. An important service improvement initiative is kicked off at the service desk. Which practice will it engage with for the initiative to be successful?**

- a) Continual improvement
- b) Service level management
- c) Change enablement
- d) Configuration management

**Q52. The technical teams have several ideas on how a particular problem should be fixed and find the most cost-effective solution. In ITIL 4 it is known as:**

- a) Incident management
- b) Problem control
- c) Error control
- d) Technical engagement

**Q53. Errors that remain unidentified, or unresolved, and may be a risk to live services is known as a/an:**

- a) Incident
- b) Problem
- c) Error
- d) Issue

**Q54. Select an option to fill in the blank.**

According to ITIL 4, “Change” is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on \_\_\_\_\_.

- a) Consumers
- b) Processes
- c) Services
- d) Value Streams

**Q55. According to ITIL 4, an unplanned interruption to service is called a/an:**

- a) Known error
- b) Incident
- c) Problem
- d) Workaround

## ANSWER KEY

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<b>Sample Questions</b>	<b>Q6. Answer: d</b>
<b>Module 2: Service Management: Key Concepts</b>	<b>Q7. Answer: b</b>
<b>Q1. Answer: b</b>	<b>Q8. Answer: c</b>
<b>Q2. Answer: b</b>	<b>Q9. Answer: a</b>
<b>Q3. Answer: b</b>	<b>Q10. Answer: c</b>
<b>Q4. Answer: d</b>	<b>Q11. Answer: a</b>
<b>Q5. Answer: d</b>	<b>Q12. Answer: c</b>
<b>Q6. Answer: b</b>	<b>Module 4: The Four Dimensions of Service Management</b>
<b>Q7. Answer: d</b>	<b>Q1. Answer: c</b>
<b>Q8. Answer: b</b>	<b>Q2. Answer: b</b>
<b>Q9. Answer: d</b>	<b>Q3. Answer: d</b>
<b>Q10. Answer: b</b>	<b>Q4. Answer: d</b>
<b>Q11. Answer: d</b>	<b>Q5. Answer: a</b>
<b>Q12. Answer: c</b>	<b>Q6. Answer: c</b>
<b>Module 3: The Guiding Principles</b>	<b>Q7. Answer: d</b>
<b>Q1. Answer: c</b>	<b>Module 5: The ITIL Service Value System</b>
<b>Q2. Answer: b</b>	<b>Q1. Answer: d</b>
<b>Q3. Answer: d</b>	<b>Q2. Answer: b</b>
<b>Q4. Answer: c</b>	<b>Q3. Answer: a</b>
<b>Q5. Answer: c</b>	<b>Q4. Answer: b</b>



**Q38. Answer: c**

**Q47. Answer: c**

**Q39. Answer: b**

**Q48. Answer: b**

**Q40. Answer: a**

**Q49. Answer: d**

**Q41. Answer: c**

**Q50. Answer: a**

**Q42. Answer: d**

**Q51. Answer: a**

**Q43. Answer: d**

**Q52. Answer: c**

**Q44. Answer: d**

**Q53. Answer: b**

**Q45. Answer: d**

**Q54. Answer: c**

**Q46. Answer: a**

**Q55. Answer: b**



## ITIL® 4 Foundation Practice Exam #1

### Question 1:

What is the definition of a service?

- a) The means by which an organization is directed and controlled
- b) A set of specialized organizational capabilities for enabling value to customers
- c) A method for visualizing work, identifying potential blockages and resource conflicts, and managing work in progress
- d) A means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks

### Question 2:

Identify the missing word(s) in the following sentence. Utility is the [?] offered by a product or service to meet a particular need.

- a) Assurance
- b) Promise
- c) Functionality
- d) Outcome

### Question 3:

Identify the missing word in the following sentence. [?] is the practice of ensuring that risks are properly assessed, authorizing changes to proceed, and managing a change schedule in order to maximize the number of successful IT changes.

- a) IT asset management
- b) Service configuration management
- c) Change control
- d) Service level management

### Question 4:

Identify the missing word(s) in the following sentence. An event is any change of state that has significance for the management of a(n) [?] or other configuration items.

- a) Output
- b) Product
- c) Service
- d) Outcome

**Question 5:**

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

- a) Protecting an organization by understanding and managing risks to the confidentiality, integrity, and availability of information
- b) Ensuring that services achieve agreed and expected performance levels, satisfying current and future demand in a cost-effective way
- c) Ensuring that services deliver agreed levels of availability or that change can be assessed
- d) Systematically observing services and service components and recording and reporting selected changes of state identified as events

**Question 6:**

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

- a) Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner
- b) Systematically observing services and service components and recording and reporting selected changes of state identified as events
- c) Minimizing the negative impact of incidents by restoring normal service operation as quickly as possible
- d) Ensuring that all an organization's projects are successfully delivered

**Question 7:**

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

- a) Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner
- b) Ensuring that services deliver agreed levels of availability or that change can be assessed
- c) Ensuring that all an organization's projects are successfully delivered
- d) Minimizing the negative impact of incidents by restoring normal service operation as quickly as possible

**Question 8:**

What is defined as the practice of ensuring that accurate and reliable information about the configuration of services, and the configuration items that support them, is available when and where needed?

- a) Change control
- b) IT asset management
- c) Service configuration management
- d) Service level management



## ITIL® 4 Foundation Practice Exam #1

### Question 9:

Identify the missing word in the following sentence. The [?] is the practice of capturing demand for incident resolution and service requests.

- a) Incident management
- b) Service level management
- c) Service request management
- d) Service desk

### Question 10:

Dion Training has decided to offer two membership levels to their training programs. The first membership level includes all of their video courses, practice exams, and study guides for a single monthly fee. This plan does not provide the students with the actual exam voucher to take the certification exams, though. What term best describes this membership level which provides several services for a single price?

- a) An outcome
- b) Value
- c) A service offering
- d) An output

### Question 11:

Which describes outputs?

- a) Tangible or intangible deliverables
- b) Functionality offered by a product or service
- c) Results for a stakeholder
- d) Configuration of an organization's resources

### Question 12:

What term best describes a person or a group of people that has its own functions with responsibilities, authorities, and relationships to achieve its objectives?

- a) Consumer
- b) Service provider
- c) Customer
- d) Organization



## ITIL® 4 Foundation Practice Exam #1

Question 13:

Which describes the nature of the guiding principles?

- a) A guiding principle is mandatory and must be used when adopting a new service within the organization
- b) A guiding principle is specific and only applies to one initiative within the organization
- c) An organization must implement the guiding principles exactly as defined by the ITIL 4 Foundation manual
- d) A guiding principle is a recommendation used as guidance in all circumstances

Question 14:

Which guiding principle is most affected by the customer experience (CX)?

- a) Progress iteratively with feedback
- b) Focus on value
- c) Think and work holistically
- d) Start where you are

Question 15:

Dion Training Solutions wants to build a new service to automatically fulfill exam voucher orders for students. Currently, exam vouchers are fulfilled manually by a staff member once the order is received from the student by copying and pasting the voucher number from a spreadsheet into an email template and sending out the email to the students. Before attempting to automate this fulfillment process, the team lead takes an inventory of the current services, processes, and procedures that are being used by the voucher fulfillment team to see if they might be able to be reused. What guiding principle best describes this scenario?

- a) Focus on value
- b) Collaborate and promote visibility
- c) Start where you are
- d) Keep it simple and practical

Question 16:

Dion Training Solutions has decided to create an online course for the ITIL 4 Foundation exam. The company developed their curriculum and then invited 50 students to participate in live training to determine if the training was effective. During the training, some students didn't understand the concept of the service value chain, so the instructor rewrote that portion of the curriculum. Which guiding principle is being demonstrated by this approach to curriculum development?

- a) Focus on value
- b) Collaborate and promote visibility
- c) Optimize and automate
- d) Progress iteratively with feedback



## ITIL® 4 Foundation Practice Exam #1

### Question 17:

You are working to design a new service for internal use across your organization. As part of your design efforts, you form a small team with relevant stakeholders from the human resources, information technology, sales, and other relevant departments to ensure the service adequately meets each department's needs and hope this results in great acceptance of the service when delivered. Which guiding principle best describes this scenario?

- a) Focus on value
- b) Collaborate and promote visibility
- c) Start where you are
- d) Keep it simple and practical

### Question 18:

John is currently working to create a new service that would allow a customer to purchase a digital product online and have it delivered to the user's inbox. John is responsible for the payment portion of this service, but Sally is responsible for the digital product fulfillment portion of the service. Which of the following should John do in order to follow the principle of 'think and work holistically'?

- a) John should optimize his code to ensure it runs efficiently
- b) John should meet with Sally to determine how the digital product fulfillment will occur
- c) John should wait until Sally's portion is complete before beginning his to ensure they work together properly
- d) John should tell Sally to wait until his portion is done before starting hers to ensure compatibility

### Question 19:

Which of these are a key focus of the 'organization and people' dimension?

- a) Security and compliance
- b) Activities that transform inputs into outputs
- c) Roles and responsibilities
- d) Contracts and agreements

### Question 20:

Which of these are NOT a key focus of the 'partners and suppliers' dimension?

- a) Workflow management and inventory systems
- b) Roles and responsibilities
- c) Contracts and agreements
- d) Security and compliance



## ITIL® 4 Foundation Practice Exam #1

Question 21:

Which ITIL concept describes the service value chain?

- a) Seven guiding principles
- b) Four dimensions of service management
- c) Service value system
- d) Practices

Question 22:

What operating model outlines the key activities required to respond to demand and facilitate value realization through the creation and management of products and services?

- a) Continual improvement
- b) Service value chain
- c) Practices
- d) Guiding principles

Question 23:

Which value chain activity includes portfolio decisions for design and transition?

- a) Engage
- b) Improve
- c) Plan
- d) Deliver and support

Question 24:

Which step of the continual improvement model states that "each improvement initiative should support the organization's goals and objectives"?

- a) Where are we now
- b) What is the vision
- c) Where do we want to be
- d) How do we get there

Question 25:

When working within the 'what is the vision' step of the continual improvement model, what must you ensure to occur?

- a) The high-level direction of the initiative has been understood
- b) The detailed steps of how to achieve your objectives
- c) What metrics you will use to measure success
- d) The current processes being used



## ITIL® 4 Foundation Practice Exam #1

### Question 26:

Bridgett is leading an improvement initiative within your company. She has been told that the company wants to have the highest customer satisfaction in the industry. Currently, the company has a customer satisfaction rating of 92% but the industry leader has an average of 94%. Bridgett decides that the company should set their goal of obtaining a 96% customer satisfaction score within the next 12 months. What step of the continual improvement model is Bridgett currently in?

- a) What is the vision
- b) Where do we want to be
- c) How do we get there
- d) Where are we now

### Question 27:

What is a normal change?

- a) A change that doesn't need risk assessment because the procedure has been pre-authorized
- b) A change that needs to be assessed, authorized, and scheduled by a change authority
- c) A change that doesn't need risk assessment because it is required to resolve an incident
- d) A change that is routine in nature, is fully documented, and the risks are well understood

### Question 28:

Your company's external router has just malfunctioned and needs to be replaced. The entire organization's connection to the Wide Area Network will remain offline until this router is replaced. Which type of change should be initiated?

- a) Standard
- b) Normal
- c) Emergency
- d) Routine

**Question 29:**

What is a change schedule NOT used for?

- a) Developing features
- b) Planning changes
- c) Avoiding conflicts
- d) Assigning resources

**Question 30:**

How can you ensure the incidents with the highest business impact are resolved first?

- a) Implement incident classification
- b) Use automation
- c) Utilize self-help tools
- d) Utilize problem management

**Question 31:**

Which incidents should be logged?

- a) Only an incident that cannot be immediately resolved
- b) Every incident should be logged
- c) Any incident that occurs more than once
- d) Only incidents that are not solved using self-help tools

**Question 32:**

What is NOT a phase in problem management?

- a) Problem identification
- b) Problem classification
- c) Problem control
- d) Error control

**Question 33:**

If a problem cannot be resolved quickly, you might wish to document and implement a temporary solution to reduce the impact of the problem. What is this known as?

- a) Incident
- b) Solution
- c) Workaround
- d) Known error

**Question 34:**

How does 'service request management' contribute to the 'improve' value chain activity?

- a) It ensures that users continue to be productive when they need assistance from the service provider
- b) It collects user-specific requirements, sets expectations, and provides status updates
- c) It analyzes data to identify opportunities to provide new service request options
- d) It acquires pre-approved service components to help fulfill service requests

**Question 35:**

Fill in the blank. Service requests and their fulfillment should be [?] and automated to the greatest degree possible.

- a) Uniquely handled
- b) Standardized
- c) Creatively solved
- d) Ignored

**Question 36:**

Your smartphone isn't working properly. You call the toll-free number for your service provider's support center. Which practice would you reach that serves as the entry point for all contact between the service provider and its users?

- a) Problem Management
- b) Service desk
- c) Service request management
- d) Incident management

**Question 37:**

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

- a) Service desks should never use technologies such as SMS and chat functions
- b) Service desks should be highly technical functions
- c) Service desks should have a practical understanding of the business practices across the organization
- d) Service desks should always use a virtual service desk



## ITIL® 4 Foundation Practice Exam #1

Question 38:

What is a service level agreement used for?

- a) To measure the performance of services from a customer's point of view
- b) To measure the performance of the service availability
- c) To measure the performance of the service capability
- d) To measure the performance of the service from the service provider's point of view.

Question 39:

How does 'service level management' contribute to the 'plan' value chain activity?

- a) Uses feedback from users about the service and requirements from customers to make the service better
- b) Provides information about the actual service performance and trends
- c) Collects and processes feedback from customers and users
- d) Collects feedback during interactions and communicates service performance objectives to the operations and support teams

Question 40:

What should be included in every service level agreement?

- a) Detailed metrics to capture availability of the system
- b) Metrics for system response time
- c) Clearly defined service outcomes
- d) Number of emails sent per hour



## ITIL® 4 Foundation Practice Exam #1

### Answer Key

1	D
2	C
3	C
4	C
5	A
6	B
7	D
8	C
9	D
10	C
11	A
12	D
13	D
14	B
15	C
16	D
17	B
18	B
19	C
20	A
21	C
22	B
23	C
24	B
25	A
26	B
27	B
28	C
29	A
30	A
31	B
32	B
33	C
34	C
35	B
36	B
37	C
38	A
39	B
40	C



## ***The ITIL® 4 Foundation Examination***

### ***Sample Paper 1***

### ***Question Booklet***

### ***Multiple Choice***

### ***Examination Duration: 1 Hour***

#### ***Instructions***

1. You should attempt all 40 questions. Each question is worth one mark.
2. There is only one correct answer per question.
3. You need to answer 26 questions correctly to pass the exam.
4. Mark your answers on the answer sheet provided. Use a pencil (NOT pen).
5. You have 60 minutes to complete this exam.
6. This is a 'closed book' exam. No material other than the exam paper is allowed.

- 1) Which practice is responsible for moving components to live environments?
  - A. Change control
  - B. Release management
  - C. IT asset management
  - D. Deployment management
  
- 2) Which practice includes the classification and ownership of queries and requests from users?
  - A. Service desk
  - B. Incident management
  - C. Change control
  - D. Service level management
  
- 3) Which practice identifies metrics that reflect the customer's experience of a service?
  - A. Continual improvement
  - B. Service desk
  - C. Service level management
  - D. Problem management
  
- 4) What is the PRIMARY use of a change schedule?
  - A. To support 'incident management' and improvement planning
  - B. To manage emergency changes
  - C. To plan changes and help avoid conflicts
  - D. To manage standard changes

5) Which service management dimension is focused on activities and how these are coordinated?

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

6) How does categorization of incidents assist the ‘incident management’ practice?

- A. It helps direct the incident to the correct support area
- B. It determines the priority assigned to the incident
- C. It ensures that incidents are resolved in timescales agreed with the customer
- D. It determines how the service provider is perceived

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

A service is a means of enabling value co-creation by facilitating [?] that customers want to achieve.

- A. the warranty
- B. outcomes
- C. the utility
- D. outputs

8) Which is a recommendation of the ‘continual improvement’ practice?

- A. There should at least be a small team dedicated to leading ‘continual improvement’ efforts
- B. All improvements should be managed as multi-phase projects
- C. ‘Continual improvement’ should be isolated from other practices
- D. External suppliers should be excluded from improvement initiatives

- 9) Which is a potential benefit of using an IT service management tool to support the 'incident management' practice?
- A. It may ensure that the cause of incidents is identified within agreed times
  - B. It may provide automated matching of incidents to problems or known errors
  - C. It may ensure that supplier contracts are aligned with the needs of the service provider
  - D. It may provide automated resolution and closure of complex incidents
- 10) Which role submits service requests?
- A. The user, or their authorized representative
  - B. The customer, or their authorized representative
  - C. The sponsor, or their authorized representative
  - D. The supplier, or their authorized representative
- 11) Which practice provides a single point of contact for users?
- A. Incident management
  - B. Change control
  - C. Service desk
  - D. Service request management
- 12) Which guiding principle recommends that the four dimensions of service management are considered?
- A. Think and work holistically
  - B. Progress iteratively with feedback
  - C. Focus on value
  - D. Keep it simple and practical

- 13) Which would be supported by the 'service request management' practice?
- A. A request to authorize a change that could have an effect on a service
  - B. A request from a user for something which is a normal part of service delivery
  - C. A request to restore service after a service interruption
  - D. A request to investigate the cause of multiple related incidents
- 14) Which practice is the responsibility of everyone in the organization?
- A. Service level management
  - B. Change control
  - C. Problem management
  - D. Continual improvement
- 15) Identify the missing word in the following sentence.
- The purpose of the 'information security management' practice is to [?] the organization's information.
- A. store
  - B. provide
  - C. audit
  - D. protect
- 16) Which guiding principle recommends collecting data before deciding what can be re-used?
- A. Focus on value
  - B. Start where you are
  - C. Keep it simple and practical
  - D. Progress iteratively with feedback

17) Which is NOT usually included as part of incident management?

- A. Scripts for collecting initial information about incidents
- B. Formalized procedures for logging incidents
- C. Detailed procedures for the diagnosis of incidents
- D. The use of specialized knowledge for complicated incidents

18) Which describes the nature of the guiding principles?

- A. Guiding principles can guide an organization in all circumstances
- B. Each guiding principle mandates specific actions and decisions
- C. An organization will select and adopt only one of the seven guiding principles
- D. Guiding principles describe the processes that all organizations must adopt

19) Which statement about a change authority is CORRECT?

- A. A single change authority should be assigned to authorize all types of change and change models
- B. A change authority should be assigned for each type of change and change model
- C. Normal changes are pre-authorized and do not need a change authority
- D. Emergency changes can be implemented without authorization from a change authority

20) Which practice has the purpose of making new and changed services and features available for use?

- A. Change control
- B. Service request management
- C. Release management
- D. Deployment management

21) Which value chain activity ensures people understand the organization's vision?

- A. Improve
- B. Plan
- C. Deliver and support
- D. Obtain/build

22) Which statement about the value chain activities is CORRECT?

- A. Every practice belongs to a specific value chain activity
- B. A specific combination of value chain activities and practices forms a service relationship
- C. Service value chain activities form a single workflow that enables value creation
- D. Each value chain activity contributes to the value chain by transforming specific inputs into outputs

23) What is the purpose of the 'supplier management' practice?

- A. To ensure that the organization's suppliers and their performance are managed appropriately to support the seamless provision of quality products and services
- B. To align the organization's practices and services with changing business needs through the ongoing identification and improvement of services
- C. To ensure that the organization's suppliers and their performance are managed appropriately at strategic and tactical levels through coordinated marketing, selling, and delivery activities
- D. To ensure that accurate and reliable information about the configuration of suppliers' services is available when and where it is needed

24) What are the two types of cost that a service consumer should evaluate?

- A. The price of the service, and the cost of creating the service
- B. The costs removed by the service, and the costs imposed by the service
- C. The cost of provisioning the service, and the cost of improving the service
- D. The cost of software, and the cost of hardware

25) Which is a purpose of the ‘service desk’ practice?

- A. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents
- B. To maximize the number of successful IT changes by ensuring risks are properly assessed
- C. To capture demand for incident resolution and service requests
- D. To set clear business-based targets for service performance

26) How should an organization adopt continual improvement methods?

- A. Use a new method for each improvement the organization handles
- B. Select a few key methods for the types of improvement that the organization handles
- C. Build the capability to use as many improvement methods as possible
- D. Select a single method for all improvements that the organization handles

27) Which ITIL concept describes governance?

- A. The seven guiding principles
- B. The four dimensions of service management
- C. The service value chain
- D. The service value system

28) Which is a recommendation of the ‘service desk’ practice?

- A. Service desks should avoid the use of automation
- B. Service desks should be highly technical
- C. Service desks should understand the wider organization
- D. Service desks should be a physical team in a single fixed location

29) Which guiding principle recommends organizing work into smaller, manageable sections that can be executed and completed in a timely manner?

- A. Focus on value
- B. Start where you are
- C. Progress iteratively with feedback
- D. Collaborate and promote visibility

30) What is a standard change?

- A. A change that is well understood, fully documented and pre-authorized
- B. A change that needs to be assessed, authorized, and scheduled by a change authority
- C. A change that doesn't need a risk assessment because it is required to resolve an incident
- D. A change that is assessed, authorized, and scheduled as part of 'continual improvement'

31) What happens if a workaround becomes the permanent way of dealing with a problem that cannot be resolved cost-effectively?

- A. A change request is submitted to change control
- B. Problem management restores the service as soon as possible
- C. The problem remains in the known error status
- D. The problem record is deleted

32) What is the definition of change?

- A. To add, modify or remove anything that could have a direct or indirect effect on services
- B. To ensure that accurate and reliable information about the configuration of services is available
- C. To make new and changed services and features available for use
- D. To move new or changed hardware, software, or any other component to live environments

33) What is the definition of an event?

- A. Any change of state that has significance for the management of a service or other configuration item
- B. Any component that needs to be managed in order to deliver an IT service
- C. An unplanned interruption to a service or reduction in the quality of a service
- D. Any financially valuable component that can contribute to the delivery of an IT product or service

34) Which describes outcomes?

- A. Tangible or intangible deliverables
- B. Functionality offered by a product or service
- C. Results desired by a stakeholder
- D. Configuration of an organization's resources

35) Which is NOT a key focus of the 'information and technology' dimension?

- A. Security and compliance
- B. Communication systems and knowledge bases
- C. Workflow management and inventory systems
- D. Roles and responsibilities

36) Which practices are typically involved in the implementation of a problem resolution?

- 1. Continual improvement
  - 2. Service request management
  - 3. Service level management
  - 4. Change control
- 
- A. 1 and 2
  - B. 2 and 3
  - C. 3 and 4
  - D. 1 and 4

37) Which is a key consideration for the guiding principle ‘keep it simple and practical’?

- A. Try to create a solution for every exception
- B. Understand how each element contributes to value creation
- C. Ignore the conflicting objectives of different stakeholders
- D. Start with a complex solution, then simplify

38) What should be done first when applying the ‘focus on value’ guiding principle?

- A. Identify the outcomes that the service facilitates
- B. Identify all suppliers and partners involved in the service
- C. Determine who the service consumer is in each situation
- D. Determine the cost of providing the service

39) A service provider describes a package that includes a laptop with software, licences, and support. What is this package an example of?

- A. Value
- B. An outcome
- C. Warranty
- D. A service offering

40) What is the definition of warranty?

