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Question 1 (Single Topic)

How are target resolution times used in the 'incident management' practice?

- A. They are agreed, documented, and communicated to help set user expectations
- B. They are established, reviewed, and reported to ensure that customers are happy with the service
- C. They are initiated, approved, and managed to ensure that predictable responses are achieved
- D. They are scheduled, assessed and authorized to reduce the risk of service failures

[EXPOSE CORRECT ANSWER](#)[Answer : A](#)[NEXT QUESTION](#)

Question 2 (Single Topic)

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 fulfilment workflow
- D. To set user expectations for fulfilment times

EXPOSE CORRECT ANSWER

Answer : **C**

NEXT QUESTION

Question 3 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : **C**

NEXT QUESTION

Question 4 (Single Topic)

Which gives a user access to a system?

- A. Service requirement
- B. Service agreement
- C. Service consumption
- D. Service provision

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 5 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 6 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 7 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 8 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 9 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 10 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : C

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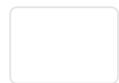
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Question 11 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 12 (Single Topic)

Which practice makes new services available for use?

- A. Change enablement
- B. Release management
- C. Deployment management
- D. IT asset management

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 13 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 14 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 15 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 16 (Single Topic)

Which statement about 'continual improvement' is CORRECT?

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

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 17 (Single Topic)

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 centralized location

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 18 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 19 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 20 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : A

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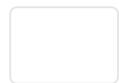
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Question 21 (Single Topic)

What can be used to determine if a service is 'fit for purpose'?

- A. Availability
- B. Warranty
- C. Outcome
- D. Utility

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 22 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 23 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 24 (Single Topic)

What term is used to describe whether a service will meet availability, capacity and security requirements?

- A. Outcomes
- B. Value
- C. Utility
- D. Warranty

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 25 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 26 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 27 (Single Topic)

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 control
- C. Relationship management
- D. Service desk

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 28 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 29 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 30 (Single Topic)

Which practice ensures that any addition, modification, or removal of anything that could have an effect on services is assessed and authorized?

- A. Deployment management
- B. Release management
- C. Change control
- D. Service configuration management

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

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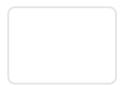
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Question 31 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 32 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 33 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 34 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 35 (Single Topic)

Which practice is MOST likely to benefit from the use of chatbots?

- A. Service level management
- B. Change enablement
- C. Continual improvement
- D. Service desk

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 36 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 37 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 38 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 39 (Single Topic)

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 enablement
- D. Change enablement and incident management

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 40 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

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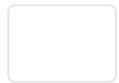
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Question 41 (Single Topic)

Identify the missing words in the following sentence:

A user is [?] that uses services.

- A. an organization
- B. a role
- C. a team
- D. a supplier

[EXPOSE CORRECT ANSWER](#)

Answer : B

[NEXT QUESTION](#)

Question 42 (Single Topic)

Which is included in the purpose of the 'change enablement' 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

[EXPOSE CORRECT ANSWER](#)

Answer : B

NEXT QUESTION

Question 43 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 44 (Single Topic)

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?

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 45 (Single Topic)

Which is the BEST example of a standard change?

- A. The review and authorization of a change requested by a customer
- B. The implementation of a critical software patch in response to a vendor security issue
- C. The installation of a software application in response to a service request
- D. The replacement of a component in response to a major incident

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 46 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 47 (Single Topic)

Which can act as an operating model for an organization?

- A. The four dimensions of service management
- B. The service value chain
- C. The ITIL guiding principles
- D. Continual improvement

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 48 (Single Topic)

Which practice recommends the use of event-based surveys to gather feedback from customers?

- A. Service level management
- B. Change enablement
- C. Service request management
- D. Problem management

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 49 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 50 (Single Topic)

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

- A. Service request management
- B. Service level management
- C. Incident management
- D. Change enablement

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

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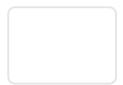
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Question 51 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 52 (Single Topic)

A service offering may include goods, 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 a user

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 53 (Single Topic)

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. Normal 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. Normal changes are typically implemented as service requests and authorized by the service desk

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 54 (Single Topic)

Which statement about a service value stream is CORRECT?

- A. It uses prescriptive inputs and outputs
- B. It is a value chain activity
- C. It integrates practices for a specific scenario
- D. It is used to provide governance

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 55 (Single Topic)

Which statement about outputs 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 describe how the service performs

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 56 (Single Topic)

Which is an example of a business related measurement?

- A. The number of passengers checked in
- B. The average time to respond to change requests
- C. The average resolution time for incidents
- D. The number of problems resolved

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 57 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 58 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 59 (Single Topic)

What is the 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)

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 60 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : C

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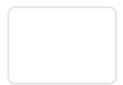
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Question 61 (Single Topic)

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

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

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 62 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 63 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 64 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 65 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 66 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 67 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 68 (Single Topic)

What must always be done before an activity is automated?

- A. Check that the activity has already been optimized
- B. Check that suitable new technology has been purchased
- C. Ensure that DevOps has been successfully implemented
- D. Ensure the solution removes the need for human intervention

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 69 (Single Topic)

What is a change schedule PRIMARILY 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

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 70 (Single Topic)

Which role approves the cost of services?

- A. User
- B. Change authority
- C. Sponsor
- D. Customer

EXPOSE CORRECT ANSWER

Answer : C

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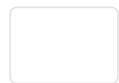
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Question 71 (Single Topic)

What actions does a service desk take for all issues, queries and requests that are reported to them?

- A. Schedule, assess, authorize
- B. Diagnose, investigate, resolve
- C. Initiate, approve, fulfil
- D. Acknowledge, classify, own

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 72 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 73 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 74 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 75 (Single Topic)

Which value chain activity ensures that service components meet agreed specifications?

- A. Plan
- B. Design and transition
- C. Obtain/build
- D. Deliver and support

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 76 (Single Topic)

What includes governance as a component?

- A. Practices
- B. The service value chain
- C. The service value system
- D. The guiding principles

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 77 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 78 (Single Topic)

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 incident
- 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)

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 79 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 80 (Single Topic)

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

- A. Incidents
- B. Problems
- C. Events
- D. Requests

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

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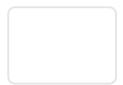
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Question 81 (Single Topic)

Which dimension considers data security and privacy?

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

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 82 (Single Topic)

Which term relates to service levels aligned with the needs of service consumers?

- A. Service management
- B. Warranty
- C. Cost
- D. Utility

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 83 (Single Topic)

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

- A. Scripts for collecting user information
- B. Use of shift working patterns
- C. Fulfilment of service requests
- D. Creation of a temporary team

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 84 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 85 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 86 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 87 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 88 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 89 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 90 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : B

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Question 91 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 92 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 93 (Single Topic)

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

- A. Utility
- B. Asset
- C. Cost
- D. Outcome

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 94 (Single Topic)

What does 'change enablement' PRIMARILY focus on?

- A. Changes to service levels
- B. Changes to products and services
- C. Changes to organizational structure
- D. Changes to skills and competencies

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 95 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 96 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 97 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 98 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 99 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 100 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : B

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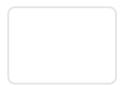
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Question 101 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 102 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 103 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 104 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 105 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 106 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 107 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 108 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 109 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 110 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION



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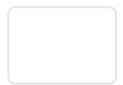
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Question 111 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 112 (Single Topic)

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 support the agreed quality of a service by handling all agreed, user-initiated service requests
- D. To set clear business-based targets for service levels

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 113 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 114 (Single Topic)

Which helps to manage an incident when it is unclear which support team should be working on the incident?

- A. Disaster recovery plans
- B. Swarming
- C. Target resolution times
- D. Self-help

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 115 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 116 (Single Topic)

Which does the ITIL service value system discourage?

- A. Coordinated authorities and responsibilities
- B. Organizational silos
- C. Interfaces among practices
- D. Organizational agility

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 117 (Single Topic)

An SLA is a service level agreement. Which describes the 'watermelon SLA' effect?

- A. A single SLA defines target service levels for multiple customers, 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 customers to see that the service provider is doing a really good job, so this improves satisfaction

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 118 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 119 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 120 (Single Topic)

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

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

- C. 3 and 4
D. 1 and 4

EXPOSE CORRECT ANSWER

Answer : D

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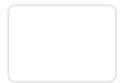
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Question 121 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 122 (Single Topic)

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

- A. Relationship management
- B. Change enablement
- C. Supplier management
- D. Service desk

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 123 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 124 (Single Topic)

Which practice has a purpose that includes maximizing success by ensuring that risks have been properly assessed?

- A. Relationship management
- B. Change enablement
- C. Release management
- D. Monitoring and event management

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 125 (Single Topic)

Which practice provides users with a way to get various requests arranged, explained and coordinated?

- A. Service level management
- B. Relationship management
- C. Continual improvement
- D. Service desk

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 126 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 127 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 128 (Single Topic)

Which guiding principle says that services and processes should NOT provide a solution for every exception?

- A. Keep it simple and practical
- B. Collaborate and promote visibility
- C. Think and work holistically
- D. Optimize and automate

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 129 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 130 (Single Topic)

Identify the missing words 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

EXPOSE CORRECT ANSWER

Answer : B

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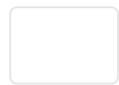
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Question 131 (Single Topic)

Which practice requires skills and competencies related to business analysis, supplier management and relationship management?

- A. Incident management
- B. Monitoring and event management
- C. Service level management
- D. IT asset management

EXPOSE CORRECT ANSWER**Answer : C****NEXT QUESTION**

Question 132 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 133 (Single Topic)

What is a configuration item?

- A.** Any financially valuable component that can contribute to the delivery of an IT product or service
- B.** Any change of state that has significance for the management of a service
- C.** Any component that needs to be managed in order to deliver an IT service
- D.** A problem that has been analyzed but has not been resolved

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 134 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 135 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 136 (Single Topic)

Which dimension of service management considers the workflows and controls needed to deliver services?

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

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 137 (Single Topic)

Which guiding principle considers how the steps of a process can be performed as efficiently as possible?

- A. Focus on value
- B. Start where you are
- C. Think and work holistically
- D. Optimize and automate

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 138 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 139 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 140 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

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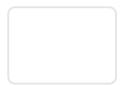
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Question 141 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 142 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : **B**

NEXT QUESTION

Question 143 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : **C**

NEXT QUESTION

Question 144 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 145 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 146 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 147 (Single Topic)

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?

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 148 (Single Topic)

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 plan changes
- D. A way to manage the people aspects of change

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 149 (Single Topic)

Which is NOT a component of the service value system?

- A. The service value chain
- B. Opportunity and demand
- C. Continual improvement
- D. Governance

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 150 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION



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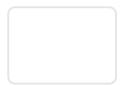
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Question 151 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 152 (Single Topic)

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

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

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 153 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 154 (Single Topic)

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

- A. Progress iteratively with feedback
- B. Collaborate and promote visibility
- C. Think and work holistically
- D. Keep it simple and practical

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 155 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 156 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 157 (Single Topic)

Which skill is required by the 'service level management' practice?

- A. Supplier management
- B. Technical expertise
- C. Event monitoring
- D. Problem management

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 158 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 159 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 160 (Single Topic)

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

- A. Change enablement
- B. Problem management
- C. Information security management
- D. Service configuration management

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

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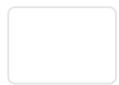
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Question 161 (Single Topic)

Which statement about value creating activities is CORRECT?

- A. Each value stream should be designed with a specific combination of service value chain activities
- B. Service value chain activities have pre-determined dependencies on ITIL practices
- C. A value stream is an operating model for creating value through products and services
- D. Organizations should ensure that each value stream is applicable to many scenarios

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 162 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 163 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 164 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 165 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 166 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 167 (Single Topic)

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

- A. To make new and changed services and features available for use
- B. To move new or changed components to live environments
- C. To plan and manage the full lifecycle of all IT assets
- D. To protect the information needed by the organization to conduct its business

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 168 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 169 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 170 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

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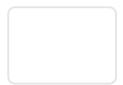
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Question 171 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

Question 172 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 173 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 174 (Single Topic)

What is a cause, or potential cause, of one or more incidents?

- A. A problem
- B. A configuration item
- C. A workaround
- D. An incident

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 175 (Single Topic)

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

- A. Focus on value
- B. Start where you are
- C. Progress iteratively with feedback
- D. Think and work holistically

EXPOSE CORRECT ANSWER

Answer : B

NEXT QUESTION

Question 176 (Single Topic)

Which practice includes management of workarounds and known errors?

- A. Monitoring and event management
- B. Service configuration management
- C. Problem management
- D. Incident management

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 177 (Single Topic)

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

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

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 178 (Single Topic)

Identify the missing word in the following sentence:

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

- A. utility
- B. warranty
- C. outcomes
- D. outputs

EXPOSE CORRECT ANSWER

Answer : C

NEXT QUESTION

Question 179 (Single Topic)

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

- A. A standard change
- B. A change model
- C. An emergency change
- D. A normal change

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

Question 180 (Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : A

NEXT QUESTION

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Exam Code:	ITIL-4-Foundation
Exam Name:	ITIL 4 Foundation Exam
Certification Provider:	ITIL
Free Question Number:	266
Version:	v2024-03-04
# of views:	106
# of Questions views:	2725

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NEW QUESTION: 1

What is the difference between the 'incident management' and 'service desk' practices?

- A. Incident management restores service operation; service desk provides communication with users
- B. Incident management resolves complex issues, service desk reserves simpler issues
- C. Incident What is the difference between the 'incident management' and 'service
- D. Incident management manages interruptions to services, service desk monitors achieved service quality

Answer: ([SHOW ANSWER](#))

The incident management practice aims to minimize the negative impact of incidents by restoring normal service operation as quickly as possible¹. This practice involves logging, categorizing, prioritizing, investigating, resolving, and closing incidents². The service desk practice provides a single point of contact for users and customers to report issues, make requests, or seek guidance¹. This practice involves providing communication with users, capturing feedback, managing user satisfaction, and facilitating continual improvement³. Reference: ITIL Foundation - ITIL 4 Edition, page 14; ITIL 4 - A Pocket Guide, page 32; ITIL 4 Practice Guide: Incident Management, page 7.

NEW QUESTION: 2

Which describes outcomes?

- A. Configuration of an organization's resources
- B. Functionality offered by a product or service
- C. Results desired by a stakeholder
- D. Tangible or intangible deliverables

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 3

Which will NOT be handled as a service request?

- A. A complaint about a support team
- B. The replacement of a toner cartridge
- C. The degradation of a service
- D. The provision of a laptop

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 4

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

Answer: ([SHOW ANSWER](#))

management

NEW QUESTION: 5

Which statement about 'continual improvement' is CORRECT?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 6

Which value chain activity communicates the current status of all four dimensions of service management?

- A. Plan
- B. Engage
- C. Improve
- D. Obtain/build

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 7

Which of the following is the MOST important 'or effective incident management?

- A. Balanced scorecard review
- B. Collaboration tools and techniques
- C. Automated pipelines
- D. A variety of access channels

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 8

Which is described by the 'organizations and people' dimension of service management?

- A. Workflows and controls
- B. Communication and collaboration
- C. Inputs and outputs
- D. Contracts and agreements

Answer: ([SHOW ANSWER](#))

The organizations and people dimension sets out the people aspects of service management to be considered when designing, operating and changing service offerings. People include employees, managers, executives, customers, supplier employees, or anybody else who is involved in the creation or consumption of services.

<https://assyst.ifs.com/blog/itil4-organizations-and-people#:~:text=The%20organizations%20and%20people%20dimension%20sets%20out%20the%20people%20aspects,creation%20or%20consumption%20of%20services.>

NEW QUESTION: 9

Which statement about a service value stream is CORRECT?

- A. It provides an operating model for service providers
- B. it uses inputs and outputs prescribed by ITIL
- C. It is a service value chain activity
- D. It integrates practices for a specific scenario

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 10

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. Elimination of the need to escalate incidents to support teams
- C. Decrease in self-service incident logging and resolution
- D. Greater ability to focus on customer experience when personal contact is needed

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 11

Which practice provides a single point of contact for users?

- A. Service desk
- B. Service request management
- C. Change control
- D. Incident management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 12

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

- A. Incident
- B. Event
- C. Problem
- D. Known error

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 13

Which facilitates outcomes that customers want to achieve?

- A. Organization
- B. IT asset
- C. Service
- D. Warranty

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 14

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 use
- C. A means of identifying a result for a stakeholder
- D. A means of determining whether a service is fit for purpose

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 15

Which is a key consideration for the guiding principle 'keep it simple and practical'?

- A. Start with a complex solution, then simplify
- B. Understand how each element contributes to value creation
- C. Ignore the conflicting objectives of different stakeholders
- D. Try to create a solution for every exception

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 16

What do customer perceptions and business outcomes help to define?

- A. The total cost of a service
- B. The value of a service
- C. Service metrics
- D. Key performance indicators (KPIs)

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 17

Which practice has a purpose that includes ensuring that risks have been properly assessed?

- A. Change control
- B. Problem management
- C. Service level management
- D. Service configuration management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 18

Which ITIL concept helps an organization to make good decisions?

- A. Service value chain
- B. Four dimensions of service management
- C. Practices
- D. Guiding principles

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 19

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

- A. The ITIL guiding principles
- B. A service relationship
- C. The four dimensions of service management
- D. The ITIL service value system

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 20

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. Engaging every stakeholder group in the same way, with the same communication.
- C. Increasing collaboration and visibility for the improvement.
- D. Involving customers after all planning has been completed.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 21

Which is the MOST important stakeholder group that a service provider needs to collaborate with?

- A. Suppliers
- B. Customers
- C. Relationship managers
- D. Developers

Answer: ([SHOW ANSWER](#))

The first important step is identifying and managing all the stakeholder groups that an organization deals with. The first and most obvious stakeholder group is the customers, as in service management the organization's main goal is to facilitate customer outcomes. Other examples of stakeholder collaboration include:

Developers working with other internal teams

Suppliers collaborating with the organization

Relationship managers collaborating with service consumers

Customers collaborating with each other

Internal and external suppliers collaborating with each other

The contribution to improvement of each stakeholder group at each level should be understood, as should the most effective methods to engage with them. Depending on the service and the relationship between the service provider and the service consumer, the expectations about the level and type of collaboration can vary significantly. It is important to involve stakeholders, and address their needs at all levels. Determining the type, method, and frequency of such messaging is one of the central activities related to communication.

<https://www.bmc.com/blogs/itil-guiding-principles/>

NEW QUESTION: 22

Which practice recommends that organizations develop competencies and techniques such as strength, weakness, opportunity, and threat (SWOT) analysis, and balanced scorecards?

- A. Change enablement
- B. Service request management
- C. Incident management
- D. Continual improvement

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 23

Which practice is most likely to benefit from the use of chatbots?

- A. Continual improvement
- B. Change enablement
- C. Service level management
- D. Service desk

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 24

Which is the correct combination of items that makes up an IT service?

- A. Information technology, networks and people
- B. Information technology, people and processes
- C. People, processes and customers
- D. Customers, providers and documents

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 25

What is an incident?

- A. A result enabled by one or more outputs
- B. A possible future event that could cause harm
- C. The planned removal of an item that might affect a service
- D. A service interruption resolved by the use of self-help tools

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 26

Which of the following can be used to access service desks?

- A. Text and social media messaging
- B. Email
- C. Phone calls
- D. All of the above

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 27

What is the starting point for optimization?

- A. Understanding the vision and objectives of the organization
- B. Standardizing practices and services
- C. Securing stakeholder engagement
- D. Determining where the most positive impact would be

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 28

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

- A. Service management
- B. Service offering
- C. Service consumption
- D. Service provision

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 29

Which value chain activity ensures that service components meet agreed specifications?

- A. Plan
- B. Obtain/build
- C. Design and transition
- D. Deliver and support

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 30

Which statement about outcomes is ~~CORRECT~~?

- A. They provide products to service providers based on outputs.
- B. They are deliverables provided to service consumers.
- C. The co-create value for service providers by reducing costs and risks.
- D. They allow service consumers to achieve a desired result.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 31

Which of the following statements about 'outcomes' is TRUE?

- A. The delivery of products to a stakeholder is enabled by outcomes
- B. The level of expenses regarding a technology for a service is defined by an outcome
- C. An outcome depends on at least one output to deliver a result
- D. Outcomes provide assurance to stakeholders regarding the performance of a service

Answer: ([SHOW ANSWER](#))

An outcome is a result for a stakeholder enabled by one or more outputs¹. Outputs are tangible or intangible deliverables of an activity¹. For example, a service provider may produce a report (output) that helps a customer make a decision (outcome)². Reference: ITIL Foundation - ITIL 4 Edition, page 3; ITIL 4 - A Pocket Guide, page 13.

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NEW QUESTION: 32

Which is handled as a service request?

- A. The failure of an IT service

- B. An investigation to identify the cause of an incident
- C. A compliment about an IT support team
- D. An emergency change to implement a security patch

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 33

What MAIN factors are considered to assess the priority of an incident?

- A. The cost and urgency
- B. The urgency and impact
- C. The complexity and cost
- D. The impact and complexity

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 34

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: ([SHOW ANSWER](#))

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 and non-repudiation.

<https://www.bmc.com/blogs/itil-management-practices/>

NEW QUESTION: 35

What is a change schedule used for?

- A. To help manage normal changes
- B. To help plan emergency changes
- C. To help authorize standard changes
- D. To help assign a change authority

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 36

Which practice's purpose includes creating closer more collaborative relationships?

- A. Supplier management
- B. Release management
- C. Information security management
- D. Service configuration management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 37

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. Continual improvement
- B. An IT asset
- C. A service
- D. Service management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 38

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

- A. It facilitates the automatic collection of metrics
- B. It reduces the number of metrics that need to be collected
- C. It provides an outcome-based view of services
- D. It reports each service element separately

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 39

Which processes are responsible for the regular review of underpinning contracts?

- A. Supplier management and availability management
- B. Supplier management and service level management
- C. Supplier management and change management
- D. Availability management and service level management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 40

What is the definition of service management?