- A. A tangible or intangible deliverable that is produced by carrying out an activity
- B. The assurance that a product or service will meet agreed requirements
- C. A possible event that could cause harm or loss, or make it more difficult to achieve objectives
- D. The functionality offered by a product or service to meet a particular need



***The ITIL® 4 Foundation Examination***

***Sample Paper 1***

***Answers and Rationales***

## The ITIL® 4 Foundation Examination

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For exam paper: EN\_ITIL4\_FND\_2019\_SamplePaper1\_QuestionBk\_v1.3

<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
1	D	6.1.h	<p>A. Incorrect. “The purpose of the change control practice is to maximize the number of successful service and product changes by ensuring that risks have been properly assessed, authorizing changes to proceed, and managing the change schedule”. Ref 5.2.4</p> <p>B. Incorrect. “The purpose of the release management practice is to make new and changed services and features available for use.” Ref 5.2.8</p> <p>C. Incorrect. “The purpose of the IT asset management practice is to plan and manage the full lifecycle of all IT assets”. Ref 5.2.6</p> <p>D. Correct. “The purpose of the deployment management practice is to move new or changed hardware, software, documentation, processes, or any other component to live environments.” Ref 5.3.1</p>
2	A	7.1.f	<p>A. Correct. “Service desks provide a clear path for users to report issues, queries, and requests, and have them acknowledged, classified, owned, and actioned”. Ref 5.2.14</p> <p>B. Incorrect. The ‘incident management’ practice deals only with incidents, not queries and requests. “The purpose of the incident management practice is to minimize the negative impact of incidents by restoring normal service operation as quickly as possible”. Ref 5.2.5</p> <p>C. Incorrect. The ‘change control’ practice deals only with change requests, not other queries and requests. “The purpose of the change control practice is to maximize the number of successful service and product changes by ensuring that risks have been properly assessed, authorizing changes to proceed, and managing the change schedule”. Ref 5.2.4</p> <p>D. Incorrect. The ‘service level management’ practice ensures service targets are met. It does not manage queries and requests from users. “The purpose of the service level management practice is to set clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets”. Ref 5.2.13</p>

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<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
3	C	7.1.g	<p>A. Incorrect. "The purpose of the continual improvement practice is to align the organization's practices and services with changing business needs through the ongoing improvement of products, services, and practices, or any element involved in the management of products and services." Ref 5.1.2</p> <p>B. Incorrect. "The purpose of the service desk practice is to capture demand for incident resolution and service requests. It should also be the entry point and single point of contact for the service provider with all of its users." Ref 5.2.14</p> <p>C. Correct. "Service level management identifies metrics and measures that are a truthful reflection of the customer's actual experience and level of satisfaction with the whole service," and "Engagement is needed to understand and confirm the actual ongoing needs and requirements of customers, not simply what is interpreted by the service provider or has been agreed several years before." Ref 5.2.15.1</p> <p>D. Incorrect. "The purpose of the problem management practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors". Ref 5.2.8</p>
4	C	7.1.b	<p>A. Incorrect. While it can be used after deploying a change, this is not the main use of the change schedule. "The change schedule is used to help plan changes, assist in communication, avoid conflicts, and assign resources. It can also be used after changes have been deployed to provide information needed for incident management, problem management, and improvement planning." Ref 5.2.4</p> <p>B. Incorrect. "Emergency changes: These are changes that must be implemented as soon as possible; for example, to resolve an incident or implement a security patch. Emergency changes are not typically included in a change schedule, and the process for assessment and authorization is expedited to ensure they can be implemented quickly." Ref 5.2.4</p> <p>C. Correct. "The change schedule is used to help plan changes, assist in communication, avoid conflicts, and assign resources." Ref 5.2.4</p> <p>D. Incorrect. Standard changes are already pre-authorized and do not need to be included on a change schedule. "These are low-risk, pre-authorized changes that are well understood and fully documented, and can be implemented without needing additional authorization." Ref 5.2.4</p>

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<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
5	D	3.1.d	<p>A. Incorrect. The ‘organizations and people’ dimension describes “roles and responsibilities, formal organizational structures, culture, and required staffing and competencies.” Ref 3.1</p> <p>B. Incorrect. The ‘information and technology’ dimension includes “the information and knowledge necessary for the management of services, as well as the technologies required” and “the information created, managed, and used in the course of service provision and consumption, and the technologies that support and enable that service.” Ref 3.2</p> <p>C. Incorrect. “The partners and suppliers dimension encompasses an organization’s relationships with other organizations that are involved in the design, development, deployment, delivery, support and/or continual improvement of services. It also incorporates contracts and other agreements between the organization and its partners or suppliers”. Ref 3.3</p> <p>D. Correct. The ‘value streams and processes’ dimension “focuses on what activities the organization undertakes and how they are organized, as well as how the organization ensures that it is enabling value creation for all stakeholders efficiently and effectively.” Ref 3.4</p>
6	A	7.1.c	<p>A. Correct. “More complex incidents will usually be escalated to a support team for resolution. Typically, the routing is based on the incident category, which should help to identify the correct team.” Ref 5.2.5</p> <p>B. Incorrect. The category is concerned with the type of incident whereas priority is determined by business impact. “Incidents are prioritized based on agreed classification to ensure that incidents with the highest business impact are resolved first.” Ref 5.2.5</p> <p>C. Incorrect. “Every incident should be logged and managed to ensure that it is resolved in a time that meets the expectations of the customer and user.” Categorization by itself will not ensure this. Ref 5.2.5</p> <p>D. Incorrect. Customer and user satisfaction determines how the service provider is perceived. “Incident management can have an enormous impact on customer and user satisfaction, and on how customers and users perceive the service provider.” Ref 5.2.5</p>

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<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
7	B	1.1.a	<p>A. Incorrect. Warranty is “assurance that a product or service will meet agreed requirements.” Warranty of a service is necessary, but not sufficient to enable value co-creation. Ref 2.5.4</p> <p>B. Correct. 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 costs and risks”. Ref 2.3.1</p> <p>C. Incorrect. Utility is “the functionality offered by a product or service”. Utility of a service is necessary, but not sufficient to enable value co-creation. Ref 2.5.4</p> <p>D. Incorrect. An output is “a tangible or intangible deliverable of an activity.” The output of a service is necessary, but not sufficient to enable value co-creation. Ref 2.5.1</p>
8	A	7.1.a	<p>A. Correct. “Although everyone should contribute in some way, there should at least be a small team dedicated full-time to leading continual improvement efforts and advocating the practice across the organization.” Ref 5.1.2</p> <p>B. Incorrect. “Different types of improvements may call for different improvement methods. For example, some improvements may be best organized into a multi-phase project, while others may be more appropriate as a single quick effort.” Ref 5.1.2</p> <p>C. Incorrect. “The continual improvement practice is integral to the development and maintenance of every other practice.” Ref 5.1.2</p> <p>D. Incorrect. “When third-party suppliers form part of the service landscape, they should also be part of the improvement effort.” Ref 5.1.2</p>
9	B	7.1.c	<p>A. Incorrect. “Target resolution times are agreed, documented, and communicated to ensure that expectations are realistic.” A good IT service management tool may help the organization to meet these times, but the tool cannot ensure that this happens. Furthermore, identifying the causes of incidents is a ‘problem management’ activity Ref 5.2.5</p> <p>B. Correct. “Modern IT service management tools can provide automated matching of incidents to other incidents, problems or known errors”. Ref 5.2.5</p> <p>C. Incorrect. ‘Incident management’ requires supplier contracts to be correctly aligned, but ensuring that the contracts are aligned is a purpose of the ‘supplier management’ practice. Ref 5.1.13</p> <p>D. Incorrect. “The most complex incidents, and all major incidents, often require a temporary team to work together to identify the resolution”. “Investigation of more complicated incidents often requires knowledge and expertise, rather than procedural steps.” Ref 5.2.5</p>

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<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
10	A	7.1.e	<p>A. Correct. “The purpose of the service request management practice is to support the agreed quality of a service by handling all pre-defined, user-initiated service requests...” and a service request is defined as “a request from a user or a user’s authorized representative that initiates a service action”. Ref 5.2.16</p> <p>B. Incorrect. A customer is “a person who defines the requirements for a service and takes responsibility for the outcomes of service consumption”. A customer could also be a user, and in that role they may submit a service request. Ref 2.2.2</p> <p>C. Incorrect. A sponsor is “A person who authorizes budget for service consumption.” A sponsor could also be a user, and in that role they may submit a service request. Ref 2.2.2</p> <p>D. Incorrect. “The partners and suppliers dimension encompasses an organization’s relationships with other organizations that are involved in the design, development, deployment, delivery, support, and/or continual improvement of services.”. This does not include consumption of services, and “The purpose of the service request management practice is to support the agreed quality of a service by handling all pre-defined, user-initiated service requests.” Ref 3.3</p>
11	C	7.1.f	<p>A. Incorrect. “The purpose of the incident management practice is to minimize the negative impact of incidents by restoring normal service operation as quickly as possible.” The ‘incident management’ practice does not provide a single point of contact for service users. Ref 5.2.5</p> <p>B. Incorrect. “The purpose of the change control practice is to maximize the number of successful service and product changes by ensuring that risks have been properly assessed, authorizing changes to proceed, and managing the change schedule.” The ‘change control’ practice does not provide a single point of contact for service users. Ref 5.2.4</p> <p>C. Correct. “The purpose of the service desk practice is to capture demand for incident resolution and service requests. It should also be the entry point and single point of contact for the service provider with all of its users.” Ref 5.2.14</p> <p>D. Incorrect. “The purpose of the service request management practice is to support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner.” The ‘service request management’ practice does not provide a single point of contact for service users. Ref 5.2.16</p>

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<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
12	A	2.2.e	<p>A. Correct. The ‘think and work holistically’ guiding principle advises that all aspects of an organization are considered when providing value in the form of services. This includes all four dimensions of service management (organizations and people; information and technology; partners and suppliers; value streams and processes). “Services are delivered to internal and external service consumers through the coordination and integration of the four dimensions of service management.” Ref 4.3.5</p> <p>B. Incorrect. The ‘progress iteratively with feedback’ guiding principle is concerned with breaking initiatives into manageable sections that can be executed more easily. It is not primarily concerned with addressing the four dimensions of service management. Ref 4.3.3</p> <p>C. Incorrect. The ‘focus on value’ guiding principle ensures that everything that the organization does links back to providing value to service consumers. It is not primarily concerned with addressing the four dimensions of service management. Ref 4.3.1</p> <p>D. Incorrect. The ‘keep it simple and practical’ guiding principle focuses on keeping things simple by reducing complexity and eliminating unnecessary activities and steps. It is not primarily concerned with addressing the four dimensions of service management. Ref 4.3.6</p>
13	B	7.1.e	<p>A. Incorrect. This would be supported by the ‘change control’ practice. A change is “the addition, modification, or removal of anything that could have a direct or indirect effect on services.” Normal changes “need to be scheduled, assessed, and authorized”. Ref 5.2.4</p> <p>B. Correct. A service request is “a request from a user or a user’s authorized representative that initiates a service action which has been agreed as a normal part of service delivery.” Ref 5.2.16</p> <p>C. Incorrect. This would be supported by the ‘incident management’ practice. An incident is “an unplanned interruption to a service or reduction in the quality of a service.” Ref 5.2.5</p> <p>D. Incorrect. This would be supported by the ‘problem management’ practice. A problem is “a cause, or potential cause, of one or more incidents”. Ref 5.2.8</p>

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<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
14	D	7.1.a	<p>A. Incorrect. The ‘service level management’ practice is not the responsibility of everyone in the organization. A number of roles are required but there is no fixed structure. It is recommended that there is an independent and non-aligned role where possible. Ref 5.2.15</p> <p>B. Incorrect. The ‘change control’ practice is not the responsibility of everyone in the organization. Many roles can be assigned to change control such as change authority. It also requires input from people with specialist knowledge. Ref 5.2.4</p> <p>C. Incorrect. The ‘problem management’ practice is not the responsibility of everyone in the organization. Most problem management activity relies on the knowledge and experience of staff. Ref 5.2.8</p> <p>D. Correct. “continual improvement is everyone’s responsibility” and “The commitment to and practice of continual improvement must be embedded into every fibre of the organization”. Ref 5.1.2</p>
15	D	6.1.a	<p>A. Incorrect. “The purpose of the information security management practice is to protect the information needed by the organization to conduct its business. This includes understanding and managing risks to the confidentiality, integrity, and availability of information, as well as other aspects of information security such as authentication (ensuring someone is who they claim to be) and non-repudiation (ensuring that someone can’t deny that they took an action).” Ref 5.1.3</p> <p>B. Incorrect. “The purpose of the information security management practice is to protect the information needed by the organization to conduct its business. This includes understanding and managing risks to the confidentiality, integrity and availability of information, as well as other aspects of information security such as authentication (ensuring someone is who they claim to be) and non-repudiation (ensuring that someone can’t deny that they took an action).” Ref 5.1.3</p> <p>C. Incorrect. “The purpose of the information security management practice is to protect the information needed by the organization to conduct its business. This includes understanding and managing risks to the confidentiality, integrity and availability of information, as well as other aspects of information security such as authentication (ensuring someone is who they claim to be) and non-repudiation (ensuring that someone can’t deny that they took an action).” Ref 5.1.3</p> <p>D. Correct. “The purpose of the information security management practice is to protect the information needed by the organization to conduct its business. This includes understanding and managing risks to the confidentiality, integrity and availability of information, as well as other aspects of information security such as authentication (ensuring someone is who they claim to be) and non-repudiation (ensuring that someone can’t deny that they took an action).” Ref 5.1.3</p>

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<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
16	B	2.2.b	<p>A. Incorrect. The 'focus on value' guiding principle states that "All activities conducted by the organization should link back, directly or indirectly, to value for itself, its customers, and other stakeholders." Ref 4.3.1</p> <p>B. Correct. The 'start where you are' guiding principle recommends that "Services and methods already in place should be measured and/or observed directly to properly understand their current state and what can be reused from them... Getting data from the source helps to avoid assumptions which, if proven to be unfounded, can be disastrous to timelines, budgets and the quality of results." Ref 4.3.2</p> <p>C. Incorrect. The 'keep it simple and practical' guiding principle states that an organization should "Always use the minimum number of steps needed to accomplish an objective." Ref 4.3.6</p> <p>D. Incorrect. The 'progress iteratively with feedback principle states that "By organizing work into smaller, manageable sections that can be executed and completed in a timely manner, the focus on each effort will be sharper and easier to maintain." Ref 4.3.3</p>
17	C	7.1.c	<p>A. Incorrect. "There may be scripts for collecting information from users during initial contact". Ref 5.2.5</p> <p>B. Incorrect. "There should be a formal process for logging and managing incidents." Ref 5.2.5</p> <p>C. Correct. "This process does NOT usually include detailed procedures for how to diagnose, investigate, and resolve incidents." Ref 5.2.5</p> <p>D. Incorrect. "Investigation of more complicated incidents often requires knowledge and expertise, rather than procedural steps." Ref 5.2.5</p>
18	A	2.1	<p>A. Correct. A guiding principle is defined as a recommendation that can guide an organization in all circumstances and will guide organizations when adopting service management. They are not described as prescriptive or mandatory. Ref 4.3</p> <p>B. Incorrect. The guiding principles will be reviewed and adopted by organizations. The guiding principles guide organizations to make decisions and adopt actions. They do not mandate specific actions and decisions. Ref 4.3.8</p> <p>C. Incorrect. Organizations will use the principles relevant to them and are not mandated to use a given number. Ref 4.3</p> <p>D. Incorrect. The guiding principles guide organizations to make decisions and adopt actions. They are not mandatory. Ref 4.3</p>

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<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
19	B	7.1.b	<p>A. Incorrect. "It is essential that the correct change authority is assigned to each type of change to ensure that change control is both efficient and effective." For normal changes, "change models based on the type of change determine the roles for assessment and authorization". A single change authority is inadequate. Ref 5.2.4</p> <p>B. Correct. "It is essential that the correct change authority is assigned to each type of change to ensure that change control is both efficient and effective." For normal changes, "change models based on the type of change determine the roles for assessment and authorization". Ref 5.2.4</p> <p>C. Incorrect. Normal changes are "changes that need to be scheduled, assessed, and authorized following a process." Thus, all normal changes will be authorized by a change authority. Standard changes can be pre-authorized: "These are low-risk, pre-authorized changes that are well understood and fully documented, and can be implemented without needing additional authorization". Ref 5.2.4</p> <p>D. Incorrect. "Emergency changes are not typically included in a change schedule, and the process for assessment and authorization is expedited to ensure they can be implemented quickly." Therefore, all emergency changes will be authorized by a change authority. Ref 5.2.4</p>
20	C	6.1.f	<p>A. Incorrect. "The purpose of the change control practice is to maximize the number of successful service and product changes by ensuring that risks have been properly assessed, authorizing changes to proceed, and managing the change schedule." Ref 5.2.4</p> <p>B. Incorrect. "The purpose of the service request management practice is to support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner". Ref 5.2.16</p> <p>C. Correct. "The purpose of the release management practice is to make new and changed services and features available for use". Ref 5.2.9</p> <p>D. Incorrect. "The purpose of the deployment management practice is to move new or changed hardware, software, documentation, processes, or any other component to live environments." Ref 5.3.1</p>

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<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
21	B	5.2.a	<p>A. Incorrect. The purpose of the ‘improve’ value chain activity is “to ensure continual improvement of products, services, and practices across all value chain activities and the four dimensions of service management.” Ref 4.5.2</p> <p>B. Correct. The purpose of the ‘plan’ value chain activity is “to ensure a shared understanding of the vision, current status, and improvement direction for all four dimensions and all products and services across the organization.” Ref 4.5.1</p> <p>C. Incorrect. The purpose of the ‘deliver and support’ value chain activity is “to ensure that services are delivered and supported according to agreed specifications and stakeholders’ expectations.” Ref 4.5.6</p> <p>D. Incorrect. The purpose of the ‘obtain/build’ value chain activity is “to ensure that service components are available when and where they are needed, and meet agreed specifications.” Ref 4.5.5</p>
22	D	5.1	<p>A. Incorrect. “Value chain activities use different combinations of ITIL practices”. No practice belongs to a single value chain activity. Ref 4.5</p> <p>B. Incorrect. Service value streams are “specific combinations of activities and practices, and each one is designed for a particular scenario” and “Service relationships include service provision, service consumption, and service relationship management.” Ref 4.5, 2.4.1</p> <p>C. Incorrect. Service value streams are “specific combinations of activities and practices, and each one is designed for a particular scenario.” There can be multiple service value streams within one service value chain. Ref 4.5</p> <p>D. Correct. “These activities represent the steps an organization takes in the creation of value. Each activity transforms inputs into outputs. These inputs can be demand from outside the value chain or outputs of other activities. All the activities are interconnected, with each activity receiving and providing triggers for further action.” Ref 4.5</p>

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<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
23	A	6.1.c	<p>A. Correct. “The purpose of the supplier management practice is to ensure that the organization’s suppliers and their performance are managed appropriately to support the seamless provision of quality products and services”. Ref 5.1.13</p> <p>B. Incorrect. “The purpose of the continual improvement practice is to align the organization’s practices and services with changing business needs through the ongoing improvement of products, services, and practices, or any element involved in the management of products and services.” This is not the purpose of the ‘supplier management’ practice. An organization is unlikely to change its practices to suit a supplier’s needs. Ref 5.1.2</p> <p>C. Incorrect. “The purpose of the relationship management practice is to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels”. This is not the purpose of the ‘supplier management’ practice. Ref 5.1.9</p> <p>D. Incorrect. “The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of services, and the CIs that support them, is available when and where it is needed”. This is not the purpose of the ‘supplier management’ practice. Ref 5.2.11</p>
24	B	1.2.a	<p>A. Incorrect. The price of the service is only part of the costs imposed on the consumer. The cost of creating the service is a concern of the service provider, not the service consumer. The service consumer should also evaluate the costs removed from the consumer. Ref 2.5.2</p> <p>B. Correct. From the service consumer’s perspective, there are two types of costs involved in service relationships:</p> <ol style="list-style-type: none"> <li>1. Costs removed from the service consumer by the service (a part of the value proposition). This may include costs of staff, technology, and other resources which are not needed by the consumer.</li> <li>2. Costs imposed on the consumer by the service (the costs of service consumption). The total cost of consuming a service includes the price charged by the service provider (if any), plus other costs such as staff training, costs of network utilization, procurement, etc. Ref 2.5.2</li> </ol> <p>C. Incorrect. C. The cost of provisioning the service, and the cost of improving the service are concerns of the service provider, not the service consumer. The service consumer should evaluate the costs removed from the consumer and the costs imposed on the consumer. Ref 2.5.2</p> <p>D. Incorrect. The two types of cost that a service consumer should evaluate are costs removed from the consumer and costs imposed on consumers. The cost of hardware and software may be included in either of these, but will only be part of that cost. Ref 2.5.2</p>

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<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
25	C	6.1.n	<p>A. Incorrect. “The purpose of the problem management practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors.” Ref 5.2.8</p> <p>B. Incorrect. “The purpose of the change control practice is to maximize the number of successful service and product changes by ensuring that risks have been properly assessed, authorizing changes to proceed, and managing the change schedule.” Ref 5.2.4</p> <p>C. Correct. “The purpose of the service desk practice is to capture demand for incident resolution and service requests. It should also be the entry point and single point of contact for the service provider with all of its users.” Ref 5.2.14</p> <p>D. Incorrect. “The purpose of the service level management practice is to set clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets.” Ref 5.2.1.5</p>
26	B	7.1.a	<p>A. Incorrect. The guidance describes how there are many methods that can be used for improvement initiatives and warns against using too many. It further states that “Different types of improvement may call for different improvement methods”. Therefore, using a new method each time is inappropriate. Ref 5.1.2</p> <p>B. Correct. The guidance describes how there are many methods that can be used for improvement initiatives and warns against using too many. The guidance states “It is a good idea to select a few key methods that are appropriate to the types of improvement the organization typically handles and to cultivate those methods”. Ref 5.1.2</p> <p>C. Incorrect. The guidance describes how there are many methods that can be used for improvement initiatives and warns against using too many. Ref 5.1.2</p> <p>D. Incorrect. The guidance describes how there are many methods that can be used for improvement initiatives and warns against using too many. It further states that “Different types of improvements may call for different improvement methods”. Therefore, selecting a single method is inappropriate. Ref 5.1.2</p>
27	D	4.1	<p>A. Incorrect. The seven guiding principles are ‘focus on value’, ‘start where you are’, ‘progress iteratively with feedback’, ‘collaborate and promote visibility’, ‘think and work holistically’, ‘keep it simple and practical’ and ‘optimize and automate’. Ref 4.3</p> <p>B. Incorrect. The four dimensions of service management are ‘organizations and people’, ‘information and technology’, ‘partners and suppliers’, and ‘value streams and processes’. Ref 3.1-3.4</p> <p>C. Incorrect. The activities of the service value chain are ‘plan’, ‘improve’, ‘engage’, ‘design and transition’, ‘obtain/build’, and ‘deliver and support’. Ref 4.5</p> <p>D. Correct. The components of the service value system are ‘guiding principles’, ‘governance’, ‘service value chain’, ‘practices’, and ‘continual improvement’. Ref 4.1</p>

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<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
28	C	7.1.f	<p>A. Incorrect. "With increased automation, AI, robotic process automation (RPA), and chatbots, service desks are moving to provide more self-service logging and resolution directly via online portals and mobile applications." Ref 5.2.14</p> <p>B. Incorrect. "The service desk may not need to be highly technical, although some are." Ref 5.2.14</p> <p>C. Correct. "Another key aspect of a good service desk is its practical understanding of the wider organization, the business processes, and the users." Ref 5.2.14</p> <p>D. Incorrect. "In some cases, the service desk is a tangible team, working in a single location... In other cases, a virtual service desk allows agents to work from multiple locations, geographically dispersed." Ref 5.2.14</p>
29	C	2.2.c	<p>A. Incorrect. The 'Focus on value' guiding principle helps to ensure that you consider all aspects of value for the service consumer, as well as the service provider and other stakeholders. It does not specifically describe organizing work into smaller, manageable sections that can be executed and completed in a timely manner. Ref 4.3.1</p> <p>B. Incorrect. The 'Start where you are' guiding principle helps to avoid waste and leverage existing services, processes, people, tools, etc. It does not specifically describe organizing work into smaller, manageable sections that can be executed and completed in a timely manner. Ref 4.3.2</p> <p>C. Correct. The description of the 'progress iteratively with feedback' guiding principle says "by organizing work into smaller, manageable sections that can be executed and completed in a timely manner, the focus on each effort will be sharper and easier to maintain." Ref 4.3.3</p> <p>D. Incorrect. The 'collaborate and promote visibility' guiding principle helps to involve the right people and provide better decision-making and greater likelihood of success. It does not specifically describe organizing work into smaller, manageable sections that can be executed and completed in a timely manner. Ref 4.3.4</p>

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<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
30	A	7.1.b	<p>A. Correct. “These are low-risk, pre-authorized changes that are well understood and fully documented, and can be implemented without needing additional authorization. They are often initiated as service requests, but may also be operational changes. When the procedure for a standard change is created or modified, there should be a full risk assessment and authorization as for any other change. This risk assessment does not need to be repeated each time the standard change is implemented; it only needs to be done if there is a modification to the way it is carried out.” Ref 5.2.4</p> <p>B. Incorrect. Normal changes are “changes that need to be scheduled, assessed, and authorized.” Ref 5.2.4</p> <p>C. Incorrect. An emergency change that is needed to resolve an incident should still be assessed and authorized. “As far as possible, emergency changes should be subject to the same testing, assessment, and authorization as normal changes”. Ref 5.2.4</p> <p>D. Incorrect. This is a description of a normal change: “changes that need to be scheduled, assessed, and authorized”. Ref 5.2.4</p>
31	C	7.1.d	<p>A. Incorrect. A change request is only raised if it is justified. “Error control also includes identification of potential permanent solutions which may result in a change request for implementation of a solution, but only if this can be justified in terms of cost, risks, and benefits”. Ref 5.2.8</p> <p>B. Incorrect. The ‘incident management’ practice restores service not the ‘problem management’ practice. “The purpose of the incident management practice is to minimize the negative impact of incidents by restoring normal service operation as quickly as possible.” . Ref 5.2.5</p> <p>C. Correct. “An effective incident workaround can become a permanent way of dealing with some problems when resolving the problem is not viable or cost-effective. In this case, the problem remains in the known error status, and the documented workaround is applied should related incidents occur”. Ref 5.2.8</p> <p>D. Incorrect. The problem record is not deleted. “Workarounds are documented in problem records”. “.. the problem remains in the known error status, and the documented workaround is applied should related incidents occur”. Ref 5.2.8</p>

**The ITIL® 4 Foundation Examination**

<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
32	A	6.2.d	<p>A. Correct. A change is the “addition, modification, or removal of anything that could have a direct or indirect effect on services”. Ref 5.2.4</p> <p>B. Incorrect. “The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of services, and the CIs that support them, is available when and where it is needed.” Ref 5.2.11</p> <p>C. Incorrect. “The purpose of the release management practice is to make new and changed services and features available for use”. Ref 5.2.9</p> <p>D. Incorrect. “The purpose of the deployment management practice is to move new or changed hardware, software, documentation, processes, or any other component to live environments.” Ref 5.3.1</p>
33	A	6.2.b	<p>A. Correct. “An event can be defined as any change of state that has significance for the management of a service or other configuration item (CI)”. Ref 5.2.7</p> <p>B. Incorrect. The definition of a configuration item is “any component that needs to be managed in order to deliver an IT service.” Ref 5.2.11</p> <p>C. Incorrect. An incident is “An unplanned interruption to a service or reduction in the quality of a service.” Ref 5.2.5</p> <p>D. Incorrect. An IT asset is “Any financially valuable component that can contribute to the delivery of an IT product or service.” Ref 5.2.11</p>
34	C	1.2.d	<p>A. Incorrect. “A tangible or intangible deliverable of an activity” is the definition of an output, not an outcome. Ref 2.5.1</p> <p>B. Incorrect. “The functionality offered by a product or service to meet a particular need” is the definition of utility, not an outcome. The utility of the service may facilitate outcomes. Ref 2.5.4</p> <p>C. Correct. An outcome is “a result for a stakeholder enabled by one or more outputs”. The definition of a service describes how the value of a service enables value co-creation by facilitating outcomes that customers want to achieve. Ref 2.5.1</p> <p>D. Incorrect. A product is “a configuration of an organization’s resources designed to offer value for a consumer.” Ref 2.3.1</p>