- A. A set of specialized organizational capabilities for enabling value for customers in the form of services
- B. A result for a stakeholder enabled by one or more outputs
- C. A formal description of one or more services designed to address the needs of a target consumer group
- D. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation

Answer: ([SHOW ANSWER](#))

Service management is the term used to describe how organizations manage their services to deliver value to their customers and other stakeholders. Service management requires a set of specialized organizational capabilities, such as processes, roles, tools, and competencies, that enable the effective and efficient delivery of services¹. Service management is also a

professional practice supported by an extensive body of knowledge, experience, and skills3.
Reference: ITIL Foundation - ITIL 4 Edition, page 2; ITIL\ 4 - A Pocket Guide, page 11.

NEW QUESTION: 41

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

- A. To ensure that spending is properly accounted for
- B. To set user expectations for fulfillment times
- C. To streamline the fulfillment workflow
- D. To ensure that information security requirements are met

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 42

Which practice makes new services available for use?

- A. Deployment management
- B. IT asset management
- C. Release management
- D. Change enablement

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 43

What is the CORRECT definition of service management?

- A. A set of specialized assets for transitioning services into the live operational environment
- B. A set of specialized organizational capabilities for delivering value to customers in the form of services
- C. The capability of service providers to minimize their costs without reducing the value of the services
- D. The capability of supplier to deliver services to providers in exchange for money

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 44

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 45

A good way to apply the ITIL guiding principle 'keep it simple and practical' is to:

- A. Communicate so that the audience will hear
- B. Re-use nothing from the current state
- C. Adopt a practice which is easy to follow
- D. Understand that fast does not mean incomplete

Answer: ([SHOW ANSWER](#))

The ITIL guiding principle 'keep it simple and practical' advises organizations to use the minimum number of steps and resources needed to accomplish an objective¹. A good way to apply this principle is to adopt a practice which is easy to follow, understand, and communicate². This helps to avoid unnecessary complexity, bureaucracy, and duplication³. Reference: ITIL Foundation - ITIL 4 Edition, page 7; ITIL 4 - A Pocket Guide, page 25; ITIL 4 Practice Guide: Keep It Simple and Practical, page 9.

NEW 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. four dimensions of service management
- B. service value system
- C. 'focus on value' guiding principle
- D. 'service request management' practice

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 47

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 48

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: ([SHOW ANSWER](#))

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NEW QUESTION: 49

What describes the steps needed to create and deliver a specific service to a consumer?

- A. Service level management
- B. A value stream
- C. Practices
- D. Service management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 50

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: ([SHOW ANSWER](#))

NEW QUESTION: 51

Which is an example o' a service request?

- A. A request tor access to a file
- B. A request to implement a security patch
- C. A request for normal operation to be restored
- D. A request to investigate the cause of an incident

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 52

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: ([SHOW ANSWER](#))

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: 53

Which service catalogue view is considered beneficial when constructing the relationship between services, SLAs, OLAs, and other underpinning agreements?

- A. Supporting services view
- B. Retail customer view
- C. Wholesale customer view
- D. Service-based SLA view

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 54

Which statement about change authorities is CORRECT?

- A. Change authorities are only required for authorizing normal changes
- B. Change authorities are only required for authorizing emergency changes
- C. Change authorities are assigned for each type of change and change model
- D. Change authorities are assigned when each change is deployed

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 55

What does 'change enablement' PRIMARILY focus on?

- A. Changes to skills and competencies
- B. Changes to products and services
- C. Changes to service levels
- D. Changes to organizational structure

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 56

Which is NOT a component of the service value system?

- A. Practices
- B. The four dimensions of service management
- C. Governance
- D. The guiding principles

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 57

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: ([SHOW ANSWER](#))

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NEW QUESTION: 58

What must always be done before an activity is automated?

- A. Check that the activity has already been optimized
- B. Ensure that DevOps has been successfully implemented
- C. Ensure the solution removes the need for human intervention
- D. Check that suitable new technology has been purchased

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 59

Which practice performs reviews to ensure that services continue to meet the needs of the customers?

- A. Monitoring and event management
- B. Service level management
- C. Change enablement
- D. Service desk

Answer: ([SHOW ANSWER](#))

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.

<https://www.bmc.com/blogs/itil-management-practices/>

NEW QUESTION: 60

Which step of the 'continual improvement model' defines measurable targets?

- A. how we get there?
- B. Where are we now?
- C. What is the vision?
- D. Where do we want to be?

Answer: ([SHOW ANSWER](#))

This is one of the most important questions for continual improvement. This question helps to define measurable targets for the IT service provider that will help to reach the vision of the company in the long-term. At this stage, we look at the identified key performance indicators from the previous step and determine what values we want to target for each of these indicators. This decision must be made with the business's vision in mind, but also with a sense of what is practically possible.

<https://blog.masterofproject.com/continual-improvement-model/>

NEW QUESTION: 61

Why should incidents be prioritized?

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

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 62

Which role approves the cost of services?

- A. Customer
- B. Sponsor
- C. Change authority
- D. User

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 63

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 ([LEAVE A REPLY](#))

NEW QUESTION: 64

What is a problem?

- A. An addition or modification that could have an effect on services
- B. A cause or potential cause of one or more incidents
- C. An unplanned reduction in the quality of a service
- D. Any change of state that has significance for the management of a configuration item

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 65

Which of the four dimensions' focuses on roles responsibilities and systems of authority?

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

Answer: ([SHOW ANSWER](#))

Organizations and people is one of the four dimensions of service management that influence the effectiveness and efficiency of service delivery¹. This dimension focuses on the roles, responsibilities, and systems of authority that are needed to deliver and support services². This dimension also covers the culture, skills, competencies, and collaboration of the people involved in service management³. Reference: ITIL Foundation - ITIL 4 Edition, page 8; ITIL 4 - A Pocket Guide, page 19; ITIL 4 Practice Guide: Organizational Change Management, page 7.

NEW QUESTION: 66

Which statement about emergency changes is CORRECT?

- A. The assessment and authorization of emergency changes is expedited to ensure they can be implemented quickly
- B. Emergency changes must be fully documented before authorization and implementation
- C. Emergency changes should be authorized and implemented as service requests
- D. The testing of emergency can be eliminated in order to implement the change quickly

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 67

When using the 'continual improvement model, which information should be produced by an organization to understand where the organization is now?

- A. Business objectives
- B. Improvement plans
- C. Assessment results
- D. Measureable Targets

Answer: ([SHOW ANSWER](#))

The second step is to conduct an objective current-state assessment of existing services and service management practices. This should include consideration of the users' perception of the value being received, along with a review of people's competencies and skills, the processes and procedures involved, the capabilities of the available technological solutions and the prevailing organizational culture. The success of an improvement initiative depends on a clear and accurate understanding of the starting point and the required impact of the initiative.

For example, an organization can measure the current net promoter score (NPS) from a customer satisfaction survey, conduct a benchmark survey against its competitors or review findings of

operational statistics or audit reports to understand its current state. If this step is skipped, the current state will not be understood and there will not be an objective baseline measurement against which improvement can be measured.

<https://www.bmc.com/blogs/itil-continual-improvement/>

NEW QUESTION: 68

Which is the addition, modification or removal of anything that could have an effect on services?

- A. An event
- B. A problem
- C. A change
- D. An incident

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 69

What is required by all service desk staff?

- A. Knowledge of telephony technology
- B. Demonstration of emotional intelligence
- C. Excellent technical knowledge
- D. Root cause analysis skills

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 70

Which is the BEST example of a standard change?

- A. The replacement of a component in response to a major incident
- B. The implementation of a critical software patch in response to a vendor security issue
- C. The installation of a software application in response to a service request
- D. The review and authorization of a change requested by a customer

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 71

Which practice balances management of risk with maximizing throughput?

- A. Change enablement
- B. Continual improvement
- C. Incident management
- D. Problem management

Answer: ([SHOW ANSWER](#))

The purpose of the change enablement practice is to maximize the number of successful IT changes by ensuring that risks have been properly assessed, authorizing changes to proceed, and managing the change schedule.

NEW QUESTION: 72

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

- A. To move new or changed components to live environments
- B. To protect the information needed by the organization to conduct its business
- C. To make new and changed services and features available for use
- D. To plan and manage the full lifecycle of all IT assets.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 73

What should all 'continual improvement' decisions be based on?

- A. Details of how services are measured
- B. A recent maturity assessment
- C. Accurate and carefully analysed data
- D. An up-to-date balanced scorecard

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 74

Which of the following statements about change authorization is CORRECT?

- A. Every time a standard change is requested a change authority is assigned
- B. The technician making an emergency change can authorize such changes
- C. The change type and model is the basis for assigning the change authority
- D. Ensuring that changes are authorized after their deployment is done by the change authority

Answer: C ([LEAVE A REPLY](#))

The change enablement practice maximizes the number of successful service and product changes by ensuring that risks have been properly assessed, authorized, and managed within a schedule1. Change authorization is the activity of verifying that a proposed change is desirable, viable, and achievable before committing to its implementation2. The change type (standard, normal, or emergency) and model (a predefined approach for handling a specific type of change) is the basis for assigning the change authority (the role that can authorize a change)2. The other statements are incorrect because:

A standard change is a low-risk, pre-authorized change that follows an agreed procedure and does not require authorization at the point of implementation2.

An emergency change is a high-priority change that must be implemented as soon as possible to resolve an incident or implement a security patch2. An emergency change must be authorized by an emergency change authority (ECA), which is usually a subset of the normal change authority (CAB)2.

Ensuring that changes are authorized before their deployment is done by the change enabler (the role that coordinates all aspects of a change)2. Reference: ITIL Foundation - ITIL 4 Edition, page 16; ITIL 4 - A Pocket Guide, page 39; ITIL 4 Practice Guide: Change Enablement, page 7.

NEW QUESTION: 75

Which statement about outcomes is CORRECT?

- A. An output can be enabled by one or more outcomes
- B. An outcome is a tangible or intangible activity
- C. Outcomes are how the service performs
- D. An outcome can be enabled by more than one output

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 76

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

- A. A normal change
- B. A standard change
- C. An emergency change
- D. A change model

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 77

Which statement about service desks is CORRECT?

- A. The service desk should escalate all technical issues to 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 work in close collaboration with support and development teams

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 78

Which practice uses technologies such as intelligent telephony systems, a knowledge base and monitoring tools?

- A. Service desk
- B. Service configuration management
- C. Deployment management
- D. Problem management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 79

Which of the following terms is more suitable to describe the functionality of a service?

- A.** Output
- B.** Outcome
- C.** Utility
- D.** Warranty

Answer: ([SHOW ANSWER](#))

Utility is the term used to describe the functionality of a service, or how well it meets the needs and expectations of the customers and users. Utility can be expressed as 'what the service does' or 'the functionality offered by a product or service to meet a particular need'¹. Utility is one of the two elements of service value, along with warranty². Reference: ITIL Foundation - ITIL 4 Edition, page 4; ITIL 4 - A Pocket Guide, page 14.

NEW QUESTION: 80

Identify the missing word in the following sentence.

The purpose of the 'information security management' practice is to [?] the organization's information.

- A.** provide
- B.** audit
- C.** protect
- D.** store

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 81

Which is a description of service provision?

- A.** A formal description of one or more services, designed to address the needs of a service consumer
- B.** Activities that an organization performs to deliver services
- C.** A way to help create value by facilitating outcomes that service consumers need
- D.** Cooperation between two organizations to ensure that a service delivers value

Answer: ([SHOW ANSWER](#))

The ITIL SVS describes how all the components and activities of the organization work together as a system to enable value creation.