**The ITIL® 4 Foundation Examination**

<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
35	D	3.1.b	<p>A. Incorrect. “The challenges of information management, such as those presented by security and regulatory compliance requirements, are also a focus of [the ‘information and technology] dimension”. Ref 3.2</p> <p>B. Incorrect. “The technologies that support service management include, but are not limited to, workflow management systems, knowledge bases, inventory systems, communication systems, and analytical tools”. Ref 3.2</p> <p>C. Incorrect. “The technologies that support service management include, but are not limited to, workflow management systems, knowledge bases, inventory systems, communication systems, and analytical tools.” Ref 3.2</p> <p>D. Correct. “The organizations and people dimension of a service covers roles and responsibilities, formal organizational structures, culture, and required staffing and competencies, all of which are related to the creation, delivery, and improvement of a service.” Ref 3.1</p>
36	D	7.1.d	<p>D. Correct.</p> <p>(1) “Problem management activities can identify improvement opportunities in all four dimensions of service management. Solutions can in some cases be treated as improvement opportunities, so they are included in a continual improvement register (CIR), and continual improvement techniques are used to prioritize and manage them.”</p> <p>(4) “Error control also includes identification of potential permanent solutions which may result in a change request for implementation of a solution.” Ref 5.2.8</p> <p>A, B C. Incorrect.</p> <p>(2) “The purpose of the service request management practice is to support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner.” Ref 5.2.16</p> <p>(3) “The purpose of the service level management practice is to set clear business-based targets for service levels, and to ensure that delivery of services is properly assessed, monitored, and managed against these targets.”</p>

**The ITIL® 4 Foundation Examination**

<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
37	B	2.2.f	<p>A. Incorrect. “Trying to provide a solution for every exception will often lead to over-complication. When creating a process or a service, designers need to think about exceptions, but they cannot cover them all. Instead, rules should be designed that can be used to handle exceptions generally.” Ref 4.3.6</p> <p>B. Correct. The ‘keep it simple and practical’ guiding principle states: “When analyzing a practice, process, service, metric, or other improvement target, always ask whether it contributes to value creation.” Ref 4.3.6.1</p> <p>C. Incorrect. “When designing, managing, or operating practices, be mindful of conflicting objectives … the organization should agree on a balance between its competing objectives.” Ref 4.3.6.2</p> <p>D. Incorrect. “It is better to start with an uncomplicated approach and then carefully add controls, activities, or metrics when it is seen that they are truly needed.” Ref 4.3.6.1</p>
38	C	2.2.a	<p>A. Incorrect. It is essential to determine who the service consumer is, and what they value. The outcomes should be based on this understanding, rather than determining them. “The first step in focusing on value is knowing who is being served. In each situation the service provider must, therefore, determine who the service consumer is”. Ref 4.3.1.1</p> <p>B. Incorrect. Suppliers and partners are possible stakeholders, but it is important to identify the service consumer first. “The first step in focusing on value is knowing who is being served. In each situation the service provider must, therefore, determine who the service consumer is”. Ref 4.3.1.1</p> <p>C. Correct. “The first step in focusing on value is knowing who is being served. In each situation the service provider must, therefore, determine who the service consumer is”. Ref 4.3.1.1</p> <p>D. Incorrect. The cost of providing the service may have some impact on the value from the perspective of the service provider. But “The first step in focusing on value is knowing who is being served. In each situation the service provider must, therefore, determine who the service consumer is”. Ref 4.3.1.1</p>

**The ITIL® 4 Foundation Examination**

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<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
39	D	1.3.a	<p>A. Incorrect. The combination of things described in this option may help to create value, but it is not an example of value. Value is “the perceived benefits, usefulness and importance of something.” Ref 2.1</p> <p>B. Incorrect. The combination of things described in this option may help to create an outcome, but it is not an example of an outcome. Outcome is “a result for a stakeholder enabled by one or more outputs.” Ref 2.5.1</p> <p>C. Incorrect. Warranty is “assurance that a product or service will meet agreed requirements.” New functionality may or may not affect warranty. Ref 2.5.4</p> <p>D. Correct. Service providers define combinations of goods, access to resources and service actions, to address the needs of different consumer groups. These combinations are called service offerings. Ref 2.3.2</p>
40	B	1.1.c	<p>A. Incorrect. An output is “A tangible or intangible deliverable of an activity”. Ref 2.5.1</p> <p>B. Correct. Warranty is “assurance that a product or service will meet agreed requirements.” Ref 2.5.4</p> <p>C. Incorrect. A risk is “a possible event that could cause harm or loss, or make it more difficult to achieve objectives”. Ref 2.5.3</p> <p>D. Incorrect. Utility is “the functionality offered by a product or service to meet a particular need”. Ref 2.5.4</p>



## ITIL® 4 Foundation Practice Exam #1

### Question 1:

What is the definition of utility?

- a) The assurance that a product or service will meet agreed requirements
- b) A possible event that could cause harm or loss, or make it more difficult to achieve objectives
- c) The functionality offered by a product or service to meet a particular need
- d) A tangible or intangible deliverable that is produced by carrying out an activity

### Question 2:

Identify the missing word(s) in the following sentence. A customer is a person who defines the requirements for a service and takes responsibility for the [?] of service consumption.

- a) Outcomes
- b) Cost
- c) Outputs
- d) Benefits

### Question 3:

What is the definition of an IT asset?

- a) A particular set of settings or options on a given piece of equipment
- b) Any valuable component that can contribute to the delivery of an IT product or service
- c) A means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks
- d) Any component that needs to be managed in order to deliver an IT service

### Question 4:

Identify the missing word(s) in the following sentence. A(n) [?] is any component that needs to be managed in order to deliver an IT service.

- a) Product
- b) Outputs
- c) Asset
- d) Configuration item

**Question 5:**

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

- a) Establishing and nurturing links between an organization and its stakeholders at strategic and tactical levels
- b) Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner
- c) Setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets
- d) Ensuring that an organization's suppliers and their performance levels are managed appropriately to support the provision of seamless quality products and services

**Question 6:**

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

- a) Ensuring that services deliver agreed levels of availability or that change can be assessed
- b) Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner
- c) Minimizing the negative impact of incidents by restoring normal service operation as quickly as possible
- d) Reducing the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors

**Question 7:**

Identify the missing word in the following sentence. [?] management is the practice of minimizing the negative impact of incidents by restoring normal service operation as quickly as possible.

- a) Availability
- b) Event
- c) Incident
- d) Problem

**Question 8:**

What is defined as the practice of aligning an organization's practices and services with changing business needs through the ongoing identification and improvement of all elements involved in the effective management of products and services?

- a) Service level management
- b) Service request management
- c) Continual improvement
- d) Capacity and performance management



## ITIL® 4 Foundation Practice Exam #1

**Question 9:**

Identify the missing word in the following sentence. Service [?] management is the practice of setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets.

- a) Capacity
- b) Availability
- c) Request
- d) Level

**Question 10:**

Dion Training has decided not to run their own email servers. Instead, Dion Training pays a monthly service fee to Google's G-Suite to provide email services to the company so that Dion Training can receive emails from its students. What best describes this co-creation of value by Dion Training and Google in order to provide email support to Dion Training's students?

- a) Service offering
- b) Service relationship management
- c) Service provision
- d) Service consumption

**Question 11:**

What term best describes the perceived benefits, usefulness, and importance of something?

- a) Utility
- b) Warranty
- c) Outcome
- d) Value

**Question 12:**

Your organization is preparing to launch a new service. Your manager is concerned that there is a possibility that something bad might happen which could cause the service to fail and the desired outcome won't be achieved. What term best describes your manager's concerns?

- a) Outputs
- b) Risks
- c) Costs
- d) Utility



## ITIL® 4 Foundation Practice Exam #1

### Question 13:

Fill in the blank. [?] is/are defined as a recommendation that can guide an organization in all circumstances and will guide organizations when adopting service management.

- a) Guiding principles
- b) Service value chain
- c) Focus on value
- d) Governance

### Question 14:

You have been assigned to a team that has been asked to identify how your consumers use a particular service, what the service helps them to do, and how the service helps them to identify their goals. Which of the guiding principles should best be applied in your situation?

- a) Focus on value
- b) Progress iteratively with feedback
- c) Collaborate and promote visibility
- d) Think and work holistically

### Question 15:

Your organization is currently running a web hosting service, but it is not providing sufficient utility and warranty. In order to fix this, a team has been assembled and asked to design a new web hosting service. The team manager suggests that the team first look at the existing service and its processes before they begin to design the new service. What guiding principle is being followed by the team manager?

- a) Focus on value
- b) Start where you are
- c) Keep it simple and practical
- d) Optimize and automate

### Question 16:

Which guiding principle is focused on involving the right people in the correct roles in order to get additional buy-in for the project and increase the likelihood of long-term success?

- a) Collaborate and promote visibility
- b) Focus on value
- c) Progress iteratively with feedback
- d) Optimize and automate



## ITIL® 4 Foundation Practice Exam #1

### Question 17:

During a review of the New Account Creation process at your company, you determine that the current process requires 15 steps to create a new account. As you analyze each step, you find that steps 3 and 5 provide no value to the process or the organization. Based on which guiding principle should you eliminate steps 3 and 5 from the process?

- a) Think and work holistically
- b) Keep it simple and practical
- c) Optimize and automate
- d) Focus on value

### Question 18:

What refers to the use of technology to perform a step or series of steps correctly and consistently with limited or no human involvement?

- a) Automation
- b) Optimization
- c) Value
- d) Utility

### Question 19:

Which service management dimension is focused on the roles and responsibilities of the people involved in a process' workflow?

- a) Organizations and people
- b) Information and technology
- c) Partners and suppliers
- d) Value streams and processes

### Question 20:

Which service management dimension is focused on the communication systems and knowledge bases used by employees?

- a) Organizations and people
- b) Information and technology
- c) Partners and suppliers
- d) Value streams and processes

### Question 21:

Which ITIL concept describes practices?

- a) Seven guiding principles
- b) Service value system
- c) Service value chain
- d) Four dimensions of service management

**Question 22:**

Which of the following is NOT an activity within the service value chain?

- a) Plan
- b) Engage
- c) Delivery and Support
- d) Practice

**Question 23:**

Your company has recently engaged a new supplier to provide you with 3 routers that will handle 1 Gbps of throughput. They are scheduled for installation in three months. Your team is currently configuring the devices in preparation for installation into the network architecture based upon the design requirements. Which value chain activity would best categorize your configuration actions in this scenario?

- a) Design and transition
- b) Engage
- c) Obtain/build
- d) Deliver and support

**Question 24:**

Management has set a goal to reduce the number of physical servers in the datacenter by 10% this year. Your team is responsible for creating a plan to migrate 50% of the physical servers into virtualized systems. Which step of the continual improvement model are you currently working on?

- a) Where do we want to be
- b) How do we get there
- c) Where are we now
- d) Take action

**Question 25:**

You are working as part of an improvement initiative and your team would like to release a new module into the existing Customer Relationship Management system. Which type of change should you initiate?

- a) Standard
- b) Normal
- c) Emergency
- d) Routine



## ITIL® 4 Foundation Practice Exam #1

Question 26:

What is an emergency change?

- a) A change that doesn't need risk assessment because the procedure has been pre-authorized
- b) A change that needs to be assessed, authorized, and scheduled by a change authority
- c) A change that must be implemented as soon as possible because it is required to resolve an incident or security issue
- d) A change that is assessed, authorized, and scheduled as part of 'continual improvement'

Question 27:

Who is responsible for approving a change within the organization?

- a) CEO
- b) IT Director
- c) Service desk analyst
- d) Change authority

Question 28:

You are attempting to print a document from your workstation to the network printer in your office. The print job failed when you attempted to print, so you called the service desk for assistance. What term best describes your issue?

- a) Problem
- b) Event
- c) Incident
- d) Resolution

Question 29:

Your company has decided to install a service management tool that provides incident management as one of its functions. What is the benefit of using an incident management system?

- a) It can provide automated resolution and closure of complex incidents
- b) It can ensure that incidents are resolved within the agreed upon timeframe in the service level agreement (SLA)
- c) It can provide automated matching of incidents to problems or known errors
- d) The system can provide specialized knowledge for solving complicated incidents



## ITIL® 4 Foundation Practice Exam #1

Question 30:

What is usually included as part of 'incident management'?

- a) Scripts for collecting initial information about incidents
- b) Detailed procedures for the diagnosis of incidents
- c) Authority to implement changes to a system
- d) Observation of all services and service components to identify any change in state

Question 31:

You are working as a service desk analyst. Within the last hour, you have received 13 calls about users being unable to log on to the network. There appears to be something wrong with the domain controller. What would you classify this scenario as?

- a) Incident
- b) Workaround
- c) Problem
- d) Event

Question 32:

The users on the fourth floor of your building keep calling the service desk to report that their network connectivity is not working properly. The service desk logs each of these incidents, but since there are multiple incidents for the same issue, they forward it to the problem management activity for resolution. During your analysis, you determine that the network switch that services the entire fourth floor is broken and will need to be replaced. You checked the current inventory of spares, but there are none available. It appears this problem will remain for 24 hours until a new switch can be received and installed. How would you categorize the issue described in this scenario?

- a) Known error
- b) Workaround
- c) Problem
- d) Incident

Question 33:

How does 'service request management' contribute to the 'deliver and support' value chain activity?

- a) It ensures that users continue to be productive when they need assistance from the service provider
- b) It collects user-specific requirements, sets expectations, and provides status updates
- c) By initiating standard changes to fulfill service requests
- d) It acquires pre-approved service components to help fulfill service requests



## ITIL® 4 Foundation Practice Exam #1

### Question 34:

What is an example of an action a service request management employee would undertake as part of the 'obtain/build' activity?

- a) Analyzing data to identify opportunities to provide new service request options
- b) Ensuring users continue to be productive when they need assistance from the service provider
- c) Acquiring pre-approved service components to help fulfill service requests
- d) Initiating standard changes to fulfill service requests

### Question 35:

What is true about the service desk?

- a) Service desks should always be a physical team in a single fixed location
- b) Service desks should be designed based on your organization, its business processes, and the user requirements
- c) Service desks should always use a virtual service desk to save money
- d) Service desks should always be local to the organization they support

### Question 36:

What activity is the main channel for communication and collaboration with users?

- a) Service level management
- b) Service desk
- c) Incident management
- d) Service request management

### Question 37:

You are in a quarterly service level management review with your supervisor. The manager asks your supervisor if the service desk has been meeting their SLA target metrics. Your supervisor proudly proclaims that everything is 'green' (meaning, we are meeting all of the targets). Just then, another executive asks, "If everything is showing as 'green', why am I hearing other users complain that the service is always unavailable for use?" What might be the reason for this?

- a) Your supervisor's data is based on operational metrics
- b) Your supervisor's data is based on business metrics
- c) Your supervisor's data is based on availability metrics
- d) Your supervisor's data is not based on business outcomes



## ITIL® 4 Foundation Practice Exam #1

Question 38:

How does 'service level management' contribute to the 'improve' value chain activity?

- a) Uses feedback from users about the service and requirements from customers to make the service better
- b) Provides feedback from interactions with customers into new or changed services
- c) Provides information about the actual service performance and trends
- d) Collects feedback during interactions and communicates service performance objectives to the operations and support teams

Question 39:

You are working as a service desk manager. One of your analysts has created a new workaround for a problem that has been causing issues for users for the last few hours. To ensure all users across the network are notified of this workaround, you decide to post the workaround on the front page of your user service portal on the intranet. During which value chain activity would this occur?

- a) Plan
- b) Improve
- c) Engage
- d) Obtain/build

Question 40:

What is an example of an action a service request management employee would undertake as part of the 'design and transition' activity?

- a) Ensuring users continue to be productive when they need assistance from the service provider
- b) Collecting user-specific requirements, setting expectations, and providing status updates
- c) Acquiring pre-approved service components to help fulfill service requests
- d) Initiating standard changes to fulfill service requests



## ITIL® 4 Foundation Practice Exam #2

### Answer Key

1	C
2	A
3	B
4	D
5	A
6	D
7	C
8	C
9	D
10	B
11	D
12	B
13	A
14	A
15	B
16	A
17	B
18	A
19	A
20	B
21	B
22	D
23	C
24	B
25	B
26	C
27	D
28	C
29	C
30	A
31	C
32	A
33	A
34	C
35	B
36	B
37	D
38	A
39	C
40	D



## ***The ITIL® 4 Foundation Examination***

### ***Sample Paper 2***

### ***Question Booklet***

### ***Multiple Choice***

**Examination Duration: 1 hour**

#### ***Instructions***

1. You should attempt all 40 questions. Each question is worth one mark.
2. There is only one correct answer per question.
3. You need to answer 26 questions correctly to pass the exam.
4. Mark your answers on the answer sheet provided. Use a pencil (NOT pen).
5. You have 1 hour to complete this exam.
6. This is a 'closed book' exam. No material other than the exam paper is allowed.

- 1) 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
  
- 2) Which term describes the functionality offered by a service?
  - A. Cost
  - B. Utility
  - C. Warranty
  - D. Risk
  
- 3) Which is the purpose of the 'monitoring and event management' practice?
  - A. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed
  - B. To systematically observe services and service components, and record and report selected changes of state
  - C. To protect the information needed by the organization to conduct its business
  - D. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible
  
- 4) What should all 'continual improvement' decisions be based on?
  - A. Details of how services are measured
  - B. Accurate and carefully analyzed data
  - C. An up-to-date balanced scorecard
  - D. A recent maturity assessment

- 5) 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
- 6) How does customer engagement contribute to the 'service level management' practice?
- 1. It captures information that metrics can be based on
  - 2. It ensures the organization meets defined service levels
  - 3. It defines the workflows for service requests
  - 4. It supports progress discussions
- A. 1 and 2
  - B. 2 and 3
  - C. 3 and 4
  - D. 1 and 4
- 7) What is the starting point for optimization?
- A. Securing stakeholder engagement
  - B. Understanding the vision and objectives of the organization
  - C. Determining where the most positive impact would be
  - D. Standardizing practices and services
- 8) Identify the missing words in the following sentence.
- The purpose of the [?] is to ensure that the organization continually co-creates value with all stakeholders in line with the organization's objectives.
- A. 'focus on value' guiding principle
  - B. four dimensions of service management
  - C. service value system
  - D. 'service request management' practice

- 9) Which practice provides support for managing feedback, compliments and complaints from users?
- A. Change enablement
  - B. Service request management
  - C. Problem management
  - D. Incident management
- 10) Which joint activity performed by a service provider and service consumer ensures continual value co-creation?
- A. Service provision
  - B. Service consumption
  - C. Service offering
  - D. Service relationship management
- 11) Which practice may involve the initiation of disaster recovery?
- A. Incident management
  - B. Service request management
  - C. Service level management
  - D. IT asset management
- 12) What type of change is MOST likely to be managed by the 'service request management' practice?
- A. A normal change
  - B. An emergency change
  - C. A standard change
  - D. An application change

- 13) Which guiding principle emphasizes the need to understand the flow of work in progress, identify bottlenecks, and uncover waste?
- A. Focus on value
  - B. Collaborate and promote visibility
  - C. Think and work holistically
  - D. Keep it simple and practical
- 14) What is a means of enabling value co-creation by facilitating outcomes that customers want to achieve?
- A. A service
  - B. An output
  - C. A practice
  - D. Continual improvement
- 15) Which statement about change authorization is CORRECT?
- A. A change authority should be assigned to each type of change and change model
  - B. Centralizing change authorization to a single person is the most effective means of authorization
  - C. The authorization of normal changes should be expedited to ensure they can be implemented quickly
  - D. Standard changes are high risk and should be authorized by the highest level of change authority
- 16) Which dimension of service management considers governance, management, and communication?
- A. Organizations and people
  - B. Information and technology
  - C. Partners and suppliers
  - D. Value streams and processes

17) Identify the missing word in the following sentence.

A known error is a problem that has been [?] and has not been resolved.

- A. logged
- B. analyzed
- C. escalated
- D. closed

18) Which statement about known errors and problems is CORRECT?

- A. Known error is the status assigned to a problem after it has been analyzed
- B. A known error is the cause of one or more problems
- C. Known errors cause vulnerabilities, problems cause incidents
- D. Known errors are managed by technical staff, problems are managed by service management staff

19) 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

20) Which statement about the 'service desk' practice is CORRECT?

- A. It provides a link with stakeholders at strategic and tactical levels
- B. It carries out change assessment and authorization
- C. It investigates the cause of incidents
- D. It needs a practical understanding of the business processes

- 21) 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
- 22) Which practice has a purpose that includes restoring normal service operation as quickly as possible?
- A. Supplier management
  - B. Deployment management
  - C. Problem management
  - D. Incident management
- 23) Identify the missing word in the following sentence.
- A customer is the role that defines the requirements for a service and takes responsibility for the [?] of service consumption.
- A. outputs
  - B. outcomes
  - C. costs
  - D. risks
- 24) Which guiding principle describes the importance of doing something, instead of spending a long time analyzing different options?
- A. Optimize and automate
  - B. Start where you are
  - C. Focus on value
  - D. Progress iteratively with feedback

- 25) What should be done for every problem?
- A. It should be diagnosed to identify possible solutions
  - B. It should be prioritized based on its potential impact and probability
  - C. It should be resolved so that it can be closed
  - D. It should have a workaround to reduce the impact
- 26) 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
- 27) What considerations influence the supplier strategy of an organization?
- A. Contracts and agreements
  - B. Type of cooperation with suppliers
  - C. Corporate culture of the organization
  - D. Level of formality
- 28) What is a problem?
- A. An addition or modification that could have an effect on services
  - B. Any change of state that has significance for the management of a configuration item
  - C. A cause or potential cause of one or more incidents
  - D. An unplanned reduction in the quality of a service

- 29) What is the purpose of the 'relationship management' practice?
- A. To align the organization's practices and services with changing business needs
  - B. To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels
  - C. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors
  - D. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible
- 30) Which is intended to help an organization adopt and adapt ITIL guidance?
- A. The four dimensions of service management
  - B. The guiding principles
  - C. The service value chain
  - D. Practices
- 31) What is an output?
- A. A change of state that has significance for the management of a configuration item
  - B. A possible event that could cause harm or loss
  - C. A result for a stakeholder
  - D. Something created by carrying out an activity
- 32) 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

- 33) 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
- 34) Which practice has a purpose that includes helping the organization to maximize value, control costs and manage risks?
- A. Relationship management
  - B. IT asset management
  - C. Release management
  - D. Service desk
- 35) 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
- 36) Which value chain activity communicates the current status of all four dimensions of service management?
- A. Improve
  - B. Engage
  - C. Obtain/build
  - D. Plan

- 37) Which guiding principle is PRIMARILY concerned with consumer's revenue and growth?
- A. Keep it simple and practical
  - B. Optimize and automate
  - C. Progress iteratively with feedback
  - D. Focus on value
- 38) Which practice provides visibility of the organization's services by capturing and reporting on service performance?
- A. Service desk
  - B. Service level management
  - C. Service request management
  - D. Service configuration management
- 39) Which is the BEST example of an emergency change?
- A. The implementation of a planned new release of a software application
  - B. A low-risk computer upgrade implemented as a service request
  - C. The implementation of a security patch to a critical software application
  - D. A scheduled major hardware and software implementation
- 40) 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



***The ITIL® 4 Foundation Examination***

***Sample Paper 2***

***Answers and Rationales***

**The ITIL® 4 Foundation Examination**

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For exam paper: EN\_ITIL4\_FND\_2019\_SamplePaper2\_QuestionBk\_v1.2

<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
1	A	7.1.f	<p>A. Correct. "With increased automation... The impact on service desks is reduced phone contact, less low-level work, and a greater ability to focus on excellent CX when personal contact is needed". Ref 5.2.14</p> <p>B. Incorrect. The effect of automation is to increase self-service, not to decrease it. "With increased automation, AI, robotic process automation (RPA), and chatbots, service desks are moving to provide more self-service logging and resolution directly via online portals and mobile applications". Ref 5.2.14</p> <p>C. Incorrect. The opposite is true. "With increased automation and the gradual removal of technical debt, the focus of the service desk is to provide support for 'people and business' rather than simply technical issues". Ref 5.2.14</p> <p>D. Incorrect. The use of automation will not eliminate the need to escalate incidents. "A key point to be understood is that, no matter how efficient the service desk and its people are, there will always be issues that need escalation and underpinning support from other teams". Ref 5.2.14</p>
2	B	1.2.g	<p>A. Incorrect. Cost is "The amount of money spent on a specific activity or resource." Ref 2.5.2</p> <p>B. Correct. Utility is "The functionality offered by a product or service." Ref 2.5.4</p> <p>C. Incorrect. Warranty is "Assurance that a product or service will meet agreed requirements". Ref 2.5.4</p> <p>D. Incorrect. A risk is "A possible event that could cause harm or loss, or make it more difficult to achieve objectives". Ref 2.5.3</p>
3	B	6.1.e	<p>A. Incorrect. "The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of services, and the CIs that support them, is available when and where it is needed". Ref 5.2.11</p> <p>B. Correct. "The purpose of the monitoring and event management practice is to systematically observe services and service components, and record and report selected changes of state identified as events". Ref 5.2.7</p> <p>C. Incorrect. "The purpose of the information security management practice is to protect the information needed by the organization to conduct its business". Ref 5.1.3</p> <p>D. Incorrect. "The purpose of the incident management practice is to minimize the negative impact of incidents by restoring normal service operation as quickly as possible". Ref 5.2.5</p>

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<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
4	B	7.1.a	<p>A. Incorrect. How services are measured is important, however only accurate data can drive fact-based decisions for improvement. Ref 5.1.2</p> <p>B. Correct. "Accurate data, carefully analyzed and understood, is the foundation of fact-based decision-making for improvement." The 'continual improvement' practice should be supported by relevant data sources and by skilled data analytics to ensure that each potential improvement situation is sufficiently understood. Ref 5.1.2</p> <p>C. Incorrect. A balanced scorecard is one input to making a decision, but on its own it does not serve as the foundation for fact-based decisions. Ref 5.1.2</p> <p>D. Incorrect. Maturity assessments are useful but they provide only one piece of information, as opposed to providing the foundations for decision-making in the continual improvement practice. Ref 5.1.2</p>
5	B	5.1	<p>A. Incorrect. Demand is the input to the service value chain. Value chain activities "represent the steps an organization takes in the creation of value. Each activity contributes to the value chain by transforming specific inputs into outputs." Ref 4.5</p> <p>B. Correct. "To convert inputs into outputs, the value chain activities use different combinations of ITIL practices." Ref 4.5</p> <p>C. Incorrect. It uses various resources from different practices when needed. "To convert inputs into outputs, the value chain activities use different combinations of ITIL practices (sets of resources for performing certain types of work), drawing on internal or third-party resources, processes, skills, and competencies as required." Ref 4.5</p> <p>D. Incorrect. The 'optimize and automate' guiding principle recommends that activities should be automated where this is practical but the service value chain does not require automation. "Technology should not always be relied upon without the capability of human intervention, as automation for automation's sake can increase costs and reduce organizational robustness and resilience." Ref 4.3.7</p>

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<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
6	D	7.1.g	<p>D. Correct.</p> <p>(1) (4) "Customer engagement: This involves initial listening, discovery, and information capture on which to base metrics, measurement, and ongoing progress discussions." Ref 5.2.15</p> <p>A, B, C. Incorrect.</p> <p>(2) Service level management "ensures the organization meets the defined service levels through the collection, analysis, storage, and reporting of the relevant metrics for the identified services," not just through customer engagement. Ref 5.2.15</p> <p>(3) It may define the requirements for service requests but defining the workflow is part of 'service request management'. "When new service requests need to be added to the service catalogue, existing workflow models should be leveraged whenever possible." Ref 5.2.16</p>
7	B	2.2.g	<p>A. Incorrect. This is step 4 of the principle 'optimize and automate': "Ensure the optimization has the appropriate level of stakeholder engagement and commitment." Ref 4.3.7.1</p> <p>B. Correct. The first step of the principle 'optimize and automate' is: "Understand and agree the context in which the proposed optimization exists. This includes agreeing the overall vision and objectives of the organization." Ref 4.3.7.1</p> <p>C. Incorrect. This is step 2 of the principle 'optimize and automate': "Assess the current state of the proposed optimization. This will help to understand where it can be improved and which improvement opportunities are likely to produce the biggest positive impact." Ref 4.3.7.1</p> <p>D. Incorrect. This is step 3 of the principle 'optimize and automate': "Agree what the future state and priorities of the organization should be, focusing on simplification and value. This typically also includes standardization of practices and services, which will make it easier to automate or optimize further at a later point." Ref 4.3.7.1</p>

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<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
8	C	4.1	<p>A. Incorrect. The 'focus on value' guiding principle guides an organization to consider the needs of the service consumer. It cannot ensure that the organization continually co-creates value with all stakeholders. Ref 4.3.1</p> <p>B. Incorrect. The four dimensions "represent perspectives which are relevant to the whole SVS, including the entirety of the service value chain and all ITIL practices." They do not ensure that the organization continually co-creates value with all stakeholders. Ref 3</p> <p>C. Correct. "The purpose of the SVS is to ensure that the organization continually co-creates value with all stakeholders through the use and management of products and services." Ref 4.1</p> <p>D. Incorrect. The purpose of the 'service request management' practice is to "support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner." It doesn't ensure that the organization continually co-creates value with all stakeholders. Ref 5.2.16</p>
9	B	7.1.e	<p>A. Incorrect. "The purpose of the change enablement practice is to maximize the number of successful service and product changes by ensuring that risks have been properly assessed, authorizing changes to proceed, and managing the change schedule." Ref 5.2.4</p> <p>B. Correct. "The purpose of the service request management practice is to support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner," and "Each service request may include one or more of the following: ... feedback, compliments, and complaints (for example, complaints about a new interface or compliments to a support team)." Ref 5.2.16</p> <p>C. Incorrect. "The purpose of the problem management practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors." Ref 5.2.8</p> <p>D. Incorrect. "The purpose of the incident management practice is to minimize the negative impact of incidents by restoring normal service operation as quickly as possible." Ref 5.2.5</p>

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<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
10	D	1.3.b	<p>A. Incorrect. Service provision is not a joint activity; it is performed by a service provider. Ref 2.4.1</p> <p>B. Incorrect. Service consumption is not a joint activity; it is performed by a service consumer. Ref 2.4.1</p> <p>C. Incorrect. Service offering is not an activity; it is "A description of one or more services, designed to address the needs of a target consumer group. A service offering may include goods, access to resources, and service actions". Ref 2.3.2</p> <p>D. Correct. Service relationship management is "Joint activities performed by a service provider and a service consumer to ensure continual value co-creation based on agreed and available service offerings". Ref 2.4.1</p>
11	A	7.1.c	<p>A. Correct. "In some extreme cases, disaster recovery plans may be invoked to resolve an incident." Ref 5.2.5</p> <p>B. Incorrect. "Service requests are a normal part of service delivery and are not a failure or degradation of service, which are handled as incidents." Ref 5.2.16</p> <p>C. Incorrect. "The purpose of the service level management practice is to set clear business-based targets for service levels, and to ensure that delivery of services is properly assessed, monitored, and managed against these targets." Ref 5.2.15</p> <p>D. Incorrect. "The purpose of the IT asset management practice is to plan and manage the full lifecycle of all IT assets." Asset management "includes the acquisition, operation, care and disposal of organizational assets." Ref 5.2.6</p>
12	C	7.1.e	<p>A. Incorrect. "Normal changes: These are changes that need to be scheduled, assessed, and authorized". This is supported by the 'change enablement' practice, not by 'service request management'. Ref 5.2.4</p> <p>B. Incorrect. "As far as possible, emergency changes should be subject to the same testing, assessment, and authorization as normal changes." This is supported by the 'change enablement' practice, not by 'service request management'. Ref 5.2.4</p> <p>C. Correct. "Fulfilment of service requests may include changes to services or their components; usually these are standard changes." and "Standard changes: These are low-risk, pre-authorized changes that are well understood and fully documented, and can be implemented without needing additional authorization. They are often initiated as service requests". Ref 5.2.16, 5.2.4</p> <p>D. Incorrect. "The scope of change enablement is defined by each organization. It will typically include all IT infrastructure, applications, documentation, processes". Some application changes may be managed as standard changes, but others will be normal or emergency changes and will be supported by the 'change enablement' practice. Ref 5.2.4</p>

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<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
13	B	2.2.d	<p>A. Incorrect. 'Focus on value' states that all improvement work should deliver measurable value for customers and other stakeholders, but it does not specifically highlight the need to understand the flow of work, identify bottlenecks, and uncover waste. Ref 4.3.1</p> <p>B. Correct. 'Collaborate and promote' visibility states "Insufficient visibility of work leads to poor decision-making, which in turn impacts the organization's ability to improve internal capabilities. It will then become difficult to drive improvements as it will not be clear which ones are likely to have the greatest positive impact on results. To avoid this, the organization needs to perform such critical analysis activities as: understanding the flow of work in progress; identifying bottlenecks, as well as excess capacity; and uncovering waste". Ref 4.3.4.3</p> <p>C. Incorrect. 'Think and work holistically' states that the organization should work in an integrated way on the whole, not just on the parts, but it does not specifically highlight the need to understand the flow of work, identify bottlenecks, and uncover waste. Ref 4.3.5</p> <p>D. Incorrect. 'Keep it simple and practical' states that the organization should use the minimum number of steps, and eliminate steps that produce no useful outcome. This does imply that you should uncover waste, but it does not specifically highlight the need to understand the flow of work and identify bottlenecks. Ref 4.3.6</p>
14	A	1.1.a	<p>A. Correct. 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 costs and risks." Ref 2.3.1</p> <p>B. Incorrect. An output is "A tangible or intangible deliverable of an activity." Ref 2.5.1</p> <p>C. Incorrect. Practices are "Sets of organizational resources designed for performing work or accomplishing an objective." Ref 4.1</p> <p>D. Incorrect. 'Continual improvement' is a practice "to align the organization's practices and services with changing business needs." Ref 5.1.2</p>

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<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
15	A	7.1.b	<p>A. Correct. "It is essential that the correct change authority is assigned to each type of change to ensure that change enablement is both efficient and effective." Ref 5.2.4</p> <p>B. Incorrect. There is no rule that centralizing change authority is the most effective method. In some cases, decentralizing decision-making is better: "In high-velocity organizations, it is a common practice to decentralize change approval, making the peer review a top predictor of high performance." Ref 5.2.4</p> <p>C. Incorrect. This answer confuses normal changes with emergency changes. "Emergency changes are not typically included in a change schedule, and the process for assessment and authorization is expedited to ensure they can be implemented quickly." Ref 5.2.4</p> <p>D. Incorrect. Standard changes are usually low risk and pre-authorized. "These are low-risk, pre-authorized changes that are well understood and fully documented, and can be implemented without needing additional authorization." Ref 5.2.4</p>
16	A	3.1.a	<p>A. Correct. "It is important to ensure that the way an organization is structured and managed, as well as its roles, responsibilities, and systems of authority and communication, is well defined and supports its overall strategy and operating model." Ref 3.1</p> <p>B. Incorrect. The 'information and technology' dimension "includes the information and knowledge necessary for the management of services, as well as the technologies required. It also incorporates the relationships between different components of the SVS, such as the inputs and outputs of activities and practices." Ref 3.2</p> <p>C. Incorrect. "The partners and suppliers dimension encompasses an organization's relationships with other organizations that are involved in the design, development, deployment, delivery, support and/or continual improvement of services. It also incorporates contracts and other agreements between the organization and its partners or suppliers." Ref 3.3</p> <p>D. Incorrect. The 'value streams and processes' dimension "is concerned with how the various parts of the organization work in an integrated and coordinated way to enable value creation through products and services." Ref 3.4</p>

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<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
17	B	6.2.g	<p>A. Incorrect. A known error is "A problem that has been analyzed but has not been resolved". If a problem has been logged but not analyzed, it would not be considered a known error. Ref 5.2.8</p> <p>B. Correct. A known error is "A problem that has been analyzed but has not been resolved". Ref 5.2.8</p> <p>C. Incorrect. A known error is "A problem that has been analyzed but has not been resolved" – it may or may not be escalated. Ref 5.2.8</p> <p>D. Incorrect. A known error is "A problem that has been analyzed but has not been resolved". If a problem has been closed, it would not be considered a known error. Ref 5.2.8</p>
18	A	7.1.d	<p>A. Correct. Known errors "are problems where initial analysis has been completed; it usually means that faulty components have been identified... the problem remains in the known error status, and the documented workaround is applied". Ref 5.2.8</p> <p>B. Incorrect. A problem is "A cause, or potential cause, of one or more incidents." A known error is "A problem that has been analyzed but has not been resolved." Known errors do not cause problems; they are problems that have been analyzed but not yet resolved. Ref 5.2.8</p> <p>C. Incorrect. Both known errors and problems cause incidents. A problem is "A cause, or potential cause, of one or more incidents." A known error is "A problem that has been analyzed but has not been resolved." Both problems and known errors may be vulnerabilities: "Every service has errors, flaws, or vulnerabilities that may cause incidents." Ref 5.2.8</p> <p>D. Incorrect. "Many problem management activities rely on the knowledge and experience of staff, rather than on following detailed procedures. People responsible for diagnosing problems often need the ability to understand complex systems, and to think about how different failures might have occurred. Developing this combination of analytic and creative ability requires mentoring and time, as well as suitable training." These people might work in a technical role, or in a service management role. Ref 5.2.8</p>
19	C	7.1.e	<p>A. Incorrect. Compliments and complaints are examples of service requests. The efficiency of the practice does not depend on them. Ref 5.2.16</p> <p>B. Incorrect. Many service requests are initiated and fulfilled using self-service tools, but not all are appropriate for this approach. Ref 5.2.16</p> <p>C. Correct. "Service request management is dependent upon well-designed processes and procedures, which are operationalized through tracking and automation tools to maximize the efficiency of the practice." Ref 5.2.16</p> <p>D. Incorrect. "Service requests are a normal part of service delivery and are not a failure or degradation of service, which are handled as incidents." Ref 5.2.16</p>

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<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
20	D	7.1.f	<p>A. Incorrect. This is a purpose of 'relationship management': "to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels." Ref 5.1.9</p> <p>B. Incorrect. "Service desks provide a clear path for users to report issues, queries, and requests, and have them acknowledged, classified, owned, and actioned." This does not include the assessment and authorization of changes. This will be provided by the 'change enablement' practice. Ref 5.2.14</p> <p>C. Incorrect. Investigating the cause of incidents is a purpose of 'problem management'. "The purpose of the problem management practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents." Ref 5.2.8</p> <p>D. Correct. "Another key aspect of a good service desk is its practical understanding of the wider organization, the business processes, and the users." Ref 5.2.14</p>
21	A	6.1.g	<p>A. Correct. "The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of services, and the CIs that support them, is available when and where it is needed. This includes information on how CIs are configured and the relationships between them". Ref 5.2.11</p> <p>B. Incorrect. "The purpose of the service desk practice is to capture demand for incident resolution and service requests". Ref 5.2.14</p> <p>C. Incorrect. "The purpose of the IT asset management practice is to plan and manage the full lifecycle of all IT assets, to help the organization: maximize value, control costs, manage risks, support decision-making about purchase, re-use, and disposal of assets". Ref 5.2.6</p> <p>D. Incorrect. "The purpose of the monitoring and event management practice is to systematically observe services and service components, and record and report selected changes of state identified as events". Ref 5.2.7</p>

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<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
22	D	6.1.k	<p>A. Incorrect. "The purpose of the supplier management practice is to ensure that the organization's suppliers and their performances are managed appropriately to support the seamless provision of quality products and services." Ref 5.1.13</p> <p>B. Incorrect. "The purpose of the deployment management practice is to move new or changed hardware, software, documentation, processes, or any other component to live environments. It may also be involved in deploying components to other environments, for testing or staging." Ref 5.3.1</p> <p>C. Incorrect. "The purpose of the problem management practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors." Ref 5.2.8</p> <p>D. Correct. "The purpose of the incident management practice is to minimize the negative impact of incidents by restoring normal service operation as quickly as possible." Ref 5.2.5</p>
23	B	1.1.d	<p>A. Incorrect. "Customer: The role that defines the requirements for a service and takes responsibility for the outcomes of service consumption." Ref 2.2.2</p> <p>B. Correct. "Customer: The role that defines the requirements for a service and takes responsibility for the outcomes of service consumption." Ref 2.2.2</p> <p>C. Incorrect. "Customer: The role that defines the requirements for a service and takes responsibility for the outcomes of service consumption." Ref 2.2.2</p> <p>D. Incorrect. "Customer: The role that defines the requirements for a service and takes responsibility for the outcomes of service consumption." Ref 2.2.2</p>
24	D	2.2.c	<p>A. Incorrect. 'Optimize and automate' says that you should understand and optimize something before you automate it. "Attempting to automate something that is complex or suboptimal is unlikely to achieve the desired outcome." Ref 4.3.7.3</p> <p>B. Incorrect. 'Start where you are' says that you should understand the current situation before making changes. "Services and methods already in place should be measured and/or observed directly to properly understand their current state and what can be re-used from them. Decisions on how to proceed should be based on information that is as accurate as possible." Ref 4.3.2.1</p> <p>C. Incorrect. 'Focus on value' says that each improvement iteration should create value for stakeholders "All activities conducted by the organization should link back, directly or indirectly, to value for itself, its customers, and other stakeholders." Ref 4.3.1</p> <p>D. Correct. 'Progress iteratively with feedback' recommends comprehending "the whole, but do something: Sometimes the greatest enemy to progressing iteratively is the desire to understand and account for everything. This can lead to what has sometimes been called 'analysis paralysis', in which so much time is spent analyzing the situation that nothing ever gets done about it." Ref 4.3.3.3</p>

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<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
25	B	7.1.d	<p>A. Incorrect. "It is not essential to analyze every problem; it is more valuable to make significant progress on the highest-priority problems than to investigate every minor problem that the organization is aware of." Ref 5.2.8</p> <p>B. Correct. "Problems are prioritized for analysis based on the risk that they pose, and are managed as risks based on their potential impact and probability." Ref 5.2.8</p> <p>C. Incorrect. "Error control also includes identification of potential permanent solutions which may result in a change request for implementation of a solution, but only if this can be justified in terms of cost, risks, and benefits." Ref 5.2.8</p> <p>D. Incorrect. "When a problem cannot be resolved quickly, it is often useful to find and document a workaround for future incidents, based on an understanding of the problem." Ref 5.2.8</p>
26	A	7.1.a	<p>A. Correct "When contracting for a supplier's service, the contract should include details of how they will measure, report on, and improve their services over the life of the contract." Ref 5.1.2</p> <p>B. Incorrect. Agile methods do take an incremental approach, as they "focus on making improvements incrementally at a cadence"; however, this alone would not guarantee a supplier is committed to continual improvement. Ref 5.1.2</p> <p>C. Incorrect. Many improvement initiatives use project management practices, but it may not be practical to do so for some. "Many improvement initiatives will use project management practices to organize and manage their execution", but not all improvement initiatives. Ref 5.1.2</p> <p>D. Incorrect. Many 'problem management' activities will result in improvements, however not all supplier problems will result in improvements, so this is not a sensible approach. "It is not essential to analyze every problem; it is more valuable to make significant progress on the highest-priority problems than to investigate every minor problem that the organization is aware of." Ref 5.2.8</p>

**The ITIL® 4 Foundation Examination**

<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
27	C	3.1.c	<p>A. Incorrect. "The partners and suppliers dimension encompasses an organization's relationships with other organizations that are involved in the design, development, deployment, delivery, support and/or continual improvement of services. It also incorporates contracts and other agreements between the organization and its partners or suppliers." These considerations depend on the supplier strategy, rather than influence it. Ref 3.3</p> <p>B. Incorrect. The type of cooperation with suppliers depends on the supplier strategy, rather than influence it. The forms of cooperation "are not fixed but exist as a spectrum. An organization acting as a service provider will have a position on this spectrum, which will vary depending on its strategy and objectives for customer relationships." Ref 3.3</p> <p>C. Correct. "Corporate culture: some organizations have a historical preference for one approach over another. Long-standing cultural bias is difficult to change without compelling reasons." Ref 3.3</p> <p>D. Incorrect. The level of formality depends on the form of cooperation, which in turn depends on the supplier strategy. The forms of cooperation "are not fixed but exist as a spectrum. An organization acting as a service provider will have a position on this spectrum, which will vary depending on its strategy and objectives for customer relationships." Ref 3.3</p>
28	C	6.2.f	<p>A. Incorrect. Change is "The addition, modification, or removal of anything that could have a direct or indirect effect on services." Ref 5.2.4</p> <p>B. Incorrect. An event is "Any change of state that has significance for the management of a service or other configuration item (CI). Events are typically recognized through notifications created by an IT service, CI, or monitoring tool." Ref 5.2.7</p> <p>C. Correct. A problem is "a cause, or potential cause, of one or more incidents." Ref 5.2.8</p> <p>D. Incorrect. An incident is "An unplanned interruption to a service or reduction in the quality of a service." Ref 5.2.5</p>

**The ITIL® 4 Foundation Examination**

<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
29	B	6.1.b	<p>A. Incorrect. "The purpose of the continual improvement practice is to align the organization's practices and services with changing business needs through the ongoing improvement of products, services, and practices, or any element involved in the management of products and services." Ref 5.1.2</p> <p>B. Correct. "The purpose of the relationship management practice is to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels. It includes the identification, analysis, monitoring, and continual improvement of relationships with and between stakeholders." Ref 5.1.9</p> <p>C. Incorrect. "The purpose of the problem management practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors." Ref 5.2.8</p> <p>D. Incorrect. "The purpose of the incident management practice is to minimize the negative impact of incidents by restoring normal service operation as quickly as possible." Ref 5.2.5</p>
30	B	2.1	<p>A. Incorrect. "To support a holistic approach to service management, ITIL defines four dimensions that collectively are critical to the effective and efficient facilitation of value for customers and other stakeholders in the form of products and services." Adopting ITIL to address these four dimensions of ITSM helps to facilitate value but does not help the organization to adapt ITIL guidance to its organization. Ref 3</p> <p>B. Correct. The guiding principles can "guide organizations in their work as they adopt a service management approach and adapt ITIL guidance to their own specific needs and circumstances." Ref 4.3</p> <p>C. Incorrect. "Service value chain: A set of interconnected activities that an organization performs to deliver a valuable product or service to its consumers and to facilitate value realization." Adopting a service value chain helps to facilitate value but does not help the organization to adapt ITIL guidance to its organization. Ref 4.1</p> <p>D. Incorrect. Practices are sets of organizational resources designed for performing work or accomplishing an objective. They do not help the organization to adapt ITIL guidance to its organization. Ref 4.1</p>
31	D	1.2.e	<p>A. Incorrect. An event is: "Any change of state that has significance for the management of a service or other configuration item (CI). Events are typically recognized through notifications created by an IT service, CI, or monitoring tool." Ref 5.2.7</p> <p>B. Incorrect. Risk is "A possible event that could cause harm or loss, or make it more difficult to achieve objectives." Ref 2.5.3</p> <p>C. Incorrect. An outcome is "A result for a stakeholder enabled by one or more outputs." Ref 2.5.1</p> <p>D. Correct. An output is "A tangible or intangible deliverable of an activity". Ref 2.5.1</p>

**The ITIL® 4 Foundation Examination**

<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
32	C	7.1.g	<p>A. Incorrect. There would not be fewer metrics gathered, although it would combine and aggregate them to provide clearer information. "The practice requires pragmatic focus on the whole service and not simply its constituent parts; for example, simple individual metrics (such as percentage system availability) should not be taken to represent the whole service." Ref 5.2.15</p> <p>B. Incorrect. The reason is to reduce reporting of the individual system-based metrics which are not meaningful to the customer. "They should relate to defined outcomes and not simply operational metrics. This can be achieved with balanced bundles of metrics." Ref 5.2.15.1</p> <p>C. Correct. "They should relate to defined outcomes and not simply operational metrics. This can be achieved with balanced bundles of metrics." Ref 5.2.15.1</p> <p>D. Incorrect. This does not affect the mechanism for metric collection. "The practice requires pragmatic focus on the whole service and not simply its constituent parts; for example, simple individual metrics (such as percentage system availability) should not be taken to represent the whole service." Ref 5.2.15</p>
33	C	7.1.c	<p>A. Incorrect. "Modern IT service management tools can provide automated matching of incidents to other incidents, problems or known errors," but this is not dependent on the incident priority, which is used to ensure that incidents with the highest business impact are resolved first. Ref 5.2.5</p> <p>B. Incorrect. "More complex incidents will usually be escalated to a support team for resolution. Typically, the routing is based on the incident category, which should help to identify the correct team." Ref 5.2.5</p> <p>C. Correct. "Incidents are prioritized based on an agreed classification to ensure that incidents with the highest business impact are resolved first." Ref 5.2.5</p> <p>D. Incorrect. "Effective incident management often requires a high level of collaboration within and between teams." However, this is not dependent on the incident priority, which is used to "ensure that incidents with the highest business impact are resolved first". Ref 5.2.5</p>
34	B	6.1.d	<p>A. Incorrect. "The purpose of the relationship management practice is to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels." Ref 5.1.9</p> <p>B. Correct. "The purpose of the IT asset management practice is to plan and manage the full lifecycle of all IT assets, to help the organization: maximize value, control costs, manage risks." Ref 5.2.6</p> <p>C. Incorrect. "The purpose of the release management practice is to make new and changed services and features available for use." Ref 5.2.9</p> <p>D. Incorrect. "The purpose of the service desk practice is to capture demand for incident resolution and service requests." Ref 5.2.14</p>

**The ITIL® 4 Foundation Examination**

<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
35	A	7.1.d	<p>A. Correct. "Problem identification activities identify and log problems. These include:... detection of duplicate and recurring issues by users, service desk, and technical support staff." Ref 5.2.8</p> <p>B. Incorrect. Identifying the correct team for escalating an incident is based on incident category, not recurring incidents. "More complex incidents will usually be escalated to a support team for resolution. Typically, the routing is based on the incident category, which should help to identify the correct team." Ref 5.2.5</p> <p>C. Incorrect. "The purpose of the service request management practice is to support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner." Detection of recurring issues by the service desk is not required to do this. Ref 5.2.16</p> <p>D. Incorrect. "The person or group who authorizes a change is known as a change authority. It is essential that the correct change authority is assigned to each type of change to ensure that change enablement is both efficient and effective." This assignment is based on the type of change, and detection of recurring issues by the service desk is not required to do this. Ref 5.2.4</p>
36	D	5.2.a	<p>A. Incorrect. "The purpose of the improve value chain activity is to ensure continual improvement of products, services, and practices across all value chain activities and the four dimensions of service management." Ref 4.5.2</p> <p>B. Incorrect. "The purpose of the engage value chain activity is to provide a good understanding of stakeholder needs, transparency, and continual engagement and good relationships with all stakeholders." Ref 4.5.3</p> <p>C. Incorrect. "The purpose of the obtain/build value chain activity is to ensure that service components are available when and where they are needed, and meet agreed specifications." Ref 4.5.5</p> <p>D. Correct. "The purpose of the plan value chain activity is to ensure a shared understanding of the vision, current status, and improvement direction for all four dimensions and all products and services across the organization." Ref 4.5.1</p>