The SVS is made up of specific inputs, elements, and outputs relevant to service management.

The key inputs to the SVS are opportunity and demand. The output of the SVS is value delivered by products and services.

Opportunity refers to options or possibilities to add value for stakeholders or otherwise improve the organization.

Demand refers to need or desire for products and services among internal and external consumers.

<https://www.bmc.com/blogs/itil-service-value-system/>

NEW QUESTION: 82

What is defined as an unplanned interruption or reduction in the quality of a service?

- A.** A problem
- B.** An event
- C.** An incident
- D.** A change

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 83

Which of the following is a necessity to a successful service level agreement (SLAs)?

- A.** The language and terms used in the SLA should be commonly understood by all parties
- B.** Base the SLA on system-based metrics that are useful to the service provider
- C.** In order to promote consistent service, they should be carried forward, unchanged, from one year to the next
- D.** Vague targets, such as those related to user experience should be avoided

Answer: ([SHOW ANSWER](#))

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 service¹. A necessity to a successful SLA is that the language and terms used in the SLA should be commonly understood by all parties, to avoid ambiguity, confusion, and disputes². The other statements are not true because:

Base the SLA on system-based metrics that are useful to the service provider: The SLA should be based on customer-based metrics that are meaningful to the customer and reflect the value of the service².

In order to promote consistent service, they should be carried forward, unchanged, from one year to the next: The SLA should be reviewed and updated regularly to reflect changing business needs, customer expectations, and service performance².

Vague targets, such as those related to user experience should be avoided: The SLA should include both quantitative and qualitative targets, such as those related to user experience, satisfaction, and perception, as well as availability, reliability, and security². Reference: ITIL Foundation - ITIL 4 Edition, page 16; ITIL 4 - A Pocket Guide, page 37; ITIL 4 Practice Guide: Service Level Management, page 8.

NEW QUESTION: 84

Which is NOT a component of the service value system?

- A.** Opportunity and demand
- B.** Continual improvement
- C.** Governance
- D.** The service value chain

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 85

Which of the following is NOT recommended by the guiding principle 'start where you are'?

- A. Asking questions that appear to be stupid
- B. Collecting data directly from the source
- C. Identifying what is available to be leveraged
- D. Building something completely new

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 86

Identify the missing word in the following sentence.

A customer **define** is the [?] for a service and takes responsibility for the outcomes of service consumption.

- A. products
- B. Requirements
- C. Suppliers
- D. Resources

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 87

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

- A. Keep it simple and practical
- B. Focus on value
- C. Start where you are
- D. Collaborate and promote visibility

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 88

Which guiding principle helps an organization to understand the impact of an altered element on other elements in a system?

- A. Keep it simple and practical
- B. Focus on value
- C. Think and work holistically
- D. Start where you are

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 89

Which dimension of service management includes consideration of the type of relationship required with other organizations involved in the design and delivery of services?

- A. Organizations and people
- B. Information and technology

- C. Partners and suppliers
- D. Value streams and processes

Answer: (SHOW ANSWER)

This 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 dimension also incorporates contracts and other agreements between the organization and its partners or suppliers2.

NEW QUESTION: 90

What impact does automation have on a service desk?

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

Answer: (SHOW ANSWER)

NEW QUESTION: 91

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

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

Answer: A (LEAVE A REPLY)

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NEW QUESTION: 92

What are guiding principles?

- A. A set of specialized organizational capabilities for enabling value for customers
- B. A description of one or more services that help address the needs of a target consumer group
- C. Recommendations that help an organization when adopting a service management approach
- D. A set of interconnected activities that help an organization deliver a valuable service

Answer: (SHOW ANSWER)

NEW QUESTION: 93

When using the ITIL continual improvement model, which information should be produced by an organization in order to understand where the organization is now?

- A. Improvement plans
- B. KPI reports
- C. Business objectives
- D. Assessment results

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 94

Which principle concentrates on service consumers?

- A. Optimize and automate
- B. Start where you are
- C. Keep it simple
- D. Focus on value

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 95

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

- A. Creation of a temporary team
- B. Fulfillment of service requests
- C. Scripts for collecting user information
- D. Use of shift working patterns

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 96

What can be described as an operating model for the creation and management of products and services?

- A. Governance
- B. Guiding principles
- C. Service value chain
- D. Practices

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 97

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: ([SHOW ANSWER](#))

NEW QUESTION: 98

What is a definition of a problem?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 99

What is a user?

- A. The role that directs and controls an organization
- B. The role that uses services
- C. The role that authorizes budget for service consumption
- D. The role that defines the requirements for a service

Answer: ([SHOW ANSWER](#))

A user is a person who uses services on a day-to-day basis. Users are distinct from customers, as some customers do not use the service directly¹. Users are one of the key stakeholders in service management². Reference: ITIL Foundation - ITIL 4 Edition, page 5; ITIL\ 4 - A Pocket Guide, page 18.

NEW QUESTION: 100

Which is a purpose of release management²?

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 101

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 102

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.** Retire, Test, Operate, Deploy, Ideation, Develop, Design
B. Ideation, Design, Develop, Deploy, Test, Operate, Retire
C. None of the above
D. Ideation, Test, Develop, Deploy, Design, Operate, Retire

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 103

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

- A.** Think and work holistically
B. Progress iteratively with feedback
C. Start where you are
D. Collaborate and promote visibility

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 104

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

- A.** Business metrics
B. Operational metrics
C. Customer engagement
D. Customer feedback

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 105

Which practice has a purpose that involves creating closer, more collaborative relationships?

- A.** Supplier management
B. Information security management
C. Release management
D. Service configuration management

Answer: ([SHOW ANSWER](#))

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 services¹. This practice involves creating closer, more collaborative relationships with key suppliers to improve efficiency, effectiveness, and innovation². Reference: ITIL Foundation - ITIL 4 Edition, page 16; ITIL 4 - A Pocket Guide, page 38.

NEW QUESTION: 106

When planning 'continual improvement', which approach for assessing the current state of a service is CORRECT?

- A. An organization should always develop competencies in methodologies and techniques that will meet their needs
- B. An organization should always use a single technique to ensure metrics are consistent
- C. An organization should always use a strength, weakness, opportunity and threat (SWOT) analysis
- D. An organization should always use an approach that combines Lean, Agile and DevOps methodologies

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 107

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. performances
- B. costs
- C. users
- D. value

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 108

Which practice would be MOST involved in assessing the risk to services when a supplier modifies the contract they offer to the organization?

- A. Incident management
- B. Service level management
- C. Service request management
- D. Change enablement

Answer: (SHOW ANSWER)

<https://www.bmc.com/blogs/itil-service-level-management/>

NEW QUESTION: 109

Which is included in the purpose of the 'improve' value chain activity?

- A. Ensuring the continual improvement of practices across all value chain activities
- B. Ensuring that services continually meet expectations for quality, costs, and time to market
- C. Ensuring a shared understanding of the improvement direction for services across the organization
- D. Ensuring continual engagement and good relationships with all stakeholders

Answer: (SHOW ANSWER)

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://wiki.process-symphony.com.au/framework/lifecycle/service-value-systemitil-4/#:~:text=The%20purpose%20of%20the%20improve,four%20dimensions%20of%20service%20management.>

NEW QUESTION: 110

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: (SHOW ANSWER)

NEW QUESTION: 111

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 implements all improvements using project management practices
- C. Require evidence that the supplier uses agile development methods
- D. Ensure that all supplier problem management activities result in improvements

Answer: (SHOW ANSWER)

NEW QUESTION: 112

Which is CORRECT about change authorization?

- A. Assignment of the change authority is based on the change type and model
- B. The change authority will ensure changes are authorized after they are deployed
- C. Emergency changes are authorized by the technician making the change
- D. A change authority is assigned each time a standard change is requested

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 113

Identify the missing words in the following sentence.

The management of information security incidents usually requires [?].

- A. Specialist teams
- B. Immediate escalation
- C. A separate process
- D. Third party support

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 114

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

- A. Emergency changes are changes that must be fully tested and fully documented prior to implementation
- B. Standard changes are changes that need to be scheduled, assessed and authorized following a standard process
- C. Service requests are usually normal changes that can be implemented quickly without authorization
- D. Emergency changes are changes that must be implemented as soon as possible and therefore authorization is expedited

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 115

Which is a key element of the 'think and work holistically' guiding principle?

- A. Assessing which procedures can be re-used when improving a service
- B. Understanding the methods applicable to complex systems
- C. Eliminating metrics which do not contribute to achieving an objective
- D. Using technology for standard tasks to give people time for complex activities

Answer: ([SHOW ANSWER](#))

No service, practice, process, department, or supplier stands alone. The outputs that the organization delivers to itself, its customers, and other stakeholders will suffer unless it works in an integrated way to handle its activities as a whole, rather than as separate parts.

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 (remember the four dimensions of service management?), including having an end-to-end visibility of how demand is captured

and translated into outcomes. In a complex system, the alteration of one element can impact others and, where possible, these impacts need to be identified, analysed and planned for.

To apply this principle successfully, consider this advice:

Recognize the complexity of the systems

Collaboration is key to thinking and working holistically

Where possible, look for patterns in the needs of and interactions between system elements

Automation can facilitate working holistically

<https://www.bmc.com/blogs/itil-guiding-principles/>

NEW QUESTION: 116

Which practice has a purpose to support the quality of the service by handling all agreed user initiated service requests?

- A. Change control
- B. Service desk
- C. Service request management
- D. IT asset management

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 117

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 [?], and the CIs that support them, is available when and where it is needed

- A. organizations
- B. outcomes
- C. relationships
- D. services

Answer: ([SHOW ANSWER](#))

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.

<https://wiki.process-symphony.com.au/framework/lifecycle/process/service-configuration-management-itil-4/>

NEW QUESTION: 118

What is a recommendation of the 'focus on value' guiding principle?

- A. Focus on value for the service provider first
- B. Make 'focus on value' a responsibility of the management
- C. Focus on the value of new and significant projects first
- D. Focus on value at every step of the improvement

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 119

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 120

Which statement about costs is CORRECT? ~~freecram.com~~

- 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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 121

Which guiding principle focuses on reducing costs and human errors?

- A.** Think and work holistically
- B.** Collaborate and promote visibility
- C.** Optimize and automate
- D.** Focus and value

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 122

What should be used to set user expectations for request fulfilment times?

- A. The time that the customer indicates for service delivery
- B. The service levels of the supplier
- C. The consumer demand for the service
- D. The time needed to realistically deliver the service

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 123

Which practice nurtures links with stakeholders at strategic and tactical levels'?

- A. Service level management
- B. Continual improvement
- C. Relationship management
- D. Supplier management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 124

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

- A. IT asset management
- B. Monitoring and event management
- C. Service configuration management
- D. Service desk

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 125

What is the difference between the 'incident management' and 'service desk' practices?

- A. Incident management restores service operation, service desk provides communication with users
- B. incident management manages interruptions to service desk monitors achieved service quality
- C. incident management resolves issues, service desk investigates the underlying causes of issues
- D. incident management resolves complex issues, service desk resolve simpler issues.