<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
37	D	2.2.a	<p>A. Incorrect. The emphasis of this principle is on how to approach activities: "Always use the minimum number of steps to accomplish an objective. Outcome-based thinking should be used to produce practical solutions that deliver valuable outcomes." Ref 4.3.6</p> <p>B. Incorrect. This principle is focused on increased effectiveness and efficiency. "Organizations must maximize the value of the work carried out by their human and technical resources." Ref 4.3.7</p> <p>C. Incorrect. This shows how to approach making changes. "Resist the temptation to do everything at once. Even huge initiatives must be accomplished iteratively. By organizing work into smaller, manageable sections that can be executed and completed in a timely manner, the focus on each effort will be sharper and easier to maintain." Ref 4.3.3</p> <p>D. Correct. "This section is mostly focused on the creation of value for service consumers... This value may come in various forms, such as revenue, customer loyalty, lower cost, or growth opportunities." Ref 4.3.1</p>
38	B	7.1.g	<p>A. Incorrect. "Service desks provide a clear path for users to report issues, queries, and requests, and have them acknowledged, classified, owned, and actioned." Ref 5.2.14</p> <p>B. Correct. "Service level management provides the end-to-end visibility of the organization's services. To achieve this, service level management:... captures and reports on service issues, including performance against defined service levels." Ref 5.2.14</p> <p>C. Incorrect. "A request from a user or a user's authorized representative that initiates a service action which has been agreed as a normal part of service delivery." Ref 5.2.15</p> <p>D. Incorrect. "Service configuration management collects and manages information about a wide variety of CIs, typically including hardware, software, networks, buildings, people, suppliers, and documentation." Ref 5.2.11</p>

<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Rationale</b>
39	C	7.1.b	<p>A. Incorrect. Emergency changes "are changes that must be implemented as soon as possible; for example, to resolve an incident or implement a security patch." The implementation of a planned new release of a software application does not fall into this category and would be planned and implemented as a normal change. Ref 5.2.4</p> <p>B. Incorrect. Emergency changes "are changes that must be implemented as soon as possible; for example, to resolve an incident or implement a security patch." A low-risk computer upgrade implemented as a service request does not fall into this category. Using a service request implies that this is a standard change, as standard changes "are often initiated as service requests." Ref 5.2.4</p> <p>C. Correct. Emergency changes are "Changes that must be implemented as soon as possible; for example, to resolve an incident or implement a security patch." Ref 5.2.4</p> <p>D. Incorrect. Emergency changes "must be implemented as soon as possible; for example, to resolve an incident or implement a security patch. Emergency changes are not typically included in a change schedule, and the process for assessment and authorization is expedited to ensure they can be implemented quickly." A scheduled major hardware and software implementation does not fall into this category and would be planned and implemented as a normal change. Ref 5.2.4</p>
40	B	2.2.b	<p>A. Incorrect. The guiding principle 'focus on value' advises "All activities conducted by the organization should link back, directly or indirectly, to value for itself, its customers, and other stakeholders." This is not the main concern of the guiding principle 'start where you are'. Ref 4.3.1</p> <p>B. Correct. The guiding principle 'start where you are' advises "Having a proper understanding of the current state of services and methods is important to selecting which elements to re-use, alter, or build upon." Ref 4.3.2.3</p> <p>C. Incorrect. The focus of the guiding principle 'collaborate and promote visibility' is on involving the right stakeholders and communicating with them. "When initiatives involve the right people in the correct roles, efforts benefit from better buy-in, more relevance (because better information is available for decision-making) and increased likelihood of long-term success". This is not the main concern of the guiding principle 'start where you are'. Ref 4.3.4</p> <p>D. Incorrect. The main concern of the guiding principle 'progress iteratively with feedback' is breaking initiatives into smaller parts. "By organizing work into smaller, manageable sections that can be executed and completed in a timely manner, the focus on each effort will be sharper and easier to maintain." This is not the main concern of the guiding principle 'start where you are'. Ref 4.3.3</p>

# Practice Exam #1

## Question 1

**Which practices are typically involved in the implementation of a problem resolution?**

- 1. Continual improvement
  - 2. Service request management
  - 3. Service level management
  - 4. Change control
- A. 1 and 2  
B. 1 and 4  
C. 3 and 4  
D. 2 and 3

► Answer

## Question 2

**Which dimension considers how knowledge assets should be protected?**

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

► Answer

## Question 3

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

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

► Answer

## Question 4

**Which service management dimension is focused on activities and how these are coordinated?**

- A. Partners and suppliers

- B. Information and technology
- C. Value streams and processes
- D. Organizations and people

► Answer

## Question 5

**Which is NOT a structure of service desk that is described in the ITIL service operation guidance?**

- A. Local
- B. Centralized
- C. Outsourced
- D. Virtual

► Answer

## Question 6

**When should a change request be submitted to resolve a problem?**

- A. As soon as a solution for the problem has been identified
- B. As soon as a workaround for the problem has been identified
- C. As soon as the analysis of the frequency and impact of incidents justifies the change
- D. As soon as the analysis of cost, risks and benefits justifies the change

► Answer

## Question 7

**Which practice identifies metrics that reflect a customer experience of a service?**

- A. Continual improvement
- B. Service level management
- C. Service desk
- D. Problem management

► Answer

## Question 8

**Which dimension of service management considers governance, management, and communication?**

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

► Answer

## Question 9

**Which describes a standard change?**

- A. A high-risk change that needs very thorough assessment
- B. A change that is typically implemented as a service request
- C. A change that must be implemented as soon as possible
- D. A change that needs to be scheduled, assessed and authorized following a defined process

► Answer

## Question 10

**Which guiding principle recommends standardizing and streamlining manual tasks?**

- A. Optimize and automate
- B. Collaborate and promote visibility
- C. Focus on value
- D. Think and work holistically

► Answer

## Question 11

**What type of change is pre-authorized, low risk, relatively common, and follows a procedure or work instruction?**

- A. A standard change
- B. An emergency change
- C. An internal change
- D. A normal change

► Answer

## Question 12

**How do all value chain activities transform inputs to outputs?**

- A. By using a combination of practices
- B. By using a single functional team
- C. By determining service demand
- D. By implementing process automation

► Answer

## Question 13

**Which practice has a purpose to support the quality of the service by handling all agreed user initiated service requests?**

- A. Change control
- B. IT asset management
- C. Service desk
- D. Service request management

► Answer

## Question 14

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

- A. Self-service tools
- B. Compliments and complaints
- C. Processes and procedures
- D. Incident management

► Answer

## Question 15

**Which practice provides a single point of contact for users?**

- A. Incident management
- B. Change control
- C. Service desk
- D. Service request management

► Answer

## Question 16

**A customer is a person who defines the requirements for a service and takes responsibility for the [?] of service consumption.**

- A. outputs
- B. outcomes
- C. costs
- D. risks

► Answer

## Question 17

**Which is an objective of the design coordination process?**

- A. To produce service design packages and ensure they are handed over to service transition
- B. To assess and evaluate all changes and their impact on service designs
- C. To document the initial structure and relationship between services and customers
- D. To gather and document new service level requirements from the customer

► Answer

## Question 18

**Which statement about outcomes is CORRECT?**

- A. An outcome can be enabled by more than one output
- B. Outcomes are how the service performs
- C. An output can be enabled by one or more outcomes
- D. An outcome is a tangible or intangible activity

► Answer

## Question 19

**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

► Answer

## Question 20

**What is the expected outcome from using a service value chain?**

- A. Service value streams
- B. Value realization
- C. Customer engagement
- D. The application of practices

► Answer

## Question 21

**Which practice may involve the initiation of disaster recovery?**

- A. Incident management
- B. Service request management

- C. Service level management
- D. IT asset management

► Answer

## Question 22

**Which statement about the known error database (KEDB) is CORRECT?**

- A. It is maintained by the service desk and updated with the details of each new incident
- B. It is a part of the configuration management database (CMDB) and contains workarounds
- C. It is maintained by problem management and is used by the service desk to help resolve incidents
- D. It is maintained by incident management and contains solutions to be implemented by problem management

► Answer

## Question 23

**Which guiding principle recommends using the minimum number of steps necessary to achieve an objective?**

- A. Progress iteratively with feedback
- B. Think and work holistically
- C. Keep it simple and practical
- D. Focus on value

► Answer

## Question 24

**Which statement about known errors and problems is CORRECT?**

- A. Known error is the status assigned to a problem after it has been analysed
- B. A known error is the cause of one or more problems
- C. Known errors cause vulnerabilities, problems cause incidents
- D. Known errors are managed by technical staff, problems are managed by service management staff

► Answer

## Question 25

*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. utility
- C. warranty

D. costs

► Answer

## Question 26

**Which ITIL guiding principle recommends using existing services, processes and tools when improving services?**

- A. Progress iteratively with feedback
- B. Keep it simple and practical
- C. Start where you are
- D. Focus on value

► Answer

## Question 27

**Service transition contains detailed descriptions of which processes?**

- A. Change management, service asset and configuration management, release and deployment management
- B. Change management, capacity management, event management, service request management
- C. Service level management, service portfolio management, service asset and configuration management
- D. Service asset and configuration management, release and deployment management, request fulfillment

► Answer

## Question 28

**Where should all master copies of controlled software and documentation be stored?**

- A. In the definitive capacity library
- B. In the definitive media library
- C. In the definitive security library
- D. In the definitive production library

► Answer

## Question 29

**What is the purpose of the 'deployment management' practice?**

- A. To ensure services achieve agreed and expected performance
- B. To make new or changed services available for use
- C. To move new or changed components to live environments
- D. To set clear business-based targets for service performance

► Answer

## Question 30

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

- A. Service value chain activities
- B. Service level management
- C. Service value chain inputs
- D. Change control

► Answer

## Question 31

**What is the purpose of the 'information security management1 practice?**

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

► Answer

## Question 32

**Which guiding principle recommends coordinating all dimensions of service management?**

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

► Answer

## Question 33

**What are the MOST important skills required by service desk staff?**

- A. Incident analysis skills
- B. Technical skills
- C. Problem resolution skills
- D. Supplier management skills

► Answer

## Question 34

**Which is included in the purpose of the 'design and transition' value chain activity?**

- A. Ensuring that service components are available when needed
- B. Providing transparency and good stakeholder relationships
- C. Supporting services according to specifications
- D. Continually meeting stakeholder expectations for costs

► Answer

## Question 35

**What is a definition of a service improvement plan (SIP)?**

- A. A formal plan to implement improvements to a customer's business processes
- B. An input from availability management to service level management, detailing the service design plan
- C. A formal plan to implement improvements to a service or process
- D. An input from financial management for IT services to service level management, detailing the budget plan

► Answer

## Question 36

**Which practice provides visibility of the organization's services by capturing and reporting on service performance?**

- A. Service desk
- B. Service level management
- C. Service request management
- D. Service configuration management

► Answer

## Question 37

**What three elements make up the Service Portfolio?**

- A. Customer portfolio, service catalogue and retired services
- B. Customer portfolio, configuration management system and service catalogue
- C. Service pipeline, service catalogue and retired services
- D. Service pipeline, configuration management system and service catalogue

► Answer

## Question 38

**What happens if a workaround becomes the permanent way of dealing with a problem that cannot be resolved cost-effectively?**

- A. The problem record is deleted
- B. The problem remains in the known error status
- C. A change request is submitted to change control
- D. Problem management restores the service as soon as possible

► Answer

## Question 39

**Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?**

- A. Categorization
- B. Detection
- C. Prioritization
- D. Escalation

► Answer

## Question 40

**Which practice updates information relating to symptoms and business impact?**

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

► Answer

## Question 41

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

- A. Problem analysis
- B. Technical knowledge
- C. Listening
- D. Diagnosis

► Answer

## Question 42

**Which stakeholders co-create value in a service relationship?**

- A. Investor and consumer
- B. Investor and supplier

- C. Consumer and provider
- D. Provider and supplier

► Answer

## Question 43

**Which dimension includes a workflow management system?**

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

► Answer

## Question 44

**Which practice has a purpose that includes observing a service to report selected changes of state identified as events?**

- A. Incident management
- B. Monitoring and event management
- C. Change control
- D. Information security management

► Answer

## Question 45

**Which service level metrics are BEST for measuring user experience?**

- A. Single system-based metrics
- B. Metrics for the percentage of uptime of a service
- C. Operational metrics
- D. Metrics linked to defined outcomes

► Answer

## Question 46

**Which practice requires that staff demonstrate excellent customer service skills, such as empathy and emotional intelligence?**

- A. Release management
- B. Service desk
- C. Problem management

D. Supplier management

► Answer

## Question 47

**What is NOT within the scope of service catalogue management?**

- A. Contribution to the definition of services
- B. Interfaces between all services and supporting services
- C. Interfaces between the service catalogue and service portfolio
- D. Fulfilment of business service requests

► Answer

## Question 48

**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

► Answer

## Question 49

**What is an output?**

- A. A possible event that could cause harm or loss
- B. Something created by carrying out an activity
- C. A result for a stakeholder
- D. A change of state that has significance for the management of a configuration item

► Answer

## Question 50

**Which describes normal changes?**

- A. Changes that need to be scheduled and assessed following a process
- B. Changes that are low-risk and pre-authorized
- C. Changes that are typically initiated as service requests
- D. Changes that must be implemented as soon as possible

► Answer

# Practice Exam #2

## Question 1

**Which service management dimension is focused on activities and how these are coordinated?**

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

► Answer

## Question 2

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

- A. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents
- B. To capture demand for incident resolution and service requests
- C. To set clear business-based targets for service performance
- D. To maximize the number of successful IT changes by ensuring risks are properly assessed

► Answer

## Question 3

**Which term is used to describe the prediction and control of income and expenditure within an organization?**

- A. Charging
- B. Governance
- C. Budgeting
- D. Accounting

► Answer

## Question 4

**What should be used to set user expectations for request fulfilment times?**

- A. The consumer demand for the service
- B. The time that the customer indicates for service delivery
- C. The service levels of the supplier
- D. The time needed to realistically deliver the service

► Answer

## Question 5

**Which practice identifies metrics that reflect a customer experience of a service?**

- A. Continual improvement
- B. Service level management
- C. Service desk
- D. Problem management

► Answer

## Question 6

**What is the starting point for optimization?**

- A. Standardizing practices and services
- B. Determining where the most positive impact would be
- C. Securing stakeholder engagement
- D. Understanding the vision and objectives of the organization

► Answer

## Question 7

**Which dimension of service management considers governance, management, and communication?**

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

► Answer

## Question 8

**Which ITIL practice has a purpose that includes reducing the likelihood of incidents?**

- A. Change control
- B. Continual improvement
- C. Problem management
- D. Service desk

► Answer

## Question 9

**What should a release policy include?**

- A. The process owner and process manager for each type of release
- B. The roles and responsibilities for incident and problem resolution
- C. The naming convention and expected frequency of each type of release
- D. The naming convention for all configuration items (CI) recorded in the configuration management system(CMS)

► Answer

## Question 10

**Which guiding principle recommends collecting data before deciding what can be re-used?**

- A. Focus on value
- B. Keep it simple and practical
- C. Start where you are
- D. Progress interactively with feedback

► Answer

## Question 11

**Which statement about emergency changes is CORRECT?**

- A. The testing of emergency can be eliminated in order to implement the change quickly
- B. The assessment and authorization of emergency changes is expedited to ensure they can be implemented quickly
- C. Emergency changes should be authorized and implemented as service requests
- D. Emergency changes must be fully documented before authorization and implementation

► Answer

## Question 12

**How does information about problems and known errors contribute to 'incident management'?**

- A. It enables the reassessment of known errors
- B. It enables quick and efficient diagnosis of incidents
- C. It removes the need for collaboration during incident resolution
- D. It removes the need for regular customer updates

► Answer

## Question 13

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

- A. To support the agreed quality of a service handling all agreed, userinitiated service requests
- B. To set clear business-based targets for service performance

- C. To establish and nurture the links between the organization and its stakeholders
- D. To align the organization's practices and services with changing business needs

► Answer

## Question 14

**What is described by the service value system?**

- A. How to apply the systems approach of the guiding principle think and work holistically
- B. Services based on one or more products, designed to address needs of a target consumer group
- C. How all the components and activities of the organization work together as a system to enable value creation
- D. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation

► Answer

## Question 15

**Which guiding principle emphasizes the need to understand the flow of work in progress, identify bottlenecks, and uncover waste?**

- A. Focus on value
- B. Collaborate and promote visibility
- C. Think and work holistically
- D. Keep it simple and practical

► Answer

## Question 16

**Who is responsible for defining metrics for change management?**

- A. The change management process owner
- B. The change advisory board (CAB)
- C. The service owner
- D. The continual service improvement manager

► Answer

## Question 17

**What is defined as a cause, or potential cause, of one or more incidents?**

- A. Change
- B. Event
- C. Known error
- D. Problem

► Answer

## Question 18

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

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

► Answer

## Question 19

**Which statement about metrics is CORRECT?**

- A. Process metrics can be used to measure end-to-end service performance
- B. Technology metrics can be used to measure component performance and availability
- C. Process metrics can be used to measure the utilization of a supplier's network
- D. Technology metrics can be used to determine the overall health of a process

► Answer

## Question 20

**Which is the correct combination of items that makes up an IT service?**

- A. Customers, providers and documents
- B. Information technology, people and processes
- C. Information technology, networks and people
- D. People, processes and customers

► Answer

## Question 21

**Which is an objective of the design coordination process?**

- A. To produce service design packages and ensure they are handed over to service transition
- B. To assess and evaluate all changes and their impact on service designs
- C. To document the initial structure and relationship between services and customers
- D. To gather and document new service level requirements from the customer

► Answer

## Question 22

**What is the expected outcome from using a service value chain?**

- A. Service value streams
- B. Value realization
- C. Customer engagement
- D. The application of practices

► Answer

## Question 23

**Which practice is the responsibility of everyone in the organization?**

- A. Change control
- B. Problem management
- C. Service level management
- D. Continual improvement

► Answer

## Question 24

**Which practice coordinates the classification, ownership and communication of service requests and incidents?**

- A. Supplier management
- B. Service desk
- C. Problem management
- D. Relationship management

► Answer

## Question 25

**Which is a service request?**

- A. Requesting a workaround for an issue
- B. Requesting information about how to create a document
- C. Requesting an enhancement to an application
- D. Requesting investigation of a degraded service

► Answer

## Question 26

*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. utility
- C. warranty
- D. costs

► Answer

## Question 27

**What is a recommendation of the 'focus on value' guiding principle?**

- A. Make 'focus on value' a responsibility of the management
- B. Focus on the value of new and significant projects first
- C. Focus on value for the service provider first
- D. Focus on value at every step of the improvement

► Answer

## Question 28

**What is a problem?**

- A. An addition or modification that could have an effect on services
- B. Any change of state that has significance for the management of a configuration item
- C. A cause or potential cause of one or more incidents
- D. An unplanned reduction in the quality of a service

► Answer

## Question 29

**Which is a key consideration for the guiding principle 'keep it simple and practical'?**

- A. Try to create a solution for every exception
- B. Start with a complex solution, then simplify
- C. Understand how each element contributes to value creation
- D. Ignore the conflicting objectives of different stakeholders

► Answer

## Question 30

**Which is the CORRECT approach for managing a large improvement initiative as smaller iterations?**

- A. Each iteration should be designed before starting the initiative and implemented without feedback
- B. Feedback should only be taken into account when one iteration fails to meet its objective
- C. Feedback should be reduced for large improvements as it is unlikely that circumstances will change

D. Each iteration should be continually re-evaluated based on feedback

► Answer

## Question 31

**Which is the CORRECT of the 'R' role in a RACI matrix?**

- A. This role ensures that activities are executed correctly
- B. This role has ownership of the end result
- C. This role is involved in providing knowledge and input
- D. This role ensures the flow of information to stakeholders

► Answer

## Question 32

**Which processes are responsible for the regular review of underpinning contracts?**

- A. Supplier management and service level management
- B. Supplier management and change management
- C. Availability management and service level management
- D. Supplier management and availability management

► Answer

## Question 33

**Which practice provides support for managing feedback, compliments and complaints from users?**

- A. Change control
- B. Service request management
- C. Problem management
- D. Incident management

► Answer

## Question 34

**What is warranty?**

- A. Assurance that a product or service will meet agreed requirements
- B. The amount of money spent on a specific activity or resource
- C. The functionality offered by a product or service to meet a particular need
- D. The perceived benefits, usefulness and importance of something

► Answer

## Question 35

*Identify the missing word in the following sentence.*

**A change is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on [?].**

- A. assets
- B. values
- C. elements
- D. services

► Answer

## Question 36

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

- A. They should be complex and detailed
- B. They should be well-known and proven
- C. They should include incident handling
- D. They should be brief and simple

► Answer

## Question 37

**How should automation be implemented?**

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

► Answer

## Question 38

**Which is NOT a component of the service value system?**

- A. The guiding principles
- B. Governance
- C. Practices
- D. The four dimensions of service management

► Answer

## Question 39

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

- A. Increased ability to focus on fixing technology instead of supporting people
- B. Greater ability to focus on customer experience when personal contact is needed
- C. Elimination of the need to escalate incidents to support teams
- D. Decrease in self-service incident logging and resolution

► Answer

## Question 40

**Which stage of the service lifecycle has the purpose of looking for ways to improve process efficiency and cost effectiveness?**

- A. Service operation
- B. Service transition
- C. Continual service improvement
- D. Service strategy

► Answer

## Question 41

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

- A. Service value chain activities
- B. Service level management
- C. Service value chain inputs
- D. Change control

► Answer

## Question 42

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

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

► Answer

## Question 43

**Which guiding principle recommends coordinating all dimensions of service management?**

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

► Answer

## Question 44

**Which service catalogue view is considered beneficial when constructing the relationship between services, SLAs, OLAs, and other underpinning agreements?**

- A. Service-based SLA view
- B. Wholesale customer view
- C. Retail customer view
- D. Supporting services view

► Answer

## Question 45

**What are the MOST important skills required by service desk staff?**

- A. Incident analysis skills
- B. Technical skills
- C. Problem resolution skills
- D. Supplier management skills

► Answer

## Question 46

**Which practice has a purpose that includes aligning the organization's practices and services with changing business needs?**

- A. Relationship management
- B. Continual improvement
- C. Service configuration management
- D. Service level management

► Answer

## Question 47

**What should be done first when applying the 'focus on value' guiding principle?**

- A. Identify all suppliers and partners involved in the service
- B. Determine the cost of providing the service
- C. Identify the outcomes that the service facilitates
- D. Determine who the service consumer is in each situation

► Answer

## Question 48

**Which is included in the purpose of the 'design and transition' value chain activity?**

- A. Ensuring that service components are available when needed
- B. Providing transparency and good stakeholder relationships
- C. Supporting services according to specifications
- D. Continually meeting stakeholder expectations for costs

► Answer

## Question 49

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

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

► Answer

## Question 50

**What is the purpose of service level management?**

- A. To obtain/build activity that ensures the service components are available when and where they are needed and meet agreed specifications.
- B. To ensure that all current and planned IT services are delivered to agreed achievable targets.
- C. To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels.
- D. To track and manage improvement ideas from identification to final action, organizations use a database or structured document called a continual improvement register (CIR).

► Answer

# Practice Exam #3

## Question 1

**Which is intended to help an organization adopt and adapt ITIL guidance?**

- A. The four dimensions of service
- B. Practices
- C. The service value chain
- D. The guiding principles

► Answer

## Question 2

**What is defined as any component that needs to be managed in order to deliver an IT service?**

- A. A service request
- B. An IT asset
- C. A configuration item (CI)
- D. An incident

► Answer

## Question 3

**Which describes a set of defined steps for implementing improvements?**

- A. The 'improve' value chain activity
- B. The 'continual improvement register'
- C. The 'continual improvement model'
- D. The 'engage' value chain activity

► Answer

## Question 4

**What is the purpose of problem management?**

- A. Reduces the likelihood and impact of incidents
- B. Ensures services are restored as soon as possible
- C. Helps direct the incident to the correct support area
- D. Determines how the service provider is perceived

► Answer

## Question 5

**Which guiding principle is PRIMARILY concerned with consumer's revenue and growth?**

- A. Keep it simple and practical
- B. Optimize and automate

- C. Progress iteratively with feedback
- D. Focus on value

► Answer

## Question 6

**Which practice provides visibility of the organization's services by capturing and reporting on service performance?**

- A. Service desk
- B. Service level management
- C. Service request management
- D. Service configuration management

► Answer

## Question 7

**Which is the BEST example of an emergency change?**

- A. The implementation of a planned new release of a software application
- B. A low-risk computer upgrade implemented as a service request
- C. The implementation of a security patch to a critical software application
- D. A scheduled major hardware and software implementation

► Answer

## Question 8

**What three elements make up the Service Portfolio?**

- A. Customer portfolio, service catalogue and retired services
- B. Customer portfolio, configuration management system and service catalogue
- C. Service pipeline, service catalogue and retired services
- D. Service pipeline, configuration management system and service catalogue

► Answer

## Question 9

**What happens if a workaround becomes the permanent way of dealing with a problem that cannot be resolved cost-effectively?**

- A. The problem record is deleted
- B. The problem remains in the known error status
- C. A change request is submitted to change control

D. Problem management restores the service as soon as possible

► Answer

## Question 10

**Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?**

- A. Categorization
- B. Detection
- C. Prioritization
- D. Escalation

► Answer

## Question 11

**Which practice updates information relating to symptoms and business impact?**

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

► Answer

## Question 12

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

- A. Problem analysis
- B. Technical knowledge
- C. Listening
- D. Diagnosis

► Answer

## Question 13

**Which dimension includes a workflow management system?**

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

► Answer

## Question 14

**Which term describes the functionality offered by a service?**

- A. cost
- B. Utility
- C. Warranty
- D. Risk

► Answer

## Question 15

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

► Answer

## Question 16

**What helps diagnose and resolve a simple incident?**

- A. Rapid escalation
- B. Formation of a temporary team
- C. The use of scripts
- D. Problem prioritization

► Answer

## Question 17

**Which are phases of the release and deployment process?**

- 1. Release build and test
- 2. Review and close
- 3. Categorize and record
- 4. Change authorization and schedule

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

► Answer

## Question 18

**What is NOT within the scope of service catalogue management?**

- A. Contribution to the definition of services
- B. Interfaces between all services and supporting services
- C. Interfaces between the service catalogue and service portfolio
- D. Fulfilment of business service requests

► Answer

## Question 19

**What is an output?**

- A. A possible event that could cause harm or loss
- B. Something created by carrying out an activity
- C. A result for a stakeholder
- D. A change of state that has significance for the management of a configuration item

► Answer

## Question 20

**Which joint activity performed by a service provider and service consumer ensures continual value co-creation?**

- A. Service offering
- B. Service provision
- C. Service relationship management
- D. Service consumption

► Answer

## Question 21

**Which describes normal changes?**

- A. Changes that need to be scheduled and assessed following a process
- B. Changes that are low-risk and pre-authorized
- C. Changes that are typically initiated as service requests

D. Changes that must be implemented as soon as possible

► Answer

## Question 22

**Which is an important principle of communication in service operation?**

- A. Information should always be communicated
- B. It has an intended purpose or a resultant action
- C. Meetings are always the best method of communication
- D. It is stored in the configuration management system

► Answer

## Question 23

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

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

► Answer

## Question 24

**Which of the following is an example of incident?**

- A. A backup server is being rebooted while services are running on the primary server
- B. An application is not available during the business hours
- C. A user has requested access to a shared repository
- D. A user wants to reset the password of a server

► Answer

## Question 25

**What do customer perceptions and business outcomes help to define?**

- A. The value of a service
- B. Service metrics
- C. The total cost of a service
- D. Key performance indicators (KPIs)

► Answer

## Question 26

**Which practices are typically involved in the implementation of a problem resolution?**

1. Continual improvement
2. Service request management
3. Service level management
4. Change control

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

► Answer

## Question 27

**Which dimension considers how knowledge assets should be protected?**

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

► Answer

## Question 28

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

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

► Answer

## Question 29

**Which service management dimension is focused on activities and how these are coordinated?**

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

► Answer

## Question 30

**Which is NOT a structure of service desk that is described in the ITIL service operation guidance?**

- A. Local
- B. Centralized
- C. Outsourced
- D. Virtual

► Answer

## Question 31

**When should a change request be submitted to resolve a problem?**

- A. As soon as a solution for the problem has been identified
- B. As soon as a workaround for the problem has been identified
- C. As soon as the analysis of the frequency and impact of incidents justifies the change
- D. As soon as the analysis of cost, risks and benefits justifies the change

► Answer

## Question 32

**Which practice identifies metrics that reflect a customer experience of a service?**

- A. Continual improvement
- B. Service level management
- C. Service desk
- D. Problem management

► Answer

## Question 33

**Which dimension of service management considers governance, management, and communication?**

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

► Answer

## Question 34

**Which describes a standard change?**

- A. A high-risk change that needs very thorough assessment
- B. A change that is typically implemented as a service request
- C. A change that must be implemented as soon as possible
- D. A change that needs to be scheduled, assessed and authorized following a defined process

► Answer

## Question 35

**Which guiding principle recommends standardizing and streamlining manual tasks?**

- A. Optimize and automate
- B. Collaborate and promote visibility
- C. Focus on value
- D. Think and work holistically

► Answer

## Question 36

**What type of change is pre-authorized, low risk, relatively common, and follows a procedure or work instruction?**

- A. A standard change
- B. An emergency change
- C. An internal change
- D. A normal change

► Answer

## Question 37

**How do all value chain activities transform inputs to outputs?**

- A. By using a combination of practices
- B. By using a single functional team
- C. By determining service demand
- D. By implementing process automation

► Answer

## Question 38

**Which practice has a purpose to support the quality of the service by handling all agreed user initiated service requests?**

- A. Change control
- B. IT asset management
- C. Service desk
- D. Service request management

► Answer

## Question 39

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

- A. Self-service tools
- B. Compliments and complaints
- C. Processes and procedures
- D. Incident management

► Answer

## Question 40

**Which practice provides a single point of contact for users?**

- A. Incident management
- B. Change control
- C. Service desk
- D. Service request management

► Answer

## Question 41

**A customer is a person who defines the requirements for a service and takes responsibility for the [?] of service consumption.**

- A. outputs
- B. outcomes
- C. costs
- D. risks

► Answer

## Question 42

**Which is an objective of the design coordination process?**

- A. To produce service design packages and ensure they are handed over to service transition
- B. To assess and evaluate all changes and their impact on service designs

- C. To document the initial structure and relationship between services and customers
- D. To gather and document new service level requirements from the customer

► Answer

## Question 43

**Which statement about outcomes is CORRECT?**

- A. An outcome can be enabled by more than one output
- B. Outcomes are how the service performs
- C. An output can be enabled by one or more outcomes
- D. An outcome is a tangible or intangible activity

► Answer

## Question 44

**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

► Answer

## Question 45

**What is the expected outcome from using a service value chain?**

- A. Service value streams
- B. Value realization
- C. Customer engagement
- D. The application of practices

► Answer

## Question 46

**Which practice may involve the initiation of disaster recovery?**

- A. Incident management
- B. Service request management
- C. Service level management
- D. IT asset management

► Answer

## Question 47

**Which statement about the known error database (KEDB) is CORRECT?**

- A. It is maintained by the service desk and updated with the details of each new incident
- B. It is a part of the configuration management database (CMDB) and contains workarounds
- C. It is maintained by problem management and is used by the service desk to help resolve incidents
- D. It is maintained by incident management and contains solutions to be implemented by problem management

► Answer

## Question 48

**Which guiding principle recommends using the minimum number of steps necessary to achieve an objective?**

- A. Progress iteratively with feedback
- B. Think and work holistically
- C. Keep it simple and practical
- D. Focus on value

► Answer

## Question 49

**Which statement about known errors and problems is CORRECT?**

- A. Known error is the status assigned to a problem after it has been analysed
- B. A known error is the cause of one or more problems
- C. Known errors cause vulnerabilities, problems cause incidents
- D. Known errors are managed by technical staff, problems are managed by service management staff

► Answer

## Question 50

*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. utility
- C. warranty
- D. costs

► Answer

# Practice Exam #4

## Question 1

**Which ITIL guiding principle recommends using existing services, processes and tools when improving services?**

- A. Progress iteratively with feedback
- B. Keep it simple and practical
- C. Start where you are
- D. Focus on value

► Answer

## Question 2

**Service transition contains detailed descriptions of which processes?**

- A. Change management, service asset and configuration management, release and deployment management
- B. Change management, capacity management, event management, service request management
- C. Service level management, service portfolio management, service asset and configuration management
- D. Service asset and configuration management, release and deployment management, request fulfillment

► Answer

## Question 3

**Where should all master copies of controlled software and documentation be stored?**

- A. In the definitive capacity library
- B. In the definitive media library
- C. In the definitive security library
- D. In the definitive production library

► Answer

## Question 4

**What is the purpose of the 'deployment management' practice?**

- A. To ensure services achieve agreed and expected performance
- B. To make new or changed services available for use
- C. To move new or changed components to live environments
- D. To set clear business-based targets for service performance

► Answer

## Question 5

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

- A. Service value chain activities
- B. Service level management
- C. Service value chain inputs
- D. Change control

► Answer

## Question 6

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

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

► Answer

## Question 7

**Which guiding principle recommends coordinating all dimensions of service management?**

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

► Answer

## Question 8

**What are the MOST important skills required by service desk staff?**

- A. Incident analysis skills
- B. Technical skills
- C. Problem resolution skills
- D. Supplier management skills

► Answer

## Question 9

**Which is included in the purpose of the 'design and transition' value chain activity?**

- A. Ensuring that service components are available when needed
- B. Providing transparency and good stakeholder relationships
- C. Supporting services according to specifications
- D. Continually meeting stakeholder expectations for costs

► Answer

## Question 10

**What is a definition of a service improvement plan (SIP)?**

- A. A formal plan to implement improvements to a customer's business processes
- B. An input from availability management to service level management, detailing the service design plan
- C. A formal plan to implement improvements to a service or process
- D. An input from financial management for IT services to service level management, detailing the budget plan

► Answer

## Question 11

**Which practice provides visibility of the organization's services by capturing and reporting on service performance?**

- A. Service desk
- B. Service level management
- C. Service request management
- D. Service configuration management

► Answer

## Question 12

**What three elements make up the Service Portfolio?**

- A. Customer portfolio, service catalogue and retired services
- B. Customer portfolio, configuration management system and service catalogue
- C. Service pipeline, service catalogue and retired services
- D. Service pipeline, configuration management system and service catalogue

► Answer

## Question 13

**What happens if a workaround becomes the permanent way of dealing with a problem that cannot be resolved cost-effectively?**

- A. The problem record is deleted
- B. The problem remains in the known error status
- C. A change request is submitted to change control
- D. Problem management restores the service as soon as possible

► Answer

## Question 14

**Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?**

- A. Categorization
- B. Detection
- C. Prioritization
- D. Escalation

► Answer

## Question 15

**Which practice updates information relating to symptoms and business impact?**

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

► Answer

## Question 16

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

- A. Problem analysis
- B. Technical knowledge
- C. Listening
- D. Diagnosis

► Answer

## Question 17

**Which stakeholders co-create value in a service relationship?**

- A. Investor and consumer
- B. Investor and supplier

- C. Consumer and provider
- D. Provider and supplier

► Answer

## Question 18

**Which dimension includes a workflow management system?**

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

► Answer

## Question 19

**Which practice has a purpose that includes observing a service to report selected changes of state identified as events?**

- A. Incident management
- B. Monitoring and event management
- C. Change control
- D. Information security management

► Answer

## Question 20

**Which service level metrics are BEST for measuring user experience?**

- A. Single system-based metrics
- B. Metrics for the percentage of uptime of a service
- C. Operational metrics
- D. Metrics linked to defined outcomes

► Answer

## Question 21

**Which practice requires that staff demonstrate excellent customer service skills, such as empathy and emotional intelligence?**

- A. Release management
- B. Service desk
- C. Problem management

D. Supplier management

► Answer

## Question 22

**What is NOT within the scope of service catalogue management?**

- A. Contribution to the definition of services
- B. Interfaces between all services and supporting services
- C. Interfaces between the service catalogue and service portfolio
- D. Fulfilment of business service requests

► Answer

## Question 23

**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

► Answer

## Question 24

**What is an output?**

- A. A possible event that could cause harm or loss
- B. Something created by carrying out an activity
- C. A result for a stakeholder
- D. A change of state that has significance for the management of a configuration item

► Answer

## Question 25

**Which describes normal changes?**

- A. Changes that need to be scheduled and assessed following a process
- B. Changes that are low-risk and pre-authorized
- C. Changes that are typically initiated as service requests
- D. Changes that must be implemented as soon as possible

► Answer

## Question 26

**What do customer perceptions and business outcomes help to define?**

- A. The value of a service
- B. Service metrics
- C. The total cost of a service
- D. Key performance indicators (KPIs)

► Answer

## Question 27

**Which practices are typically involved in the implementation of a problem resolution?**

- 1. Continual improvement
- 2. Service request management
- 3. Service level management
- 4. Change control

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

► Answer

## Question 28

**Which process is used to compare the value that new services offer with the value of the services they have replaced?**

- A. Availability management
- B. Capacity management
- C. Service portfolio management
- D. Service catalogue management

► Answer

## Question 29

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

- A. Incident management
- B. Continual improvement
- C. Service request management

D. Problem management

► Answer

## Question 30

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

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

► Answer

## Question 31

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

- A. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents
- B. To capture demand for incident resolution and service requests
- C. To set clear business-based targets for service performance
- D. To maximize the number of successful IT changes by ensuring risks are properly assessed

► Answer

## Question 32

**Which is NOT a structure of service desk that is described in the ITIL service operation guidance?**

- A. Local
- B. Centralized
- C. Outsourced
- D. Virtual

► Answer

## Question 33

**Which are the elements of process control?**

- A. Inputs, outputs and triggers
- B. Work instructions, procedures and roles
- C. Resources, capabilities and metrics
- D. Process owner, policy and objectives

► Answer

## Question 34

**What should be used to set user expectations for request fulfilment times?**

- A. The consumer demand for the service
- B. The time that the customer indicates for service delivery
- C. The service levels of the supplier
- D. The time needed to realistically deliver the service

► Answer

## Question 35

**Which dimension of service management considers governance, management, and communication?**

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

► Answer

## Question 36

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

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

► Answer

## Question 37

**What are the three phases of 'problem management'?**

- A. Problem identification, problem control, error control
- B. Problem analysis, error identification, incident resolution
- C. Problem logging, problem classification, problem resolution
- D. Incident management, problem management, change control

► Answer

## Question 38

**How does customer engagement contribute to the 'service level management' practice?**

1. It captures information that metrics can be based on
  2. It ensures the organization meets defined service levels
  3. It defines the workflows for service requests
  4. It supports progress discussions
- A. 1 and 4  
B. 3 and 4  
C. 2 and 3  
D. 1 and 2

► Answer

## Question 39

**Which guiding principle recommends collecting data before deciding what can be re-used?**

- A. Focus on value  
B. Keep it simple and practical  
C. Start where you are  
D. Progress interactively with feedback

► Answer

## Question 40

**Which is the purpose of the 'monitoring and event management' practice?**

- A. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed  
B. To systematically observe services and service components, and record and report selected changes of state  
C. To protect the information needed by the organization to conduct its business  
D. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

► Answer

## Question 41

**What are the ITIL guiding principles used for?**

- A. To help an organization make good decisions  
B. To direct and control an organization  
C. To identify activities that an organization must perform in order to deliver a valuable service  
D. To ensure that an organization's performance continually meets stakeholders' expectations

► Answer

## Question 42

**When planning 'continual improvement', which approach for assessing the current state of a service is CORRECT?**

- A. An organization should always use a single technique to ensure metrics are consistent
- B. An organization should always use a strength, weakness, opportunity and threat (SWOT) analysis
- C. An organization should always develop competencies in methodologies and techniques that will meet their needs
- D. An organization should always use an approach that combines Lean, Agile and DevOps methodologies

► Answer

## Question 43

**What is an event?**

- A. The addition, modification, or removal of anything that could have a direct or indirect effect on services
- B. Any change of state that has significance for the management of a service or other configuration item
- C. Cause of one or more incidents
- D. An unplanned interruption to a service or reduction in the quality of a service

► Answer

## Question 44

**What is an IT asset?**

- A. The removal of anything that could have a direct or indirect effect on services
- B. Any component that needs to be managed in order to deliver a service
- C. A request from a user that initiates a service action
- D. Any financially valuable component that can contribute to delivery of an IT product or service

► Answer

## Question 45

**Which TWO statements about the 'service request management' practice are CORRECT?**

1. Service requests are part of normal service delivery
  2. Complaints can be handled as service requests
  3. Service requests result from a failure in service
  4. Normal changes should be handled as service requests
- A. 3 and 4
  - B. 2 and 3
  - C. 1 and 4
  - D. 1 and 2

► Answer

## Question 46

**Arrange the following steps of software lifecycle in correct order.**

1. Retire
2. Test
3. Operate
4. Deploy
5. Ideation
6. Develop
7. Design

- A. Ideation, Design, Develop, Deploy, Test, Operate, Retire
- B. Retire, Test, Operate, Deploy, Ideation, Develop, Design
- C. None of the above
- D. Ideation, Test, Develop, Deploy, Design, Operate, Retire

► Answer

## Question 47

**Which is a purpose of the 'engage' value chain activity?**

- A. Meeting expectations for quality, costs and time-to-market
- B. Ensuring the continual improvement of services
- C. Ensuring that the organization's vision is understood
- D. Providing transparency and good relationships

► Answer

## Question 48

**How do all value chain activities transform inputs to outputs?**

- A. By using a combination of practices
- B. By using a single functional team
- C. By determining service demand
- D. By implementing process automation

► Answer

## Question 49

**Which practice has a purpose to support the quality of the service by handling all agreed user initiated service requests?**

- A. Change control

- B. IT asset management
- C. Service desk
- D. Service request management

► Answer

## Question 50

**Which value chain activity communicates the current status of all four dimensions of service management?**

- A. Improve
- B. Engage
- C. Obtain/build
- D. Plan

► Answer

# Practice Exam #5

## Question 1

**Which is one of the five aspects of service design?**

- A. Management information systems and tools
- B. Risk analysis and management approach
- C. Management policy for business case creation
- D. Corporate governance and policy

► Answer

## Question 2

**What MAIN factors are considered to assess the priority of an incident?**

- A. The urgency and impact
- B. The impact and complexity
- C. The cost and urgency
- D. The complexity and cost

► Answer

## Question 3

**Which statement about metrics is CORRECT?**

- A. Process metrics can be used to measure end-to-end service performance

- B. Technology metrics can be used to measure component performance and availability
- C. Process metrics can be used to measure the utilization of a supplier's network
- D. Technology metrics can be used to determine the overall health of a process

► Answer

## Question 4

**Which is the correct combination of items that makes up an IT service?**

- A. Customers, providers and documents
- B. Information technology, people and processes
- C. Information technology, networks and people
- D. People, processes and customers

► Answer

## Question 5

**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

► Answer

## Question 6

**Which of the following can be used to access service desks?**

- A. Phone calls
- B. All of the above
- C. Text and social media messaging
- D. Email

► Answer

## Question 7

**Which practice may involve the initiation of disaster recovery?**

- A. Incident management
- B. Service request management
- C. Service level management
- D. IT asset management

► Answer

## Question 8

**Which ITIL concept describes governance?**

- A. The service value system
- B. The service value chain
- C. The seven guiding principles
- D. The four dimensions of service management

► Answer

## Question 9

**Which guiding principle recommends using the minimum number of steps necessary to achieve an objective?**

- A. Progress iteratively with feedback
- B. Think and work holistically
- C. Keep it simple and practical
- D. Focus on value

► Answer

## Question 10

**Which is a key requirement for a successful service level agreement?**

- A. It should be written in legal language
- B. It should be simply written and easy to understand
- C. It should be based on the service provider's view of the service
- D. It should relate to simple operational metrics

► Answer

## Question 11

**Which statement about known errors and problems is CORRECT?**

- A. Known error is the status assigned to a problem after it has been analyzed
- B. A known error is the cause of one or more problems
- C. Known errors cause vulnerabilities, problems cause incidents
- D. Known errors are managed by technical staff, problems are managed by service management staff

► Answer

## Question 12

**Which statement about IT service management is CORRECT?**

- A. It is performed by customers using a mix of IT systems, services and processes
- B. It is performed by IT service providers using a mix of suppliers and their products
- C. It is performed by the service desk using a mix of people, process and technology
- D. It is performed by IT service providers using a mix of people, process and technology

► Answer

## Question 13

**Which ITIL guiding principle recommends using existing services, processes and tools when improving services?**

- A. Progress iteratively with feedback
- B. Keep it simple and practical
- C. Start where you are
- D. Focus on value

► Answer

## Question 14

**When should a full risk assessment and authorization be carried out for a standard change?**

- A. Each time the standard change is implemented
- B. When the procedure for the standard change is created
- C. At least once a year
- D. When an emergency change is requested

► Answer

## Question 15

**How does categorization of incidents assist the 'incident management' practice?**

- A. It determines the priority assigned to the incident
- B. It determines how the service provider is perceived
- C. It helps direct the incident to the correct support area
- D. It ensures that incidents are resolved in timescales agreed with the customer

► Answer

## Question 16

**What is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks?**

- A. Service management
- B. Continual improvement
- C. A service
- D. An IT asset

► Answer

## Question 17

**Which is a key consideration for the guiding principle 'keep it simple and practical'?**

- A. Try to create a solution for every exception
- B. Start with a complex solution, then simplify
- C. Understand how each element contributes to value creation
- D. Ignore the conflicting objectives of different stakeholders

► Answer

## Question 18

**Service transition contains detailed descriptions of which processes?**

- A. Change management, service asset and configuration management, release and deployment management
- B. Change management, capacity management, event management, service request management
- C. Service level management, service portfolio management, service asset and configuration management
- D. Service asset and configuration management, release and deployment management, request fulfillment

► Answer

## Question 19

**Which is part of service provision?**

- A. The management of resources configured to deliver the service
- B. The management of resources needed to consume the service
- C. The grouping of one or more services based on one or more products
- D. The joint activities performed to ensure continual value co-creation

► Answer

## Question 20

**Which is the CORRECT of the 'R' role in a RACI matrix?**

- A. This role ensures that activities are executed correctly
- B. This role has ownership of the end result
- C. This role is involved in providing knowledge and input

D. This role ensures the flow of information to stakeholders

► Answer

## Question 21

**Which processes are responsible for the regular review of underpinning contracts?**

- A. Supplier management and service level management
- B. Supplier management and change management
- C. Availability management and service level management
- D. Supplier management and availability management

► Answer

## Question 22

**Which describes outcomes?**

- A. Tangible or intangible deliverables
- B. Results desired by a stakeholder
- C. Configuration of an organization's resources
- D. Functionality offered by a product or service

► Answer

## Question 23

*Identify the missing words in the following sentence.*

**The purpose of the [?] is to ensure that the organization continually co-creates value with all stakeholders in line with the organization's objectives.**

- A. 'focus on value' guiding principle
- B. service value system
- C. 'service request management' practice
- D. four dimensions of service management

► Answer

## Question 24

*Identify the missing word in the following sentence.*

**A change is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on [?].**

- A. assets

- B. values
- C. elements
- D. services

► Answer

## Question 25

**Which statement about costs is CORRECT?**

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

► Answer

## Question 26

**How should automation be implemented?**

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

► Answer

## Question 27

**What is the purpose of the 'deployment management' practice?**

- A. To ensure services achieve agreed and expected performance
- B. To make new or changed services available for use
- C. To move new or changed components to live environments
- D. To set clear business-based targets for service performance

► Answer

## Question 28

**What can be used to help determine the impact level of a problem?**

- A. Definitive media library (DML)
- B. Configuration management system (CMS)
- C. Statement of requirements (SOR)
- D. Standard operating procedures (SOP)

► Answer

## Question 29

**Which is NOT a component of the service value system?**

- A. The guiding principles
- B. Governance
- C. Practices
- D. The four dimensions of service management

► Answer

## Question 30

**Which stage of the service lifecycle has the purpose of looking for ways to improve process efficiency and cost effectiveness?**

- A. Service operation
- B. Service transition
- C. Continual service improvement
- D. Service strategy

► Answer

## Question 31

**Which statement about change authorization is CORRECT?**

- A. A change authority should be assigned to each type of change and change model
- B. Centralizing change authorization to a single person is the most effective means of authorization
- C. The authorization of normal changes should be expedited to ensure they can be implemented quickly
- D. Standard changes are high risk and should be authorized by the highest level of change authority

► Answer

## Question 32

**Which service catalogue view is considered beneficial when constructing the relationship between services, SLAs, OLAs, and other underpinning agreements?**

- A. Service-based SLA view
- B. Wholesale customer view
- C. Retail customer view
- D. Supporting services view

► Answer

## Question 33

**Which practice has a purpose that includes aligning the organization's practices and services with changing business needs?**

- A. Relationship management
- B. Continual improvement
- C. Service configuration management
- D. Service level management

► Answer

## Question 34

**Which TWO statements about an organization's culture are CORRECT? (Choose two.)**

- 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

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

► Answer

## Question 35

**What should be done for every problem?**

- A. It should have a workaround to reduce the impact
- B. It should be prioritized based on its potential impact and probability
- C. It should be resolved so that it can be closed
- D. It should be diagnosed to identify possible solutions

► Answer

## Question 36

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

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

► Answer

## Question 37

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

► Answer

## Question 38

**Which is intended to help an organization adopt and adapt ITIL guidance?**

- A. The four dimensions of service
- B. Practices
- C. The service value chain
- D. The guiding principles

► Answer

## Question 39

**What is defined as any component that needs to be managed in order to deliver an IT service?**

- A. A service request
- B. An IT asset
- C. A configuration item (CI)
- D. An incident

► Answer

## Question 40

**Which guiding principle is PRIMARILY concerned with consumer's revenue and growth?**

- A. Keep it simple and practical
- B. Optimize and automate
- C. Progress iteratively with feedback
- D. Focus on value

► Answer

## Question 41

**Which is the BEST example of an emergency change?**

- A. The implementation of a planned new release of a software application
- B. A low-risk computer upgrade implemented as a service request
- C. The implementation of a security patch to a critical software application
- D. A scheduled major hardware and software implementation

► Answer

## Question 42

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

- A. Problem analysis
- B. Technical knowledge
- C. Listening
- D. Diagnosis

► Answer

## Question 43

**Which stakeholders co-create value in a service relationship?**

- A. Investor and consumer
- B. Investor and supplier
- C. Consumer and provider
- D. Provider and supplier

► Answer

## Question 44

*Identify the missing word in the following sentence.*

**The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of services, and the [?] that support them, is available when and where it is needed.**

- A. suppliers
- B. assets
- C. customers
- D. Cls

► Answer

## Question 45

**What is an output?**

- A. A possible event that could cause harm or loss
- B. Something created by carrying out an activity
- C. A result for a stakeholder
- D. A change of state that has significance for the management of a configuration item

► Answer

## Question 46

**What takes place in the "Did we get there?" step of the continual service improvement (CSI) approach?**

- A. An initial baseline assessment
- B. The production of a detailed CSI plan
- C. Verifying that improvement targets have been achieved
- D. Understanding priorities for improvement

► Answer

## Question 47

**Which joint activity performed by a service provider and service consumer ensures continual value co-creation?**

- A. Service offering
- B. Service provision
- C. Service relationship management
- D. Service consumption

► Answer

## Question 48

**Which dimension includes activities and workflows?**

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

► Answer

## Question 49

**What type of change is MOST likely to be managed by the 'service request management' practice?**

- A. An emergency change
- B. A normal change
- C. An application change
- D. A standard change

► Answer

## Question 50

**Which practices are typically involved in the implementation of a problem resolution?**

- 1. Continual improvement
  - 2. Service request management
  - 3. Service level management
  - 4. Change control
- A. 1 and 2
  - B. 1 and 4
  - C. 3 and 4
  - D. 2 and 3

► Answer

# Practice Exam #6

## Question 1

**Which process is used to compare the value that new services offer with the value of the services they have replaced?**

- A. Availability management
- B. Capacity management
- C. Service portfolio management
- D. Service catalogue management

► Answer

## Question 2

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

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

► Answer

## Question 3

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

- A. Problem investigation and resolution
- B. Incident analysis and prioritization
- C. Business analysis and commercial management
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## Question 4

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

- A. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents
- B. To capture demand for incident resolution and service requests
- C. To set clear business-based targets for service performance
- D. To maximize the number of successful IT changes by ensuring risks are properly assessed