Answer: ([SHOW ANSWER](#))

A help desk is considered to be focused on break-fix (what ITIL calls incident management), whereas a service desk is there to assist with not only break-fix but also with service requests (requests for new services) and requests for information (such as "how do I do X?").

<https://www.atlassian.com/itsm/service-request-management/help-desk-vs-service-desk-vs-itsm#:~:text=A%20help%20desk%20is%20considered,I%20do%20X%3F%E2%80%9D>.

NEW QUESTION: 126

Which are elements of the service value system?

- A. Governance, service value chain, practices

- B. Outcomes, utility, warranty
- C. Customer value, stakeholder value, organization
- D. Service provision, service consumption, service relationship management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 127

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 128

Which statement about value streams is CORRECT?

- A. Each value stream must include suppliers or partners
- B. Each value stream must include all six value chain activities
- C. Each value stream must be designed for a specific scenario
- D. Each value stream must include all 34 ITIL practices

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 129

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

- A. Self-service tools
- B. Processes and procedures
- C. Compliments and complaints
- D. Incident management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 130

Which statement about service relationship management is CORRECT?

- A. It requires co-operation of both the service provider and service consumer
- B. It requires the service consumer to create resources for the service provider
- C. It focuses on the service actions performed by users
- D. It focuses on the fulfilment of the agreed service actions

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 131

Which service transition process provides guidance about converting data into information?

- A. Service asset and configuration management
- B. Change evaluation

D18912E1457D5D1DDCBD40AB3BF70D5D

C. Service validation and testing

D. Knowledge management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 132

Which is included in the purpose of the 'service level management' practice?

A. To set clear business-based targets for service levels

B. To ensure that suppliers and their performance are managed appropriately

C. To maximize the number of successful service and product changes

D. To ensure accurate information about the configuration of services is available

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 133

What is defined as any component that needs to be managed in order to deliver an IT service?

A. An incident

B. A service request

C. A configuration item (CI)

D. An IT asset

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 134

What is an event?

A. An unplanned interruption to a service or reduction in the quality of a service

B. The addition, modification, or removal of anything that could have a direct or indirect effect on services

C. Any change of state that has significance for the management of a service or other configuration item

D. Cause of one or more incidents

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 135

Which is included in the purpose of the 'design and transition' value chain activity?

A. Providing transparency and good stakeholder relationships

B. Ensuring that service components are available when needed

C. Continually meeting stakeholder expectations for costs

D. Supporting services according to specifications

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 136

Which is NOT a key focus of the 'information and technology' dimension?

- A. Security and compliance
- B. Communication systems and knowledge bases
- C. Roles and responsibilities
- D. Workflow management and inventory systems

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 137

What is a cause, or potential cause, of one or more incidents?

- A. A workaround
- B. A configuration item
- C. A problem
- D. An incident

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 138

Which is a result of applying the guiding principle 'progress iteratively with feedback'?

- A. Standardization of practices and services
- B. Understanding the current state and identifying what can be reused
- C. Understanding the customer's perception of value
- D. The ability to discover and respond to failure earlier

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 139

How are target resolution times used in the 'incident management' practice?

- A. They are initiated, approved, and managed to ensure that predictable responses are achieved
- B. They are scheduled, assessed and authorized to reduce the risk of service failures
- C. They are agreed, documented, and communicated to help set user expectations
- D. They are established, reviewed, and reported to ensure that customers are happy with the service

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 140

How is a continual improvement register used?

- A. To record requests for provision of a resource or service
- B. To provide a structured approach to implementing improvements
- C. To organize past, present, and future improvement ideas
- D. To authorize changes to implement improvement initiatives

Answer: ([SHOW ANSWER](#))

The ITIL continual improvement model, which provides organizations with a structured approach to implementing improvements

<https://www.bmc.com/blogs/itil-continual-improvement/>

NEW QUESTION: 141

How does a service consumer contribute to the reduction of disk?

- A. By paying for the service
- B. By managing staff availability
- C. By communicating constraints
- D. By managing server hardware

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 142

When should a workaround be created?

- A. After the resolution of a problem
- B. As soon as possible, once the incident is logged
- C. When a problem cannot be resolved quickly
- D. When a potential permanent solution has been identified

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 143

Which guiding principle considers how the steps of a process can be performed as efficiently as possible?

- A. Optimize and automate
- B. Think and work holistically
- C. Start where you are
- D. Focus on value

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 144

Which is an example of a business related measurement?

- A. The number of passengers checked in
- B. The average time to response to change requests
- C. The average resolution time for incidents
- D. The number of problems resolved

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 145

What is recommended by the guiding principle 'progress iteratively with feedback'?

- A. An improvement initiative that is broken into a number of manageable sections
- B. A current state assessment that is carried out at the start of an improvement initiative
- C. The identification of all interested parts at the start of an improvement initiative
- D. An assessment of how all the parts of an organization will affect an improvement initiative

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 146

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

- A. Diagnosing and resolving incidents
- B. Trend analysis of incident records
- C. Creating incident records
- D. Escalating incidents to a support team for resolution

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 147

Which should be handled by 'service request management'?

- A. A request to provide a laptop
- B. A request to implement a security patch
- C. A request to change a target in a service level agreement
- D. A request to resolve an error in a service

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 148

Identify the missing word in the following sentence.

Sponsor is the role that authorizes budget for service [?])

- A. value
- B. consumption
- C. management
- D. provision

Answer: ([SHOW ANSWER](#))

Sponsor: A person who authorizes budget for service consumption; e.g., the Finance Manager
<https://www.bmc.com/blogs/itil-key-concepts-service-management/#:~:text=Sponsor%3A%20A%20person%20who%20authorizes,%3B%20e.g.%2C%20the%20Finance%20Manager>.

NEW QUESTION: 149

What includes governance as a component?

- A. The service value chain

- B. Practices
- C. The service value system
- D. The guiding principles

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 150

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: ([SHOW ANSWER](#))

NEW QUESTION: 151

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 regular customer updates
- D. It removes the need for collaboration during incident resolution

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 152

What defines the requirements for a service and takes responsibility for the outcomes of service consumption?

- A. A configuration item (CI)
- B. A customer
- C. A user
- D. An IT asset

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 153

Which is a purpose of the 'relationship management' practice?

- A. To protect the information needed by the organization to conduct its business
- B. To identify, analyze, monitor, and continually improve links with stakeholders
- C. To systematically observe services and service components
- D. To be the entry point and single point of contact for the service provider with all of its users

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 154

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 155

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 level management
- B. Service desk
- C. Monitoring and event management
- D. Continual improvement

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 156

Which of the following includes configuring components and activities to facilitate outcomes for stakeholders?

- A. Service relationship management
- B. Service consumption
- C. The service value system
- D. The release management' practice

Answer: ([SHOW ANSWER](#))

Organizations maximize co-creation of value with their customers by facilitating the outcomes they want to achieve. The four dimensions of service management have shown that a holistic approach is the best way for an organization to:

Achieve its goals in delivering quality and cost effective services

Meet the needs of its customers

Satisfy the requirements of its stakeholders

<https://www.bmc.com/blogs/itil-service-value-system/>

NEW QUESTION: 157

What term is used to describe whether a service will meet availability, capacity and security requirements?

- A. Utility
- B. Outcomes
- C. Warranty
- D. Value

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 158

Which is the BEST example of an emergency change?

- A. A scheduled major hardware and software implementation
- B. The implementation of a security patch to a critical software application
- C. The implementation of a planned new release of a software application
- D. A low-risk computer upgrade implemented as a service request

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 159

Which practice has a purpose that includes managing authentication and non-repudiation?

- A. Information security management
- B. IT Asset Management
- C. Change enablement
- D. Service Configuration management

Answer: ([SHOW ANSWER](#))

Nonrepudiation provides an assurance that the sender of data is provided with proof of delivery and the recipient is provided with proof of the sender's identity, so neither can later deny having processed the data. Further, this concept can apply to any activity, not just the sending and receiving of data; in a more general sense, it is a mechanism to prove that an activity was performed and by whom. Nonrepudiation is typically comprised of authentication, auditing/logging, and cryptography services.

<https://www.sciencedirect.com/topics/computer-science/nonrepudiation>

NEW QUESTION: 160

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 161

Which statement BEST describes the value of service strategy to the business?

- A. It enables the service provider to understand what levels of service will make their customers successful
- B. It reduces the duration and frequency of service outages
- C. It allows higher volumes of successful change
- D. It reduces unplanned costs through optimized handling of service outages

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 162

Which is a purpose of the 'engage' value chain activity?

- A. Providing transparency and good relationships
- B. Ensuring the continual improvement of services
- C. Meeting expectations for quality, costs and time-to-market
- D. Ensuring that the organization's vision is understood

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 163

Which practice provides visibility of the organization's services by capturing and reporting on service performance?

- A. Service level management
- B. Service desk
- C. Service configuration management
- D. Service request management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 164

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

- A. Practices
- B. Service value chain
- C. Continual improvement
- D. Guiding principles

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 165

What is defined as "any component that needs to be managed in order to deliver an IT service"?

- A. An event
- B. An IT asset
- C. A configuration item
- D. A change

Answer: ([SHOW ANSWER](#))

CIIs are simply any component that needs to be managed in order to deliver an IT service. A server, a virtual server, or even the configuration of an application could be considered a CI, for example

[https://www.bmc.com/blogs/itil-asset-configuration-management/#:~:text=among%20your%20CIIs,-Configuration%20items%20\(CIIs\),considered%20a%20CI%2C%20for%20example.](https://www.bmc.com/blogs/itil-asset-configuration-management/#:~:text=among%20your%20CIIs,-Configuration%20items%20(CIIs),considered%20a%20CI%2C%20for%20example.)

NEW QUESTION: 166

Which guiding principle emphasizes the need to understand the flow of work in progress, identify bottlenecks, and uncover waste?

- A. Keep it simple and practical
- B. Focus on value
- C. Think and work holistically
- D. Collaborate and promote visibility

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 167

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

The purpose of the problem management practice is to reduce the likelihood and impact o' incidents by identifying actual and potential causes of incidents, and managing workarounds and [?].

- A. IT assets
- B. charges
- C. events
- D. known errors

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 168

Which is intended to help an organization adopt and adapt ITIL guidance?

- A. The service value chain
- B. Practices
- C. The guiding principles
- D. The four dimensions of service

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 169

What is an IT asset?

- A. Any component that needs to be managed in order to deliver a service
- B. The removal of anything that could have a direct or indirect effect on services
- 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: ([SHOW ANSWER](#))

NEW QUESTION: 170

Which is a supplier category?

- A. Commodity
- B. Technical
- C. Customer
- D. Resource

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 171

Which TWO of the following statements are MOST associated with the optimize and automate' guiding principle?

1. It is important to assess which method of communication is appropriate 'or each type of stakeholder.
2. Complex systems should be designed with an understanding of how the components' parts are related.
3. Organizations should consider whether technology could improve the efficiency o' manual processes.
- 4 It is important to understand the organization's objectives when assessing the impact of potential improvements.

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

Answer: ([SHOW ANSWER](#))

You need to use all of your resources as effectively and efficiently as you can. This means that you should automate wherever you can, and use people only for tasks that can't be automated. It also means that you need to think carefully about what you can automate and about the circumstances where only a person will do; and about simplifying those processes you do decide to automate to eliminate wasteful or inefficient steps.