► Answer

## Question 5

**Which is NOT a structure of service desk that is described in the ITIL service operation guidance?**

- A. Local
- B. Centralized
- C. Outsourced
- D. Virtual

► Answer

## Question 6

**Which are the elements of process control?**

- A. Inputs, outputs and triggers
- B. Work instructions, procedures and roles
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## Question 7

**What should be used to set user expectations for request fulfilment times?**

- A. The consumer demand for the service
- B. The time that the customer indicates for service delivery
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## Question 8

**Which dimension of service management considers governance, management, and communication?**

- A. Organizations and people
- B. Information and technology
- C. Partners and suppliers
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## Question 9

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

- A. The incident priority
- B. The incident category
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## Question 10

**What are the three phases of 'problem management'?**

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- B. Problem analysis, error identification, incident resolution
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**How does customer engagement contribute to the 'service level management' practice?**

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  2. It ensures the organization meets defined service levels
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C. 2 and 3  
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► Answer

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**Which guiding principle recommends collecting data before deciding what can be re-used?**

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- D. An unplanned interruption to a service or reduction in the quality of a service

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- D. Any financially valuable component that can contribute to delivery of an IT product or service

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  4. Normal changes should be handled as service requests
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► Answer

## Question 19

**Arrange the following steps of software lifecycle in correct order.**

1. Retire
2. Test
3. Operate
4. Deploy
5. Ideation
6. Develop
7. Design

- A. Ideation, Design, Develop, Deploy, Test, Operate, Retire
- B. Retire, Test, Operate, Deploy, Ideation, Develop, Design
- C. None of the above
- D. Ideation, Test, Develop, Deploy, Design, Operate, Retire

► Answer

## Question 20

**Which is a purpose of the 'engage' value chain activity?**

- A. Meeting expectations for quality, costs and time-to-market
- B. Ensuring the continual improvement of services
- C. Ensuring that the organization's vision is understood
- D. Providing transparency and good relationships

► Answer

## Question 21

**How do all value chain activities transform inputs to outputs?**

- A. By using a combination of practices
- B. By using a single functional team
- C. By determining service demand
- D. By implementing process automation

► Answer

## Question 22

**Which practice has a purpose to support the quality of the service by handling all agreed user initiated service requests?**

- A. Change control

- B. IT asset management
- C. Service desk
- D. Service request management

► Answer

## Question 23

**Which value chain activity communicates the current status of all four dimensions of service management?**

- A. Improve
- B. Engage
- C. Obtain/build
- D. Plan

► Answer

## Question 24

**Which is one of the five aspects of service design?**

- A. Management information systems and tools
- B. Risk analysis and management approach
- C. Management policy for business case creation
- D. Corporate governance and policy

► Answer

## Question 25

**What MAIN factors are considered to assess the priority of an incident?**

- A. The urgency and impact
- B. The impact and complexity
- C. The cost and urgency
- D. The complexity and cost

► Answer

## Question 26

**Which statement about metrics is CORRECT?**

- A. Process metrics can be used to measure end-to-end service performance
- B. Technology metrics can be used to measure component performance and availability
- C. Process metrics can be used to measure the utilization of a supplier's network
- D. Technology metrics can be used to determine the overall health of a process

► Answer

## Question 27

**Which is the correct combination of items that makes up an IT service?**

- A. Customers, providers and documents
- B. Information technology, people and processes
- C. Information technology, networks and people
- D. People, processes and customers

► Answer

## Question 28

**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

► Answer

## Question 29

**Which of the following can be used to access service desks?**

- A. Phone calls
- B. All of the above
- C. Text and social media messaging
- D. Email

► Answer

## Question 30

**Which practice may involve the initiation of disaster recovery?**

- A. Incident management
- B. Service request management
- C. Service level management
- D. IT asset management

► Answer

## Question 31

**Which ITIL concept describes governance?**

- A. The service value system
- B. The service value chain
- C. The seven guiding principles
- D. The four dimensions of service management

► Answer

## Question 32

**Which guiding principle recommends using the minimum number of steps necessary to achieve an objective?**

- A. Progress iteratively with feedback
- B. Think and work holistically
- C. Keep it simple and practical
- D. Focus on value

► Answer

## Question 33

**Which is a key requirement for a successful service level agreement?**

- A. It should be written in legal language
- B. It should be simply written and easy to understand
- C. It should be based on the service provider's view of the service
- D. It should relate to simple operational metrics

► Answer

## Question 34

**Which statement about known errors and problems is CORRECT?**

- A. Known error is the status assigned to a problem after it has been analysed
- B. A known error is the cause of one or more problems
- C. Known errors cause vulnerabilities, problems cause incidents
- D. Known errors are managed by technical staff, problems are managed by service management staff

► Answer

## Question 35

**Which statement about IT service management is CORRECT?**

- A. It is performed by customers using a mix of IT systems, services and processes
- B. It is performed by IT service providers using a mix of suppliers and their products

- C. It is performed by the service desk using a mix of people, process and technology
- D. It is performed by IT service providers using a mix of people, process and technology

► Answer

## Question 36

**Which ITIL guiding principle recommends using existing services, processes and tools when improving services?**

- A. Progress iteratively with feedback
- B. Keep it simple and practical
- C. Start where you are
- D. Focus on value

► Answer

## Question 37

**When should a full risk assessment and authorization be carried out for a standard change?**

- A. Each time the standard change is implemented
- B. When the procedure for the standard change is created
- C. At least once a year
- D. When an emergency change is requested

► Answer

## Question 38

**How does categorization of incidents assist the 'incident management' practice?**

- A. It determines the priority assigned to the incident
- B. It determines how the service provider is perceived
- C. It helps direct the incident to the correct support area
- D. It ensures that incidents are resolved in timescales agreed with the customer

► Answer

## Question 39

**What is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks?**

- A. Service management
- B. Continual improvement
- C. A service

D. An IT asset

► Answer

## Question 40

**Which is a key consideration for the guiding principle 'keep it simple and practical'?**

- A. Try to create a solution for every exception
- B. Start with a complex solution, then simplify
- C. Understand how each element contributes to value creation
- D. Ignore the conflicting objectives of different stakeholders

► Answer

## Question 41

**Service transition contains detailed descriptions of which processes?**

- A. Change management, service asset and configuration management, release and deployment management
- B. Change management, capacity management, event management, service request management
- C. Service level management, service portfolio management, service asset and configuration management
- D. Service asset and configuration management, release and deployment management, request fulfillment

► Answer

## Question 42

**Which is part of service provision?**

- A. The management of resources configured to deliver the service
- B. The management of resources needed to consume the service
- C. The grouping of one or more services based on one or more products
- D. The joint activities performed to ensure continual value co-creation

► Answer

## Question 43

**Which is the CORRECT of the 'R' role in a RACI matrix?**

- A. This role ensures that activities are executed correctly
- B. This role has ownership of the end result
- C. This role is involved in providing knowledge and input
- D. This role ensures the flow of information to stakeholders

► Answer

## Question 44

**Which processes are responsible for the regular review of underpinning contracts?**

- A. Supplier management and service level management
- B. Supplier management and change management
- C. Availability management and service level management
- D. Supplier management and availability management

► Answer

## Question 45

**Which describes outcomes?**

- A. Tangible or intangible deliverables
- B. Results desired by a stakeholder
- C. Configuration of an organization's resources
- D. Functionality offered by a product or service

► Answer

## Question 46

*Identify the missing words in the following sentence.*

**The purpose of the [?] is to ensure that the organization continually co-creates value with all stakeholders in line with the organization's objectives.**

- A. 'focus on value' guiding principle
- B. service value system
- C. 'service request management' practice
- D. four dimensions of service management

► Answer

## Question 47

*Identify the missing word in the following sentence.*

**A change is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on [?].**

- A. assets
- B. values
- C. elements
- D. services

► Answer

## Question 48

**Which statement about costs is CORRECT?**

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

► Answer

## Question 49

**How should automation be implemented?**

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

► Answer

## Question 50

**What is the purpose of the 'deployment management' practice?**

- A. To ensure services achieve agreed and expected performance
- B. To make new or changed services available for use
- C. To move new or changed components to live environments
- D. To set clear business-based targets for service performance

► Answer

# Practice Exam #7

## Question 1

*Identify the missing word in the following sentence.*

**The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of services, and the [?] that support them, is available when and where it is needed.**

- A. suppliers

- B. assets
- C. customers
- D. Cls

► Answer

## Question 2

**What should all 'continual improvement' decisions be based on?**

- A. Accurate and carefully analysed data
- B. Details of how services are measured
- C. A recent maturity assessment
- D. An up-to-date balanced scorecard

► Answer

## Question 3

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

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

► Answer

## Question 4

**Which statement about outcomes is CORRECT?**

- A. An outcome can be enabled by more than one output
- B. Outcomes are how the service performs
- C. An output can be enabled by one or more outcomes
- D. An outcome is a tangible or intangible activity

► Answer

## Question 5

**What should be done for every problem?**

- A. It should have a workaround to reduce the impact
- B. It should be prioritized based on its potential impact and probability
- C. It should be resolved so that it can be closed

D. It should be diagnosed to identify possible solutions

► Answer

## Question 6

**Which is NOT a key focus of the 'information and technology' dimension?**

- A. Workflow management and inventory systems
- B. Communication systems and knowledge bases
- C. Roles and responsibilities
- D. Security and compliance

► Answer

## Question 7

**Which stakeholders co-create value in a service relationship?**

- A. Investor and consumer
- B. Investor and supplier
- C. Consumer and provider
- D. Provider and supplier

► Answer

## Question 8

**What is a recommendation of the 'focus on value' guiding principle?**

- A. Make 'focus on value' a responsibility of the management
- B. Focus on the value of new and significant projects first
- C. Focus on value for the service provider first
- D. Focus on value at every step of the improvement

► Answer

## Question 9

**Which practice has a purpose to support the quality of the service by handling all agreed user initiated service requests?**

- A. Change control
- B. IT asset management
- C. Service desk
- D. Service request management

► Answer

## Question 10

**Which is part of service provision?**

- A. The management of resources configured to deliver the service
- B. The management of resources needed to consume the service
- C. The grouping of one or more services based on one or more products
- D. The joint activities performed to ensure continual value co-creation

► Answer

## Question 11

**What is described by the service value system?**

- A. How to apply the systems approach of the guiding principle think and work holistically
- B. Services based on one or more products, designed to address needs of a target consumer group
- C. How all the components and activities of the organization work together as a system to enable value creation
- D. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation

► Answer

## Question 12

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

- A. They should be complex and detailed
- B. They should be well-known and proven
- C. They should include incident handling
- D. They should be brief and simple

► Answer

## Question 13

**What is the purpose of the 'information security management1 practice?**

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

► Answer

## Question 14

**Which practices are typically involved in the implementation of a problem resolution?**

1. Continual improvement
2. Service request management
3. Service level management
4. Change control

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

► Answer

## Question 15

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

► Answer

## Question 16

**How should automation be implemented?**

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

► Answer

## Question 17

**What is the purpose of the 'deployment management' practice?**

- A. To ensure services achieve agreed and expected performance
- B. To make new or changed services available for use
- C. To move new or changed components to live environments
- D. To set clear business-based targets for service performance

► Answer

## Question 18

**Which TWO statements about an organization's culture are CORRECT? (Choose two.)**

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

► Answer

## Question 19

**Which activity captures the demand for incident resolution and service requests?**

- A. Change control  
B. Problem management  
C. Service desk  
D. Service catalogue management

► Answer

## Question 20

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

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

► Answer

## Question 21

**Which practice identifies metrics that reflect a customer experience of a service?**

- A. Continual improvement  
B. Service level management  
C. Service desk

D. Problem management

► Answer

## Question 22

**What are the three phases of 'problem management'?**

- A. Problem identification, problem control, error control
- B. Problem analysis, error identification, incident resolution
- C. Problem logging, problem classification, problem resolution
- D. Incident management, problem management, change control

► Answer

## Question 23

**Which statement about service desks is CORRECT?**

- A. The service desk should work in close collaboration with support and development teams
- B. The service desk should rely on self-service portals instead of escalation to support teams
- C. The service desk should remain isolated from technical support teams
- D. The service desk should escalate all technical issues to support and development teams

► Answer

## Question 24

**How does a service consumer contribute to the reduction of disk?**

- A. By paying for the service
- B. By managing server hardware
- C. By communicating constraints
- D. By managing staff availability

► Answer

## Question 25

**Which is a key consideration for the guiding principle 'keep it simple and practical'?**

- A. Try to create a solution for every exception
- B. Start with a complex solution, then simplify
- C. Understand how each element contributes to value creation
- D. Ignore the conflicting objectives of different stakeholders

► Answer

## Question 26

**Which dimension considers how knowledge assets should be protected?**

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

► Answer

## Question 27

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

- A. Problem analysis
- B. Technical knowledge
- C. Listening
- D. Diagnosis

► Answer

## Question 28

**Which practice requires that staff demonstrate excellent customer service skills, such as empathy and emotional intelligence?**

- A. Release management
- B. Service desk
- C. Problem management
- D. Supplier management

► Answer

## Question 29

**Which practice updates information relating to symptoms and business impact?**

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

► Answer

## Question 30

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

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

► Answer

## Question 31

**When should a full risk assessment and authorization be carried out for a standard change?**

- A. Each time the standard change is implemented
- B. When the procedure for the standard change is created
- C. At least once a year
- D. When an emergency change is requested

► Answer

## Question 32

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

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

► Answer

## Question 33

**Which guiding principle recommends eliminating activities that do not contribute to the creation of value?**

- A. Start where you are
- B. Collaborate and promote visibility
- C. Keep it simple and practical
- D. Optimize and automate

► Answer

## Question 34

**What helps diagnose and resolve a simple incident?**

- A. Rapid escalation
- B. Formation of a temporary team

- C. The use of scripts
- D. Problem prioritization

► Answer

## Question 35

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

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

► Answer

## Question 36

**Which ITIL guiding principle recommends using existing services, processes and tools when improving services?**

- A. Progress iteratively with feedback
- B. Keep it simple and practical
- C. Start where you are
- D. Focus on value

► Answer

## Question 37

**Which ITIL practice has a purpose that includes reducing the likelihood of incidents?**

- A. Change control
- B. Continual improvement
- C. Problem management
- D. Service desk

► Answer

## Question 38

**What is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks?**

- A. Service management
- B. Continual improvement
- C. A service

D. An IT asset

► Answer

## Question 39

*Identify the missing word in the following sentence.*

**A change is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on [?].**

- A. assets
- B. values
- C. elements
- D. services

► Answer

## Question 40

**Which is the CORRECT approach for managing a large improvement initiative as smaller iterations?**

- A. Each iteration should be designed before starting the initiative and implemented without feedback
- B. Feedback should only be taken into account when one iteration fails to meet its objective
- C. Feedback should be reduced for large improvements as it is unlikely that circumstances will change
- D. Each iteration should be continually re-evaluated based on feedback

► Answer

## Question 41

**Which is NOT a component of the service value system?**

- A. The guiding principles
- B. Governance
- C. Practices
- D. The four dimensions of service management

► Answer

## Question 42

**What should be used to set user expectations for request fulfilment times?**

- A. The consumer demand for the service
- B. The time that the customer indicates for service delivery
- C. The service levels of the supplier
- D. The time needed to realistically deliver the service

► Answer

## Question 43

*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. utility
- C. warranty
- D. costs

► Answer

## Question 44

**Which practice owns and manages issues, queries and requests from users?**

- A. Service desk
- B. Problem management
- C. Incident management
- D. Change control

► Answer

## Question 45

**How does information about problems and known errors contribute to 'incident management'?**

- A. It enables the reassessment of known errors
- B. It enables quick and efficient diagnosis of incidents
- C. It removes the need for collaboration during incident resolution
- D. It removes the need for regular customer updates

► Answer

## Question 46

**Which of the following is an example of incident?**

- A. A backup server is being rebooted while services are running on the primary server
- B. An application is not available during the business hours
- C. A user has requested access to a shared repository
- D. A user wants to reset the password of a server

► Answer

## Question 47

**Which is a service request?**

- A. Requesting a workaround for an issue
- B. Requesting information about how to create a document
- C. Requesting an enhancement to an application
- D. Requesting investigation of a degraded service

► Answer

## Question 48

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

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

► Answer

## Question 49

**Which guiding principle recommends standardizing and streamlining manual tasks?**

- A. Optimize and automate
- B. Collaborate and promote visibility
- C. Focus on value
- D. Think and work holistically

► Answer

## Question 50

**Which dimension includes a workflow management system?**

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

► Answer

# Practice Exam #8

## Question 1

**Which is handled as a service request?**

- A. An investigation to identify the cause of an incident
- B. A compliment about an IT support team
- C. The failure of an IT service
- D. An emergency change to implement a security patch

► Answer

## Question 2

**Which term relates to service levels aligned with the needs of service consumers?**

- A. Service management
- B. Warranty
- C. Cost
- D. Utility

► Answer

## Question 3

**Which practice includes the use of approaches such as Lean, Agile and DevOps with the aim of facilitating a greater amount of change at a quicker rate?**

- A. Service desk
- B. Monitoring and event management
- C. Service level management
- D. Continual improvement

► Answer

## Question 4

**What do customer perceptions and business outcomes help to define?**

- A. The value of a service
- B. Service metrics
- C. The total cost of a service
- D. Key performance indicators (KPIs)

► Answer

## Question 5

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

- A. To ensure that spending is properly accounted for
- B. To ensure that information security requirements are met
- C. To streamline the fulfillment workflow
- D. To set user expectations for fulfillment times

► Answer

## Question 6

**Which practice may involve the initiation of disaster recovery?**

- A. Incident management
- B. Service request management
- C. Service level management
- D. IT asset management

► Answer

## Question 7

**What describes the steps needed to create and deliver a specific service to a consumer?**

- A. Service management
- B. Practices
- C. A value stream
- D. Service level management

► Answer

## Question 8

**Which will NOT be handled as a service request?**

- A. The degradation of a service
- B. The replacement of a toner cartridge
- C. The provision of a laptop
- D. A complaint about a support team

► Answer

## Question 9

**Which term describes the functionality offered by a service?**

- A. cost
- B. Utility

- C. Warranty
- D. Risk

► Answer

## Question 10

**Which are elements of the service value system?**

- A. Service provision, service consumption, service relationship management
- B. Governance, service value chain, practices
- C. Outcomes, utility, warranty
- D. Customer value, stakeholder value, organization

► Answer

## Question 11

**What is the primary focus of business capacity management?**

- A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology
- B. Review of all capacity supplier agreements and underpinning contracts with supplier management
- C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
- D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

► Answer

## Question 12

*Identify the missing words in the following sentence.*

**The purpose of the [?] is to ensure that the organization continually co-creates value with all stakeholders in line with the organization's objectives.**

- A. 'focus on value' guiding principle
- B. service value system
- C. 'service request management' practice
- D. four dimensions of service management

► Answer

## Question 13

**What are guiding principles?**

- A. A set of interconnected activities that help an organization deliver a valuable service
- B. A description of one or more services that help address the needs of a target consumer group
- C. A set of specialized organizational capabilities for enabling value for customers
- D. Recommendations that help an organization when adopting a service management approach

► Answer

## Question 14

**Which practice recommends using tools for collaboration and the automated matching of symptoms?**

- A. Problem management
- B. Service level management
- C. Incident management
- D. Service request management

► Answer

## Question 15

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

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

► Answer

## Question 16

**Which helps to streamline the fulfilment of service requests?**

- A. Understanding which service requests can be accomplished with limited approvals
- B. Creating new workflows for every service request
- C. Separating requests relating to service failures from the degradation of services
- D. Eliminating service requests which have complex workflows

► Answer

## Question 17

**Which statement about known errors and problems is CORRECT?**

- A. Known error is the status assigned to a problem after it has been analyzed

- B. A known error is the cause of one or more problems
- C. Known errors cause vulnerabilities, problems cause incidents
- D. Known errors are managed by technical staff, problems are managed by service management staff

► Answer

## Question 18

**Which is the CORRECT of the 'R' role in a RACI matrix?**

- A. This role ensures that activities are executed correctly
- B. This role has ownership of the end result
- C. This role is involved in providing knowledge and input
- D. This role ensures the flow of information to stakeholders

► Answer

## Question 19

**Which is the correct combination of items that makes up an IT service?**

- A. Customers, providers and documents
- B. Information technology, people and processes
- C. Information technology, networks and people
- D. People, processes and customers

► Answer

## Question 20

**Which practice forms a link between the service provider and the users of services?**

- A. Change enablement
- B. Service level management
- C. Problem management
- D. Service desk

► Answer

## Question 21

**Which value chain activity ensures the availability of service components?**

- A. Improve
- B. Deliver and support
- C. Engage
- D. Obtain/build

► Answer

## Question 22

**Who is responsible for defining metrics for change management?**

- A. The change management process owner
- B. The change advisory board (CAB)
- C. The service owner
- D. The continual service improvement manager

► Answer

## Question 23

**Which service transition process provides guidance about converting data into information?**

- A. Change evaluation
- B. Knowledge management
- C. Service validation and testing
- D. Service asset and configuration management

► Answer

## Question 24

**What is an event?**

- A. The addition, modification, or removal of anything that could have a direct or indirect effect on services
- B. Any change of state that has significance for the management of a service or other configuration item
- C. Cause of one or more incidents
- D. An unplanned interruption to a service or reduction in the quality of a service

► Answer

## Question 25

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

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

► Answer

## Question 26

### **What is a change schedule used for?**

- A. To help plan emergency changes
- B. To help authorize standard changes
- C. To help assign a change authority
- D. To help manage normal changes

► Answer

## **Question 27**

**Which statement about the use of measurement in the 'start where you are' guiding principle is CORRECT?**

- A. It should always be used to support direct observation
- B. It should always be used instead of direct observation
- C. Measured data is always more accurate than direct observation
- D. The act of measuring always positively impacts results

► Answer

## **Question 28**

*Identify the missing word in the following sentence.*

**The purpose of the 'information security management' practice is to [?] the organization's information.**

- A. protect
- B. store
- C. audit
- D. provide

► Answer

## **Question 29**

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

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

► Answer

## **Question 30**

**Which guiding principle considers customer and user experience?**

- A. Collaborate and promote visibility
- B. Focus on value
- C. Start where you are
- D. Keep it simple and practical

► Answer

## Question 31

**Which statement about change management is CORRECT?**

- A. It optimizes overall business risk
- B. It optimizes financial exposure
- C. It ensures that all changes are authorized by the change advisory board (CAB)
- D. It ensures that service requests follow the normal change management process

► Answer

## Question 32

**Which statement about metrics is CORRECT?**

- A. Process metrics can be used to measure end-to-end service performance
- B. Technology metrics can be used to measure component performance and availability
- C. Process metrics can be used to measure the utilization of a supplier's network
- D. Technology metrics can be used to determine the overall health of a process

► Answer

## Question 33

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

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

► Answer

## Question 34

**What is a change schedule PRIMARILY used for?**

- A. To help plan, authorize and schedule emergency changes
- B. To publish a list of service requests that users can select
- C. To ensure that a single change authority reviews every change

- D. To help plan changes, assist in communication and avoid conflicts

► Answer

## Question 35

**Which gives a user access to a system?**

- A. Service requirement
- B. Service agreement
- C. Service consumption
- D. Service provision

► Answer

## Question 36

**What is an incident?**

- A. The planned removal of an item that might affect a service
- B. A result enabled by one or more outputs
- C. A possible future event that could cause harm
- D. A service interruption resolved by the use of self-help tools

► Answer

## Question 37

**Which is one of the five aspects of service design?**

- A. Management information systems and tools
- B. Risk analysis and management approach
- C. Management policy for business case creation
- D. Corporate governance and policy

► Answer

## Question 38

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

- A. Define measurable targets
- B. Perform baseline assessments
- C. Execute improvement actions
- D. Evaluate measurements and metrics

► Answer

## Question 39

**An SLA is a service level agreement.**

Which describes the 'watermelon SLA' effect?

- A. A single SLA defines target service levels for multiple customer, so every customer sees reports about other customers' experiences.
- B. The metrics in an SLA are focused on internal measures, so that reports show everything is good, while the customer is not satisfied.
- C. SLA targets change very frequently, so that each report includes new measures and trends cannot be analyzed.
- D. Introducing SLAs for a service enables customer to see that the service provider is doing a really good job, so this improves satisfaction.

► Answer

## Question 40

**Which practice makes new services available for use?**

- A. Change enablement
- B. Release management
- C. Deployment management
- D. IT asset management

► Answer

## Question 41

**Which role approves the cost of services?**

- A. User
- B. Change authority
- C. Sponsor
- D. Customer

► Answer

## Question 42

**Which function is responsible for the management of a data centre?**

- A. Technical management
- B. Service desk
- C. Application management
- D. Facilities management

► Answer

## Question 43

**Which value chain activity ensures that service components meet agreed specifications?**

- A. Plan
- B. Design and transition
- C. Obtain/build
- D. Deliver and support

► Answer

## Question 44

**Which guiding principle emphasizes the need to understand the flow of work in progress, identify bottlenecks, and uncover waste?**

- A. Focus on value
- B. Collaborate and promote visibility
- C. Think and work holistically
- D. Keep it simple and practical

► Answer

## Question 45

**Which is NOT a structure of service desk that is described in the ITIL service operation guidance?**

- A. Local
- B. Centralized
- C. Outsourced
- D. Virtual

► Answer

## Question 46

**What is defined as an unplanned interruption or reduction in the quality of a service?**

- A. An incident
- B. A problem
- C. A change
- D. An event

► Answer

## Question 47

**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

► Answer

## Question 48

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

- A. What is the vision?
- B. How do we get there?
- C. Take action
- D. Did we get there?