You should always optimize the work BEFORE you automate it, as automating something that is inefficient or ineffective may just result in you doing the wrong thing faster!

<https://www.sysaid.com/blog/itil/the-7-guiding-principles-of-itil-4-practical-advice-to-help-you-make-decisions>

NEW QUESTION: 172

Which practice would help a user gain access to an application that they need to use?

- A. Change enablement
- B. Service request management
- C. Service level management
- D. Service configuration management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 173

Which is an activity in the 'Problem control' phase of problem management?

- A. Re-assessing a known error to manage the ongoing impact.
- B. Reviewing incident records to identify trends
- C. Implementing a technical fix to resolve an issue
- D. Documenting the steps in workaround

Answer: ([SHOW ANSWER](#))

Problem Control. Problem control activities include problem analysis and documenting workarounds and known errors.

Just like incidents, problems will be prioritized based on the risk they pose in terms of probability and impact to services. Focus should be given to problems that have highest risk to services and service management.

<https://www.bmc.com/blogs/itil-problem-management/#:~:text=2.,probability%20and%20impact%20to%20services>.

NEW QUESTION: 174

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

- A. Bottlenecks in the service provider's workflow are identified.
- B. Service providers are able to respond more quickly to customer needs
- 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: ([SHOW ANSWER](#))

NEW QUESTION: 175

Which skill is required by the 'service level management' practice?

- A. Event monitoring
- B. Technical expertise
- C. Supplier management
- D. Problem management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 176

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. Service management
- C. Relationship management
- D. Supplier management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 177

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 align the organization's practices and services with changing business needs
- C. To set clear business-based targets for service performance
- D. To establish and nurture the links between the organization and its stakeholders

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 178

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. outcomes
- B. utility
- C. warranty
- D. outputs

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 179

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

- A. Relationship management
- B. Service desk
- C. Service level management
- D. Monitoring and event management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 180

Which guiding principle says that services and processes should NOT provide a solution for every exception?

- A. Optimize and automate
- B. Collaborate and promote visibility
- C. Keep it simple and practical
- D. Think and work holistically

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 181

What is the CORRECT order for the three phases of problem management?

- A. Problem control, error control problem identification
- B. Error control, problem control, problem identification
- C. Problem identification problem control error control
- D. Problem identification error control problem control

Answer: C ([LEAVE A REPLY](#))

The problem management practice follows a three-phase approach to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents and managing workarounds and known errors¹. The three phases are:

Problem identification: the process of finding problems that are the cause or potential cause of one or more incidents².

Problem control: the process of analysing the root cause and impact of a problem and developing a workaround or a permanent solution².

Error control: the process of managing known errors throughout their lifecycle, from recording to removal². Reference: ITIL Foundation - ITIL 4 Edition, page 15; ITIL 4 - A Pocket Guide, page 35; ITIL 4 Practice Guide: Problem Management, page 9.

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NEW QUESTION: 182

In which situation will incident management USUALLY use a separate process?

- A. Where the cause must be diagnosed
- B. For low impact incidents
- C. For information security incidents
- D. Where no target resolution time exists

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 183

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 184

Which value chain activity ensures that ongoing service activity meets user expectations?

- A. Obtain/build
- B. Plan
- C. Deliver and support
- D. Engage

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 185

What is described by the service value system?

- A. How to apply the systems approach of the guiding principle think and work holistically
- B. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation
- C. Services based on one or more products, designed to address needs of a target consumer group
- D. How all the components and activities of the organization work together as a system to enable value creation

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 186

What is a configuration item?

- A. A problem that has been analyzed but has not been resolved
- 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. Any financially valuable component that can contribute to delivery of an IT product or service

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 187

How should automation be implemented?

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 188

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

- A. Collaborate and promote visibility
- B. Start where you are
- C. Progress iteratively with feedback
- D. Focus on value

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 189

Which is part of service provision?

- A. The grouping of one or more services based on one or more products
- B. The joint activities performed to ensure continual value co-creation
- C. The management of resources configured to deliver the service
- D. The management of resources needed to consume the service

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 190

Which practice provides users with a way to get various requests arranged, explained and coordinated?

- A. Service level management
- B. Relationship management
- C. Continual improvement
- D. Service desk

Answer: ([SHOW ANSWER](#))

Over time, the focus of service desks has broadened from simply logging and resolving technical issues, to proving more comprehensive support for people and the business. They are increasingly being used to get various matters arranged, explained, and coordinated. The service desk has a major influence on user experience and how the service provider is perceived by the users. By understanding and acting on the business context of transactional activity (i.e. logging tickets), the service desk is better placed to add value to the organization.

NEW QUESTION: 191

What should remain constant within an organization, even when the organization's objectives change?

- A. Outputs
- B. Guiding principles
- C. Service offerings
- D. Outcomes

Answer: B ([LEAVE A REPLY](#))

<https://www.bmc.com/blogs/itil-guiding-principles/>

NEW QUESTION: 192

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 193

Which statement about outcomes is CORRECT?

- A.** Outcomes enable products to be delivered to a stakeholder
- B.** An outcome defines the amount of money spent on technology for a service
- C.** An outcome depends on at least one output to deliver a result
- D.** Outcomes provide assurance to stakeholders on how a service performs

Answer: ([SHOW ANSWER](#))

It is important to understand the difference in these terms not just for clarity, but because outputs are much easier to measure than outcomes.

Outputs are nearly always quantitative, with data available to show whether these have been delivered. Outputs are easy to report on and to validate. There is no grey area.

Outcomes are more challenging to verify because they are both qualitative and quantitative.

Whether your outcomes have been achieved will rely, to a great extent, on the perception of the people who receive the service. Perceptions are not easy to measure or report on, but it is essential you find a way to do so.

<https://www.bmc.com/blogs/outcomes-vs-outputs/>

NEW QUESTION: 194

Which guiding principle recommends using the minimum number of steps necessary to achieve an objective?

- A.** Focus on value
- B.** Think and work holistically
- C.** Keep it simple and practical
- D.** Progress iteratively with feedback

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 195

Which will help solve incidents more quickly?

- A. Escalating all incidents to support teams
- B. Collaboration between teams
- C. Detailed procedural steps for incident investigation
- D. Target resolution times

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 196

What is used as a tool to help define and measure performance?

- A. A service level agreement
- B. An incident record
- C. A change schedule
- D. A continual improvement register

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 197

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

- A. A single continual improvement register should be maintained by senior management.
- B. It is the role of senior management to authorize improvement initiatives.
- C. Training should be provided to those involved in continual improvement.
- D. Continual improvement participation should be limited to a small dedicated team.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 198

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: ([SHOW ANSWER](#))

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. It provides a clear path for users to report issues, queries, and requests, and have them acknowledged, classified, owned, and actioned.

<https://www.bmc.com/blogs/itil-service-desk/>

NEW QUESTION: 199

What considerations influence the supplier strategy of an organization?

- A. Corporate culture of the organization
- B. Level of formality
- C. Type of cooperation with suppliers
- D. Contracts and agreements

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 200

Which two practices use workarounds?

- A. Problem management and incident management
- B. Change enablement and problem management
- C. Change enablement and continual improvement
- D. Incident management and continual improvement

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 201

Which is recommended as part of the 'progress iteratively with feedback' guiding principle?

- A. Prohibit changes to plans after they have been finalized
- B. Analyse the whole situation in detail before taking any action
- C. Reduce the number of steps that produce tangible results
- D. Organize work into small manageable units

Answer: ([SHOW ANSWER](#))

The 'progress iteratively with feedback' guiding principle encourages organizations to break down complex initiatives into smaller, simpler, and more manageable units of work¹. This principle also recommends seeking and acting on feedback from stakeholders, avoiding big-bang approaches, and adapting plans based on new information². However, this principle does not advise prohibiting changes to plans, analysing the whole situation in detail, or reducing the number of steps that produce tangible results, as these would be contrary to the iterative and adaptive nature of this principle³. Reference: ITIL Foundation - ITIL 4 Edition, page 7; ITIL 4 - A Pocket Guide, page 27; ITIL 4 Practice Guide: Progress Iteratively with Feedback, page 9.

NEW QUESTION: 202

Which describes a set of defined steps for implementing improvements?

- A. The 'engage' value chain activity

- B. The 'continual improvement register'
- C. The 'improve' value chain activity
- D. The 'continual improvement model'

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 203

What role would be MOST suitable for someone with lots of experience working in IT and business roles?

They also have experience of managing relationships with various stakeholders, including suppliers and business managers.

- A. Service level manager
- B. Change authority
- C. Problem analyst
- D. Service desk agent

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 204

Which practice has a purpose that includes responding to conditions that could lead to potential faults or incidents?

- A. Monitoring and event management
- B. Incident management
- C. Service request management
- D. Change enablement

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 205

Which practice handles all pre-defined user-initiated service actions?

- A. Deployment management
- B. Incident management
- C. Service level management
- D. Service request management

Answer: ([SHOW ANSWER](#))

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. 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. To be handled optimally, service request management should follow these guidelines:

Service requests and their fulfilment should be standardized and automated to the greatest degree possible.

Policies should define which service requests will be fulfilled with limited or even no additional approvals so that fulfilment can be streamlined.

The expectations of users regarding fulfilment times and costs should be clearly set, based on what the organization can realistically deliver.

Opportunities for improvement should be identified and implemented to produce faster fulfilment times and take advantage of automation.

<https://www.bmc.com/blogs/itil-service-request-management/>

NEW QUESTION: 206

Which practice has a purpose that includes the management of financially valuable components that can contribute to the delivery of an IT service?

- A. IT asset management
- B. Deployment management
- C. Continual management
- D. Monitoring and event management

Answer: ([SHOW ANSWER](#))

An asset is defined as anything that is useful or valuable within a product or service. This value is generally determined financially: how much an asset costs versus how much it saves.

<https://www.bmc.com/blogs/it-asset-management/>

NEW QUESTION: 207

Which practice uses pre-defined, standardized procedures to enable fulfilment times to be clearly communicated?

- A. Service request management
- B. Incident management
- C. Service level management
- D. Problem management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 208

What type of change is often used for resolving incidents or implementing security patches?

- A. Standard change
- B. Normal change
- C. Emergency change
- D. Change model

Answer: ([SHOW ANSWER](#))

A change that must be implemented as soon as possible without strictly following the standard process e.g. to resolve an incident or implement a security patch.

The process for assessment and authorization is expedited to ensure quick implementation, so scheduling and documentation is not a priority.

The change authority may be separate from what is standard or normal practice, typically smaller in number but with greater capacity to expedite approval.

<https://www.bmc.com/blogs/itil-change-enablement/>

NEW QUESTION: 209

Which describes an unresolved problem which has been already analysed?

- A. A workaround
- B. An incident
- C. A known error
- D. A risk

Answer: ([SHOW ANSWER](#))

A known error is a problem that has been analysed but not resolved¹. This means that the root cause of the problem has been identified, but a permanent solution has not been implemented yet². A known error can be recorded in a known error database (KEDB) and linked to related incidents and problems³. Reference: ITIL Foundation - ITIL 4 Edition, page 15; ITIL 4 - A Pocket Guide, page 35; ITIL 4 Practice Guide: Problem Management, page 8.

NEW QUESTION: 210

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. services
- D. elements

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 211

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

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

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 212

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: ([SHOW ANSWER](#))

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: 213

Which is considered by the 'partners and suppliers' dimension?

- A. Using artificial intelligence
- B. Using formal roles and responsibilities
- C. Defining controls and procedures
- D. Working with an integrator to manage relationships

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 214

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 215

Which service request management decisions require that policies are established'?

- A. Deciding how to handle service requests where the steps are unknown
- B. Deciding which service requests require approval
- C. Deciding how degradations of service are resolved
- D. Deciding when workarounds should be used

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 216

Which statement about service requests is CORRECT?

- A. Service requests are usually formalized using standard procedures for initiation, approval and fulfilment
- B. Complex service requests should be dealt with as normal changes
- C. Service requests require workflows that should use manual procedures and avoid automation
- D. Service requests that require simple workflows should be dealt with as incidents

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 217

When working on an improvement iteration, which concept helps to ensure that the iteration activities remain appropriate in changing circumstances?

- A. Minimum viable product
- B. Direct observation
- C. Feedback loop
- D. Analysis Paralysis

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 218

What are the MOST important skills required by service desk staff?

- A. Supplier management skills
- B. Technical skills
- C. Problem resolution skills
- D. Incident analysis skills

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 219

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 220

What is warranty?

- A. The amount of money spent on a specific activity or resource
- B. The functionality offered by a product or service to meet a particular need
- C. The perceived benefits, usefulness and importance of something

D. Assurance that a product or service will meet agreed requirements

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 221

Identify the missing words in the following sentence.

The 'incident management' practice should maintain [?] for logging and managing incidents.

- A. a formal process
- B. a dedicated team
- C. detailed procedures
- D. a value chain activity

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 222

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 [?], and the support needed, is available when and where it is needed.

- A. organizations
- B. outcomes
- C. IT assets
- D. services

Answer: ([SHOW ANSWER](#))

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of IT assets, and the relationships that support them, is available when and where it is needed. IT assets are any financially valuable components that can contribute to the delivery of an IT product or service. Configuration items are any component that needs to be managed in order to deliver an IT service. Reference: ITIL Foundation - ITIL 4 Edition, page 15; ITIL 4 - A Pocket Guide, page 36; ITIL 4 Practice Guide: Service Configuration Management, page 7.

NEW QUESTION: 223

Which is the BEST type of resource for investigating complex incidents?

- A. Self-help systems
- B. Knowledgeable support staff
- C. Detailed work instructions
- D. Disaster recovery plans

Answer: ([SHOW ANSWER](#))

More complex incidents will usually be escalated to a support team for resolution, or even suppliers and partners who offer support for products and services they provide.

NEW QUESTION: 224

Which statement about the 'service desk1 practice is CORRECT?

- A. It provides a link with stakeholders at strategic and tactical levels
- B. It needs a practical understanding of the business processes
- C. It carries out change assessment and authorization
- D. It investigates the cause of incidents

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 225

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. 3 and 4
 - C. 2 and 3
 - D. 1 and 4

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 226

Who is responsible for defining metrics for change management?

- A. The continual service improvement manager
- B. The change management process owner
- C. The change advisory board (CAB)
- D. The service owner

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 227

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

- A. Organizations and people
- B. Partners and suppliers
- C. Information and technology

D. Value streams and processes

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 228

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

Answer: ([SHOW ANSWER](#))

(CMS)

NEW QUESTION: 229

Which guiding principle leads to a faster response to customer needs by timeboxing activities and learning from the outputs of previous activities?

- A. Optimize and automate
- B. Collaborate and promote visibility
- C. Progress iteratively with feedback
- D. Focus on value

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 230

Which practice is MOST LIKELY to make use of artificial intelligence, robotic process automation, and chatbots?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 231

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 systematically observe services and service components
- D. To capture demand for incident resolution and service requests

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 232

Which statement about the purpose or the Monitoring and event management practice is TRUE?

- A.** Minimize the negative impact of incidents by restoring normal service operation as quickly as possible
- B.** Support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner
- C.** Systematically observe services and service components and record and report selected changes of state identified as events
- D.** Maximize the number of successful service and product changes by ensuring that risks have been properly assessed, authorized and managed within a schedule

Answer: ([SHOW ANSWER](#))

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 events¹. This practice helps to identify and prioritize any issues or opportunities for improvement in the delivery or support of services². The other statements describe the purposes of different practices: incident management (A), service request management (B), and change enablement (D)³. Reference: ITIL Foundation - ITIL 4 Edition, page 14; ITIL 4 - A Pocket Guide, page 31; ITIL 4 Practice Guide: Monitoring and Event Management, page 7.

NEW QUESTION: 233

Which is included in the purpose of the 'change enablement' practice?

- A.** Record and report selected changes of state
- B.** Plan and manage the full lifecycle of all IT assets
- C.** Make new and changed services available for use
- D.** Ensure that risks have been properly assessed

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 234

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.** escalated
- C.** analysed
- D.** logged

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 235

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

- A.** Define measurable targets
- B.** Evaluate measurements and metrics
- C.** Perform baseline assessments
- D.** Execute improvement actions

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 236

Which practice needs the right culture to be embedded across the entire organization?

- A. Service level management
- B. Service request management
- C. Continual improvement
- D. Change enablement

Answer: ([SHOW ANSWER](#))

The purpose of the continual improvement practice is 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 services¹. This practice needs the right culture to be embedded across the entire organization, as it requires a shared vision, commitment, empowerment, collaboration, learning, and measurement². Reference: ITIL Foundation - ITIL 4 Edition, page 15; ITIL 4 - A Pocket Guide, page 34; ITIL 4 Practice Guide: Continual Improvement, page 7.

NEW QUESTION: 237

Which practice requires focus and effort to engage and listen to the requirements, issues, concerns and daily needs of customers?

- A. Service desk
- B. Supplier Management
- C. Service request management
- D. Service level management

Answer: ([SHOW ANSWER](#))

In order to be aligned to customer outcomes and expectations, SLM 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. ITIL4 refers to value as being co-created, since it needs the input and validation of customers.

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. Each customer is unique, and the service provider must not have a one-size-fits-all approach.

The activities of engaging and listening provide a great opportunity to build improved relationships and to focus on what really needs to be delivered. They also give service delivery staff an experience-based understanding of the day-to-day work that is done with their technology, enabling them to deliver a more business-focused service. When the customer is engaged and listened to, they feel valued and their perception of the service and service management activities improves.

<https://www.bmc.com/blogs/itil-service-level-management/>

NEW QUESTION: 238

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 239

What is a service?

- A. A tangible or intangible deliverable of an activity
- B. Joint activities performed by a service provider and a service consumer to ensure continual value co- creation based on agreed and available service offerings
- 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. A possible event that could cause harm or loss, or make it more difficult to achieve objectives

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 240

Which practice is the responsibility of everyone in the organization?

- A. Change control
- B. Problem management
- C. Continual improvement
- D. Service level management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 241

Staff in an IT organization are very busy, mostly carrying out tasks that add little or no value to the organization or its customers.

Which guiding principle recommends that the unnecessary work should be eliminated?

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

Answer: ([SHOW ANSWER](#))

<https://assyst.ifs.com/blog/the-7-guiding-principles-of-itil-4-0>

Don't over-engineer solutions. Think about what you can do now.

Like focus on value, this principle is heavily focused on the prevention of waste. Waste correlates with complexity. Higher complexity means there are more opportunities for waste to creep into a system.

Focus on delivering the desired outcome, not building the most elegant and elaborate solution. Use the minimum number of steps to deliver that outcome, ensuring you are not over-processing (delivering quality above and beyond what is required).

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NEW QUESTION: 242

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

- A. Understanding the business mission
- B. Performing baseline assessments
- C. Defining the improvement plan
- D. Executing improvement actions

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 243

Which guiding principle discourages 'silo activity'?

- A. Keep it simple and practical
- B. Collaborate and promote visibility
- C. Focus on value
- D. Start where you are

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 244

Which statement about outcomes is CORRECT?

- A. Outcomes help a service consumers to assess the cost of a specific activity
- B. Outcomes rely on outputs to deliver results for a stakeholder.
- C. Outcomes gives service consumers assurance of products or services
- D. Outcomes use activities to produce tangible or intangible deliverables.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 245

Which value chain activity ensures the availability of service components?

- A. Engage
- B. Obtain/build
- C. Improve
- D. Deliver and support

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 246

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 ([LEAVE A REPLY](#))

NEW QUESTION: 247

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: ([SHOW ANSWER](#))

"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%80%93%E2%80%9CThe%20purpose%20of%20the,four%20dimensions%20of%20service%20management.%E2%80%9D>

NEW QUESTION: 248

Which practice identifies metrics that reflect the customer's experience of a service?

- A. Service level management
- B. Problem management
- C. Service desk
- D. Continual improvement

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 249

Which practice needs people who understand complex systems and have creative and analytical skills?

- A. Service request management
- B. Problem management
- C. Change enablement
- D. Service level management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 250

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

- A. Service configuration management
- B. Deployment management
- C. Service request management
- D. Change enablement

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 251

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. Introducing SLAs for a service enables customer to see that the service provider is doing a really good job, so this improves satisfaction.
- C. SLA targets change very frequently, so that each report includes new measures and trends cannot be analyzed.
- D. The metrics in an SLA are focused on internal measures, so that reports show everything is good, while the customer is not satisfied.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 252

Which dimension considers how knowledge assets should be protected?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 253

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.** Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion
- C.** Review of all capacity supplier agreements and underpinning contracts with supplier management
- D.** Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 254

A flaw in an application could cause a service to fail IT staff are actively analysing the application to try and understand what is going on. What is the correct name for this type of flaw?

- A.** Known error
- B.** Problem
- C.** Event
- D.** Incident

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 255

Which guiding principle recommends eliminating activities that do not contribute to the creation of value?

- A.** Keep it simple and practical
- B.** Collaborate and promote visibility
- C.** Optimize and automate
- D.** Start where you are

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 256

Which term relates to service levels aligned with the needs of service consumers?

- A.** Warranty
- B.** Cost
- C.** Utility
- D.** Service management

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 257

What is a problem that has been analysed but has not been resolved?

- A. Event
- B. Workaround
- C. Incident
- D. Known error

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 258

Which statement about known errors and problems is CORRECT?

- A. Known errors are managed by technical staff, problems are managed by service management staff
- B. A known error is the cause of one or more problems
- C. Known errors cause vulnerabilities, problems cause incidents
- D. Known error is the status assigned to a problem after it has been analysed

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 259

Which of the following is included in the purpose of the 'continual improvement' practice?

- A. The restoration of normal service operation as quickly as possible
- B. The establishment of links between the organization and its stakeholders at strategic and tactical levels
- C. The alignment of the organization's practices and services with changing business needs
- D. The reduction of the likelihood and impact of incidents

Answer: ([SHOW ANSWER](#))

Continual improvement encompasses all elements of the ITIL SVS. It involves aligning an organization's practices and services with changing business needs, through the ongoing assessment and improvement of each element involved in the management of products and services. Continual improvement applies to the SVS in its entirety, as well as to all of the organization's products, services, service components, and relationships, and is the responsibility of every individual involved in service management.