► Answer

## Question 49

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

- A. Increased ability to focus on fixing technology instead of supporting people
- B. Greater ability to focus on customer experience when personal contact is needed
- C. Elimination of the need to escalate incidents to support teams
- D. Decrease in self-service incident logging and resolution

► Answer

## Question 50

**What includes governance as a component?**

- A. Practices
- B. The service value chain
- C. The service value system
- D. The guiding principles

► Answer

# Practice Exam #9

## Question 1

**Which ITIL practice has the purpose to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels?**

- A. Supplier management
- B. Change enablement
- C. Relationship management
- D. Service desk

► Answer

## Question 2

**What is the PRIMARY use of a change schedule?**

- A. To support the 'incident management' practice and improvement planning
- B. To manage emergency changes
- C. To plan changes and help avoid conflicts
- D. To manage standard changes

► Answer

## Question 3

**Which dimension of service management considers governance, management, and communication?**

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

► Answer

## Question 4

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

- A. Event
- B. Incident
- C. Problem
- D. Known error

► Answer

## Question 5

**Which dimension includes the knowledge needed for the management of services?**

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

► Answer

## Question 6

**Which is considered by the 'partners and suppliers' dimension?**

- A. Using artificial intelligence
- B. Defining controls and procedures
- C. Using formal roles and responsibilities
- D. Working with an integrator to manage relationships

► Answer

## Question 7

**What considerations influence the supplier strategy of an organization?**

- A. Contracts and agreements
- B. Type of cooperation with suppliers
- C. Corporate culture of the organization
- D. Level of formality

► Answer

## Question 8

**Which is included in the purpose of the 'service level management' practice?**

- A. To maximize the number of successful service and product changes
- B. To ensure accurate information about the configuration of services is available
- C. To set clear business-based targets for service levels
- D. To ensure that suppliers and their performance are managed appropriately

► Answer

## Question 9

**Which usually requires a team of representatives from many stakeholder groups?**

- A. Fulfilling a service request
- B. Authorizing an emergency change

- C. Logging a new problem
- D. Investigating a major incident

► Answer

## Question 10

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

- A. Service requests are usually normal changes that can be implemented quickly without authorization
- B. Emergency changes are changes that must be fully tested and fully documented prior to implementation
- C. Standard changes are changes that need to be scheduled, assessed and authorized following a standard process
- D. Emergency changes are changes that must be implemented as soon as possible and therefore authorization is expedited

► Answer

## Question 11

**Which two practices use workarounds?**

- A. Change enablement and continual improvement
- B. Change enablement and problem management
- C. Problem management and incident management
- D. Incident management and continual improvement

► Answer

## Question 12

**What three elements make up the Service Portfolio?**

- A. Customer portfolio, service catalogue and retired services
- B. Customer portfolio, configuration management system and service catalogue
- C. Service pipeline, service catalogue and retired services
- D. Service pipeline, configuration management system and service catalogue

► Answer

## Question 13

**What should be done first when applying the 'focus on value' guiding principle?**

- A. Identify all suppliers and partners involved in the service
- B. Determine the cost of providing the service
- C. Identify the outcomes that the service facilitates
- D. Determine who the service consumer is in each situation

► Answer

## Question 14

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

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

► Answer

## Question 15

**What happens if a workaround becomes the permanent way of dealing with a problem that cannot be resolved cost-effectively?**

- A. The problem record is deleted
- B. The problem remains in the known error status
- C. A change request is submitted to change control
- D. Problem management restores the service as soon as possible

► Answer

## Question 16

**Which service management dimension is focused on activities and how these are coordinated?**

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

► Answer

## Question 17

**Which describes the utility of a service?**

- A. A service that is fit for use
- B. A service that meets its service level targets
- C. A service that increases constraints on the consumer
- D. A service that supports the performance of the consumer

► Answer

## Question 18

**What MAIN factors are considered to assess the priority of an incident?**

- A. The urgency and impact
- B. The impact and complexity
- C. The cost and urgency
- D. The complexity and cost

► Answer

## Question 19

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

- A. Utility
- B. Asset
- C. Cost
- D. Outcome

► Answer

## Question 20

**A customer is a person who defines the requirements for a service and takes responsibility for the [?] of service consumption.**

- A. outputs
- B. outcomes
- C. costs
- D. risks

► Answer

## Question 21

**Which is a purpose of release management?**

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

► Answer

## Question 22

**Which stage of the service lifecycle has the purpose of looking for ways to improve process efficiency and cost effectiveness?**

- A. Service operation
- B. Service transition
- C. Continual service improvement
- D. Service strategy

► Answer

## Question 23

**What is a definition of a service improvement plan (SIP)?**

- A. A formal plan to implement improvements to a customer's business processes
- B. An input from availability management to service level management, detailing the service design plan
- C. A formal plan to implement improvements to a service or process
- D. An input from financial management for IT services to service level management, detailing the budget plan

► Answer

## Question 24

**What is the purpose of service level management?**

- A. To obtain/build activity that ensures the service components are available when and where they are needed and meet agreed specifications.
- B. To ensure that all current and planned IT services are delivered to agreed achievable targets.
- C. To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels.
- D. To track and manage improvement ideas from identification to final action, organizations use a database or structured document called a continual improvement register (CIR).

► Answer

## Question 25

**Which is a key requirement for a successful service level agreement (SLA)?**

- A. Using individual metrics that relate to the service catalogue
- B. Using bundled metrics to relate performance to outcomes
- C. Using single-system-based metrics that relate to outputs
- D. Using an agreement between the service provider and service supplier

► Answer

## Question 26

**Which statement about the automation of service requests is CORRECT?**

- A. Service requests that cannot be automated should be handled as incidents
- B. Service requests and their fulfillment should be automated as much as possible
- C. Service requests that cannot be automated should be handled as problems
- D. Service requests and their fulfillment should be carried out by service desk staff without automation

► Answer

## Question 27

*Identify the missing words in the following sentence.*

**When an organization has decided to improve a service, it should start by considering [?].**

- A. existing information
- B. new methods
- C. additional measurements
- D. revised processes

► Answer

## Question 28

**What can be described as an operating model for the creation and management of products and services?**

- A. Governance
- B. Service value chain
- C. Guiding principles
- D. Practices

► Answer

## Question 29

**What is a definition of a problem?**

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

► Answer

## Question 30

**Which is a risk that might be removed from a service consumer by an IT service?**

- A. Service provider ceasing to trade
- B. Security breach
- C. Failure of server hardware
- D. Cost of purchasing servers

► Answer

## Question 31

*Identify the missing word in the following sentence.*

**The purpose of the service configuration management practice is to ensure that accurate and reliable information about the [?], and the CIs that support them, is available when and where it is needed.**

- A. relationships with suppliers
- B. configuration of services
- C. skills of people
- D. authorization of changes

► Answer

## Question 32

**Which should be handled by 'service request management'?**

- A. A request to implement a security patch
- B. A request to provide a laptop
- C. A request to resolve an error in a service
- D. A request to change a target in a service level agreement

► Answer

## Question 33

**Which dimension of service management considers the workflows and controls needed to deliver services?**

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

► Answer

## Question 34

**Which describes a 'change authority'?**

- A. A model used to determine who will assess a change

- B. A person who approves a change
- C. A tool used to help changes
- D. A way to manage the people aspects of change

► Answer

## Question 35

**Which practice involves the management of vulnerabilities that were not identified before the service went live?**

- A. Service request management
- B. Problem management
- C. Change control
- D. Service level management

► Answer

## Question 36

**When is the earliest that a workaround can be documented in 'problem management'?**

- A. After the problem has been logged
- B. After the problem has been prioritized
- C. After the problem has been analyzed
- D. After the problem has been resolved

► Answer

## Question 37

**Which statement about managing incidents is CORRECT?**

- A. Low impact incidents should be resolved efficiently, making logging unnecessary
- B. The 'incident management' practice should use a single process regardless of the impact of the incident
- C. Low impact incidents should be resolved efficiently so the resource required is reduced
- D. Incidents with the lowest impact should be resolved first

► Answer

## Question 38

**Which is part of the definition of a customer?**

- A. The role that defines the requirements for a service
- B. A means of enabling value co-creation
- C. The role that authorizes budget for service consumption
- D. A set of specialized organizational capabilities for enabling value

► Answer

## Question 39

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

- A. Service request management
- B. Service configuration management
- C. Deployment management
- D. Change enablement

► Answer

## Question 40

**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

► Answer

## Question 41

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

- A. Incident management
- B. Continual improvement
- C. Service desk
- D. Relationship management

► Answer

## Question 42

**Which is NOT a component of the service value system?**

- A. The service value chain
- B. Opportunity and demand
- C. Continual improvement
- D. Governance

► Answer

## Question 43

**Which statement about service requests is CORRECT?**

- A. Complex service requests should be dealt with as normal changes
- B. Service requests that require simple workflows should be dealt with as incidents
- C. Service requests require workflows that should use manual procedures and avoid automation
- D. Service requests are usually formalized using standard procedures for initiation, approval and fulfilment

► Answer

## Question 44

**Which skill is required by the 'service level management' practice?**

- A. Supplier management
- B. Technical expertise
- C. Event monitoring
- D. Problem management

► Answer

## Question 45

*Identify the missing word in the following sentence.*

The purpose of the 'supplier management' practice is to ensure that the organization's suppliers and their performances are [?] appropriately to support the seamless provision of quality products and services.

- A. measured
- B. rewarded
- C. managed
- D. defined

► Answer

## Question 46

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

- A. Event
- B. Incident
- C. Problem
- D. Known error

► Answer

## Question 47

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

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

► Answer

## Question 48

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

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

► Answer

## Question 49

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

- A. Problem identification
- B. Problem control
- C. Error control
- D. Post-implementation review

► Answer

## Question 50

**What can help to reduce resistance to a planned improvement when applying the guiding principle 'collaborate and promote visibility'?**

- A. Restricting information about the improvement to essential stakeholders only.
- B. Increasing collaboration and visibility for the improvement.
- C. Involving customers after all planning has been completed.
- D. Engaging every stakeholder group in the same way, with the same communication.

► Answer

# Practice Exam #10

## Question 1

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

- A. A risk
- B. An organization
- C. A practice
- D. An outcome

► Answer

## Question 2

**Which is an activity of the 'problem management' practice?**

- A. Restoration of normal service operation as quickly as possible
- B. Prioritization of problems based on the risk that they pose
- C. Authorization of changes to resolve the cause of problems.
- D. Resolution of incidents in a time that meet customer expectations

► Answer

## Question 3

**What is the MOST important reason for prioritizing incidents?**

- A. To ensure that user expectations are realistic
- B. To ensure that incidents with highest impact are resolved first
- C. To help information-sharing and learning
- D. To provide links to related changes and known errors

► Answer

## Question 4

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

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

► Answer

## Question 5

**Which practice uses technologies such as intelligent telephony systems, a knowledge base and monitoring tools?**

- A. Service configuration management

- B. Service desk
- C. Problem management
- D. Deployment management

► Answer

## Question 6

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

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

► Answer

## Question 7

**In service relationships, what is a benefit of identifying consumer roles?**

- A. It enables effective stakeholder management
- B. It provides shared service expectations
- C. It removes constraints from the customer
- D. It enables a common definition of value

► Answer

## Question 8

**What is a cause, or potential cause, of one or more incidents?**

- A. A configuration item
- B. A workaround
- C. An incident
- D. A problem

► Answer

## Question 9

**Which is a purpose of the 'relationship management' practice?**

- A. To systematically observe services and service components
- B. To protect the information needed by the organization to conduct its business
- C. To be the entry point and single point of contact for the service provider with all of its users
- D. To identify, analyze, monitor, and continually improve links with stakeholders

► Answer

## Question 10

**Which statement about output is correct?**

- A. They consist of several outcomes.
- B. They capture customer demand for services
- C. They contribute to the achievement of outcomes
- D. They describes how the service performs.

► Answer

## Question 11

**Which is a recommendation of the guiding principle 'think and work holistically'?**

- A. Conduct a review of existing service management practices and decide what to keep and what to discard
- B. Review how an improvement initiative can be organized into smaller, manageable sections that can be completed in a timely manner
- C. Review service management practices and remove any unnecessary complexity
- D. Use the four dimensions of service management to ensure coordination of all aspects of an improvement initiative

► Answer

## Question 12

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

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

► Answer

## Question 13

**Which is an activity of 'problem identification'?**

- A. Analyzing information from software developers
- B. Establishing problem workarounds
- C. Analyzing the cause of problems
- D. Establishing potential permanent solutions

► Answer

## Question 14

**What is the MAIN benefit of 'problem management'?**

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

► Answer

## Question 15

**Which statement about problems is CORRECT?**

- A. Problems are not related to incidents.
- B. Problems must be resolved quickly in order to restore normal business activity.
- C. Problem analysis should focus on one of the four dimensions to achieve a fast diagnosis.
- D. Problem prioritization involves risk assessment.

► Answer

## Question 16

**Which statement about change authorities is CORRECT?**

- A. Change authorities are only required for authorizing emergency changes
- B. Change authorities are assigned when each change is deployed
- C. Change authorities are only required for authorizing normal changes
- D. Change authorities are assigned for each type of change and change model

► Answer

## Question 17

**What impact does automation have on a service desk?**

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

► Answer

## Question 18

**What is a configuration item?**

- A. Any financially valuable component that can contribute to delivery of an IT product or service
- B. Any component that needs to be managed in order to deliver an IT service
- C. Any change of state that has significance for the management of a service
- D. A problem that has been analyzed but has not been resolved

► Answer

## Question 19

**Identify the missing word in the following sentences.**

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.

- A. utility
- B. warranty
- C. outcomes
- D. outputs

► Answer

## Question 20

**Which action is performed by a service provider?**

- A. Requesting required service actions
- B. Authorizing budget for service consumption
- C. Ensuring access to agreed resources
- D. Receiving of the agreed goods

► Answer

## Question 21

**Which statement about outcomes is CORRECT?**

- A. They are deliverables provided to service consumers.
- B. They allow service consumers to achieve a desired result.
- C. They provide products to service providers based on outputs.
- D. The co-create value for service providers by reducing costs and risks.

► Answer

## Question 22

**Which statement about service relationship management is CORRECT?**

- A. It focuses on the service actions performed by users

- B. It requires the service consumer to create resources for the service provider
- C. It requires co-operation of both the service provider and service consumer
- D. It focuses on the fulfilment of the agreed service actions

► Answer

## Question 23

**Which guiding principle discourages 'silo activity'?**

- A. Focus on value
- B. Start where you are
- C. Collaborate and promote visibility
- D. Keep it simple and practical

► Answer

## Question 24

**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

► Answer

## Question 25

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

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

► Answer

## Question 26

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

- A. Continual improvement
- B. Service value chain
- C. Practices

D. Guiding principles

► Answer

## Question 27

**Which describes a standard change?**

- A. A high-risk change that needs very thorough assessment
- B. A change that is typically implemented as a service request
- C. A change that must be implemented as soon as possible
- D. A change that needs to be scheduled, assessed and authorized following a defined process

► Answer

## Question 28

**Which is a key requirement for a successful service level agreement?**

- A. It should be written in legal language
- B. It should be simply written and easy to understand
- C. It should be based on the service provider's view of the service
- D. It should relate to simple operational metrics

► Answer

## Question 29

**When should a change request be submitted to resolve a problem?**

- A. As soon as a solution for the problem has been identified
- B. As soon as a workaround for the problem has been identified
- C. As soon as the analysis of the frequency and impact of incidents justifies the change
- D. As soon as the analysis of cost, risks and benefits justifies the change

► Answer

## Question 30

**Which guiding principle recommends coordinating all dimensions of service management?**

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

► Answer

## Question 31

**Identify the missing word in the following sentence.**

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of services, and the [?] that support them, is available when and where it is needed.

- A. suppliers
- B. assets
- C. customers
- D. Cls

► Answer

## Question 32

**Which describes a set of defined steps for implementing improvements?**

- A. The 'improve' value chain activity
- B. The 'continual improvement register'
- C. The 'continual improvement model'
- D. The 'engage' value chain activity

► Answer

## Question 33

**What should all 'continual improvement' decisions be based on?**

- A. Accurate and carefully analysed data
- B. Details of how services are measured
- C. A recent maturity assessment
- D. An up-to-date balanced scorecard

► Answer

## Question 34

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

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

► Answer

## Question 35

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

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

► Answer

## Question 36

**What is warranty?**

- A. Assurance that a product or service will meet agreed requirements
- B. The amount of money spent on a specific activity or resource
- C. The functionality offered by a product or service to meet a particular need
- D. The perceived benefits, usefulness and importance of something

► Answer

## Question 37

**Identify the missing words in the following sentence.**

The management of information security incidents usually requires [?].

- A. Immediate escalation
- B. Specialist teams
- C. A separate process
- D. Third party support

► Answer

## Question 38

**Which statement about outcomes is CORRECT?**

- A. An outcome can be enabled by more than one output
- B. Outcomes are how the service performs
- C. An output can be enabled by one or more outcomes
- D. An outcome is a tangible or intangible activity

► Answer

## Question 39

### **What should be done for every problem?**

- A. It should have a workaround to reduce the impact
- B. It should be prioritized based on its potential impact and probability
- C. It should be resolved so that it can be closed
- D. It should be diagnosed to identify possible solutions

► Answer

## **Question 40**

### **Which is NOT a key focus of the 'information and technology' dimension?**

- A. Workflow management and inventory systems
- B. Communication systems and knowledge bases
- C. Roles and responsibilities
- D. Security and compliance

► Answer

## **Question 41**

### **Which stakeholders co-create value in a service relationship?**

- A. Investor and consumer
- B. Investor and supplier
- C. Consumer and provider
- D. Provider and supplier

► Answer

## **Question 42**

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

- A. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents
- B. To capture demand for incident resolution and service requests
- C. To set clear business-based targets for service performance
- D. To maximize the number of successful IT changes by ensuring risks are properly assessed

► Answer

## **Question 43**

### **Which statement about costs is CORRECT?**

- A. Costs removed from the consumer are part of service consumption
- B. Costs imposed on the consumer are costs of service utility

- C. Costs removed from the consumer are part of the value proposition
- D. Costs imposed on the consumer are costs of service warranty

► Answer

## Question 44

**Which is part of service provision?**

- A. The management of resources configured to deliver the service
- B. The management of resources needed to consume the service
- C. The grouping of one or more services based on one or more products
- D. The joint activities performed to ensure continual value co-creation

► Answer

## Question 45

**What is described by the service value system?**

- A. How to apply the systems approach of the guiding principle think and work holistically
- B. Services based on one or more products, designed to address needs of a target consumer group
- C. How all the components and activities of the organization work together as a system to enable value creation
- D. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation

► Answer

## Question 46

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

- A. They should be complex and detailed
- B. They should be well-known and proven
- C. They should include incident handling
- D. They should be brief and simple

► Answer

## Question 47

**Which statement about emergency changes is CORRECT?**

- A. The testing of emergency can be eliminated in order to implement the change quickly
- B. The assessment and authorization of emergency changes is expedited to ensure they can be implemented quickly
- C. Emergency changes should be authorized and implemented as service requests
- D. Emergency changes must be fully documented before authorization and implementation

► Answer

## Question 48

**Which TWO statements about an organization's culture are CORRECT? (Choose two.)**

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

► Answer

## Question 49

**Which guiding principle recommends using the minimum number of steps necessary to achieve an objective?**

- A. Progress iteratively with feedback  
B. Think and work holistically  
C. Keep it simple and practical  
D. Focus on value

► Answer

## Question 50

**What defines the requirements for a service and takes responsibility for the outcomes of service consumption?**

- A. A customer  
B. A user  
C. A configuration item (CI)  
D. An IT asset

► Answer

# Practice Exam #11

## Question 1

**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

► Answer

## Question 2

**Which term describes the functionality offered by a service?**

- A. Cost
- B. Utility
- C. Warranty
- D. Risk

► Answer

## Question 3

**Which is the purpose of the 'monitoring and event management' practice?**

- A. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed
- B. To systematically observe services and service components, and record and report selected changes of state
- C. To protect the information needed by the organization to conduct its business
- D. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

► Answer

## Question 4

**What should all 'continual improvement' decisions be based on?**

- A. Details of how services are measured
- B. Accurate and carefully analyzed data
- C. An up-to-date balanced scorecard
- D. A recent maturity assessment

► Answer

## Question 5

**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

► Answer

## Question 6

**How does customer engagement contribute to the 'service level management' practice?**

- 1. It captures information that metrics can be based on
  - 2. It ensures the organization meets defined service levels
  - 3. It defines the workflows for service requests
  - 4. It supports progress discussions
- A. 1 and 2
  - B. 2 and 3
  - C. 3 and 4
  - D. 1 and 4

► Answer

## Question 7

**What is the starting point for optimization?**

- A. Securing stakeholder engagement
- B. Understanding the vision and objectives of the organization
- C. Determining where the most positive impact would be
- D. Standardizing practices and services

► Answer

## Question 8

*Identify the missing words in the following sentence.*

**The purpose of the [?] is to ensure that the organization continually co-creates value with all stakeholders in line with the organization's objectives.**

- A. 'focus on value' guiding principle
- B. four dimensions of service management
- C. service value system
- D. 'service request management' practice

► Answer

## Question 9

**Which practice provides support for managing feedback, compliments and complaints from users?**

- A. Change enablement
- B. Service request management
- C. Problem management
- D. Incident management

► Answer

## Question 10

**Which joint activity performed by a service provider and service consumer ensures continual value co-creation?**

- A. Service provision
- B. Service consumption
- C. Service offering
- D. Service relationship management

► Answer

## Question 11

**Which practice may involve the initiation of disaster recovery?**

- A. Incident management
- B. Service request management
- C. Service level management
- D. IT asset management

► Answer

## Question 12

**What type of change is MOST likely to be managed by the 'service request management' practice?**

- A. A normal change
- B. An emergency change
- C. A standard change
- D. An application change

► Answer

## Question 13

**Which guiding principle emphasizes the need to understand the flow of work in progress, identify bottlenecks, and uncover waste?**

- A. Focus on value

- B. Collaborate and promote visibility
- C. Think and work holistically
- D. Keep it simple and practical

► Answer

## Question 14

**What is a means of enabling value co-creation by facilitating outcomes that customers want to achieve?**

- A. A service
- B. An output
- C. A practice
- D. Continual improvement

► Answer

## Question 15

**Which statement about change authorization is CORRECT?**

- A. A change authority should be assigned to each type of change and change model
- B. Centralizing change authorization to a single person is the most effective means of authorization
- C. The authorization of normal changes should be expedited to ensure they can be implemented quickly
- D. Standard changes are high risk and should be authorized by the highest level of change authority

► Answer

## Question 16

**Which dimension of service management considers governance, management, and communication?**

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

► Answer

## Question 17

*Identify the missing word in the following sentence.*

**A known error is a problem that has been [?] and has not been resolved.**

- A. logged
- B. analyzed
- C. escalated

D. closed

► Answer

## Question 18

**Which statement about known errors and problems is CORRECT?**

- A. Known error is the status assigned to a problem after it has been analyzed
- B. A known error is the cause of one or more problems
- C. Known errors cause vulnerabilities, problems cause incidents
- D. Known errors are managed by technical staff, problems are managed by service management staff

► Answer

## Question 19

**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

► Answer

## Question 20

**Which statement about the 'service desk' practice is CORRECT?**

- A. It provides a link with stakeholders at strategic and tactical levels
- B. It carries out change assessment and authorization
- C. It investigates the cause of incidents
- D. It needs a practical understanding of the business processes

► Answer

## Question 21

**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

► Answer

## Question 22

**Which practice has a purpose that includes restoring normal service operation as quickly as possible?**

- A. Supplier management
- B. Deployment management
- C. Problem management
- D. Incident management

► Answer

## Question 23

*Identify the missing word in the following sentence.*

**A customer is the role that defines the requirements for a service and takes responsibility for the [?] of service consumption.**

- A. outputs
- B. outcomes
- C. costs
- D. risks

► Answer

## Question 24

**Which guiding principle describes the importance of doing something, instead of spending a long time analyzing different options?**

- A. Optimize and automate
- B. Start where you are
- C. Focus on value
- D. Progress iteratively with feedback

► Answer

## Question 25

**What should be done for every problem?**

- A. It should be diagnosed to identify possible solutions
- B. It should be prioritized based on its potential impact and probability
- C. It should be resolved so that it can be closed
- D. It should have a workaround to reduce the impact

► Answer

## Question 26

**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

► Answer

## Question 27

**What considerations influence the supplier strategy of an organization?**

- A. Contracts and agreements
- B. Type of cooperation with suppliers
- C. Corporate culture of the organization
- D. Level of formality

► Answer

## Question 28

**What is a problem?**

- A. An addition or modification that could have an effect on services
- B. Any change of state that has significance for the management of a configuration item
- C. A cause or potential cause of one or more incidents
- D. An unplanned reduction in the quality of a service

► Answer

## Question 29

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

- A. To align the organization's practices and services with changing business needs
- B. To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels
- C. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors
- D. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

► Answer

## Question 30

**Which is intended to help an organization adopt and adapt ITIL guidance?**

- A. The four dimensions of service management
- B. The guiding principles
- C. The service value chain
- D. Practices

► Answer

## Question 31

**What is an output?**

- A. A change of state that has significance for the management of a configuration item
- B. A possible event that could cause harm or loss
- C. A result for a stakeholder
- D. Something created by carrying out an activity

► Answer

## Question 32

**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

► Answer

## Question 33

**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

► Answer

## Question 34

**Which practice has a purpose that includes helping the organization to maximize value, control costs and manage risks?**

- A. Relationship management

- B. IT asset management
- C. Release management
- D. Service desk

► Answer

## Question 35

**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

► Answer

## Question 36

**Which value chain activity communicates the current status of all four dimensions of service management?**

- A. Improve
- B. Engage
- C. Obtain/build
- D. Plan

► Answer

## Question 37

**Which guiding principle is PRIMARILY concerned with consumer's revenue and growth?**

- A. Keep it simple and practical
- B. Optimize and automate
- C. Progress iteratively with feedback
- D. Focus on value

► Answer

## Question 38

**Which practice provides visibility of the organization's services by capturing and reporting on service performance?**

- A. Service desk
- B. Service level management
- C. Service request management

D. Service configuration management

► Answer

## Question 39

**Which is the BEST example of an emergency change?**

- A. The implementation of a planned new release of a software application
- B. A low-risk computer upgrade implemented as a service request
- C. The implementation of a security patch to a critical software application
- D. A scheduled major hardware and software implementation

► Answer

## Question 40

**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

► Answer