<https://www.bmc.com/blogs/itil-continual-improvement/>

NEW QUESTION: 260

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: ([SHOW ANSWER](#))

NEW QUESTION: 261

Which statement about value creating activities is CORRECT?

- A. Organizations should ensure that each value stream is applicable to many scenarios
- B. Service value chain activities have pre-determined dependencies on ITIL practices
- C. Each value stream should be designed with a specific combination of service value chain activities
- D. A value stream is an operating model for creating value through products and services

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 262

Which of the following is an example of workaround?

- A. A server is restarted to resolve an incident
- B. Server memory is increased when the server is unresponsive
- C. An email server is restored after an incident is reported
- D. A defective network switch is replaced with a new one

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 263

Which is an activity of the 'problem management' practice?

- A. Authorization of changes to resolve the cause of problems.
- B. Resolution of incidents in a time that meet customer expectations
- C. Restoration of normal service operation as quickly as possible
- D. Prioritization of problems based on the risk that they pose

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 264

Which dimension includes activities and workflows?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 265

Which practice guarantees that users have a range of access channels to choose from to report problems?

- A. Service desk

- B. Service level management
- C. Incident management
- D. Change enablement

Answer: ([SHOW ANSWER](#))

The service desk practice provides a single point of contact for users and customers to report issues, make requests, or seek guidance¹. This practice guarantees that users have a range of access channels to choose from to report problems, such as phone, email, web portal, chatbot, or self-service². This helps to improve user satisfaction, reduce frustration, and increase efficiency³. Reference: ITIL Foundation - ITIL 4 Edition, page 14; ITIL 4 - A Pocket Guide, page 32; ITIL 4 Practice Guide: Service Desk, page 7.

NEW QUESTION: 266

Which dimension of service management considers how activities are coordinated?

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

Answer: ([SHOW ANSWER](#))

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ITIL 4 Practice Quiz: ITIL 4 Foundation Quiz 1

Enjoy the following 10 question quiz. After the quiz you will get a score and explanations for any missed questions.

1. Which one of the following best describes a service in the ITIL framework?

- The result of following a process.
 - The result of carrying out an activity.
 - A means of delivering value to customers.
 - An offering of an IT service provider.
-

2. Which one of the following best describes internal staff members of an organization who use IT services on a day-to-day basis?

- Users
 - Customers
 - Suppliers
 - Functions
-

3. Which one of the following is not a characteristic of a process?

- Processes respond to generic events.
- Processes are measurable.
- Processes have specific results.

-
- Processes provide results to customers or stakeholders.

4. Which function of an IT organization includes infrastructure administrators?

- Technical management
 - IT operations management
 - Service desk
 - Application management
-

5. Which one of the following is not a responsibility of a service owner?

- Ensure that the service is continually improved
 - Ensure that the service meets its objectives
 - Represent the service in the organization.
 - Respond to trouble tickets
-

6. What input answers the question “Where are we now?” when performing continuous service improvement?

- Service and process improvement
 - Business objectives
 - Measurable targets
 - Baseline assessments
-

7. What is the correct order of events in the Deming Cycle for business processes?

- Do-Plan-Check-Act
 - Plan-Check-Act-Do
 - Act-Check-Plan-Do
 - Plan-Do-Check-Act
-

8. What status should be assigned to an incident that is being investigated?

- Resolved

- Closed
 - In Progress
 - Open
-

9. Which one of the following processes is not part of the Service Design phase?

- Supplier Management
 - Information Security Management
 - Service Catalog Management
 - Service Portfolio Management
-

10. Why is the ITIL framework successful in most organizations where it is used?

- It provides vendor-agnostic best practices.
 - It offers a set of specific actions that IT organizations can implement to improve customer service.
 - It provides directives to IT leaders seeking to improve their effectiveness.
 - It offers a prescription for improving IT service delivery in organizations.
-

Next

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Question 1



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

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

Answer : A

Question 2



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

Question 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 : A

Question 4



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

[Expose Correct Answer](#)

Question 5



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

[Expose Correct Answer](#)

Question 6



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

[Expose Correct Answer](#)

Question 7



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

[Expose Correct Answer](#)

Question 8



What must always be done before an activity is automated?

- A.** Check that the activity has already been optimized
- B.** Check that suitable new technology has been purchased
- C.** Ensure that DevOps has been successfully implemented
- D.** Ensure the solution removes the need for human intervention

[Expose Correct Answer](#)

Question 9



What is a change schedule PRIMARILY 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

[Expose Correct Answer](#)

Question 10



Which role approves the cost of services?

- A.** User
- B.** Change authority
- C.** Sponsor
- D.** Customer

[Expose Correct Answer](#)

Question 11



What actions does a service desk take for all issues, queries and requests that are reported to them?

- A.** Schedule, assess, authorize
- B.** Diagnose, investigate, resolve
- C.** Initiate, approve, fulfil
- D.** Acknowledge, classify, own

[Expose Correct Answer](#)

Question 12



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

[Expose Correct Answer](#)

Question 13



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**

Question 14



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**

Question 15



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Question No 1

Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

Choose the Choices:

- A Progress iteratively with feedback
- B Keep is simple and practical
- C Start where you are
- D Focus on value

[Hide Answer](#)

[Next Question](#)

C

Question No 2

Which practice has a purpose that includes ensuring that risks have been properly assessed?

Choose the Choices:

- A Service configuration management
- B Problem management
- C Service level management
- D Change control

[Hide Answer](#)

[Next Question](#)

D

Question No 3

When should a full risk assessment and authorization be carried out for a standard change?

Choose the Choices:

- 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

[Hide Answer](#)

[Next Question](#)

B

Question No 4

Which statement about emergency changes is CORRECT?

Choose the Choices:

- 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

[Hide Answer](#)

[Next Question](#)

B

Question No 5

Which practice coordinates the classification, ownership and communication of service requests and incidents?

Choose the Choices:

- A Supplier management
- B Service desk
- C Problem management
- D Relationship management

[Hide Answer](#)

[Next Question](#)

B

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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 enablement
 - 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 enablement
 - 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 enablement
 - 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 enablement
 - 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 enablement
 - 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 enablement
 - 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 enablement
- 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, licenses, 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

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EXIN

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Question: 562

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

Question: 563

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

Question: 564

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

Question: 565

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

Question: 566

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

Question: 567

Ann, a member of the finance department at a large corporation, has submitted a suspicious email she received to the information security team. The team was not expecting an email from Ann, and it contains a PDF file inside a ZIP compressed archive. The information security team is not sure which files were opened. A security team member uses an air-gapped PC to open the ZIP and PDF, and it appears to be a social engineering attempt to deliver an exploit.

Which of the following would provide greater insight on the potential impact of this attempted attack?

- A . Run an antivirus scan on the finance P
- C . Use a protocol analyzer on the air-gapped P
- E . Perform reverse engineering on the document.
- F . Analyze network logs for unusual traffic.
- G . Run a baseline analyzer against the user’s computer.

Answer: C

Question: 568

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

Question: 569

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

Question: 570

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

Question: 571

- 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

Question: 572

- 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

Question: 573

- 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

Question: 574

- 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

Question: 575

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

Question: 576

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

Question: 577

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: D

Question: 578

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

Question: 579

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

Question: 580

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

Question: 581

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

Question: 582

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

Question: 583

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

Question: 584

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: A

Question: 585

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

Question: 586

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

Question: 587

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

Question: 588

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: B

Question: 589

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



SAMPLE QUESTIONS

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Question 1

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

The purpose of the problem management practice is to reduce me likelihood and impact of incidents by identifying actual and potential causes of incidents and managing [p] and known errors.

- A events
- B changes
- C configuration items
- D workarounds

[Reveal Answer](#)

[Next Question](#)

Question 2

What are the KEY stakeholder groups mat service providers should cooperate with?

- A Suppliers
- B Customers
- C Relationship managers
- D Developers

[Reveal Answer](#)[Next Question](#)

Question 3

A good way to apply the ITIL guiding principle 'focus on value' is to:

- A Understand why services are used by service consumers
- B Understand the whole, but do something
- C Be aware of system complexity
- D Do less tasks but in a better way with higher quality

[Reveal Answer](#)[Next Question](#)

Question 4

What ensures that service providers and service consumers continue to create value together?

- A Service consumption
- B Service offerings
- C Service level management
- D Service relationship management

[Reveal Answer](#)[Next Question](#)

Question 5

Which of the following statements about 'outcomes' is TRUE?

- A The delivery of products to a stakeholder is enabled by outcomes

- B** The level of expenses regarding a technology for a service is defined by an outcome
- C** An outcome depends on at least one output to deliver a result
- D** Outcomes provide assurance to stakeholders regarding the performance of a service

[Reveal Answer](#)

[Next Question](#)

Question 6

What is a user?

- A** The role that directs and controls an organization
- B** The role that uses services
- C** The role that authorizes budget for service consumption
- D** The role that defines the requirements for a service

[Reveal Answer](#)

[Next Question](#)

Question 7

When using the 'continual improvement model, which information should be produced by an organization to understand where the organization is now?

- A** Business objectives
- B** Improvement plans
- C** Assessment results
- D** Measureable Targets

[Reveal Answer](#)

[Next Question](#)



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Exam Name:	ITIL 4 Foundation Exam
Certification Provider:	ITIL
Free Question Number:	150
Version:	v2022-03-15
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NEW QUESTION: 1

Which is part of the definition of a customer?

- A. The role that authorizes budget for service consumption
- B. The role that defines the requirements for a service
- C. A means of enabling value co-creation
- D. A set of specialized organizational capabilities for enabling value

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 2

What is warranty?

- A. The amount of money spent on a specific activity or resource
- B. The perceived benefits, usefulness and importance of something
- C. Assurance that a product or service will meet agreed requirements
- D. The functionality offered by a product or service to meet a particular need

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 3

Which value chain activity ensures that ongoing service activity meets user expectations?

- A. Engage
- B. Deliver and support
- C. Plan
- D. Obtain/build

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 4

Which practice makes use of methods from Lean, Agile and DevOps?

- A. Incident management

- B.** Service desk
- C.** Continual improvement
- D.** Problem management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 5

Which practice has a purpose that includes ensuring that risks have been properly assessed?

- A.** Service level management
- B.** Service configuration management
- C.** Problem management
- D.** Change control

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 6

Which dimension focuses on relationships with other organizations that are involved in the design, development, deployment and delivery of services?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 7

Which will help solve incidents more quickly?

- A.** Target resolution times
- B.** Escalating all incidents to support teams
- C.** Detailed procedural steps for incident investigation
- D.** Collaboration between teams

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 8

Which practice requires skills and competencies related to business analysis, supplier management and relationship management?

- A.** Incident management
- B.** Service level management
- C.** IT asset management
- D.** Monitoring and event management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 9

Which practice provides support for managing feedback, compliments and complaints from users?

- A. Incident management
- B. Service request management
- C. Change control
- D. Problem management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 10

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: ([SHOW ANSWER](#))

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: 11

Which process is used to compare the value that new services offer with the value of the services they have replaced?

- A. Service catalogue management
- B. Availability management
- C. Capacity management
- D. Service portfolio management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 12

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

- A. Service configuration management
- B. Service request management
- C. Change enablement
- D. Deployment management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 13

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

- A.** Emergency changes are changes that must be implemented as soon as possible and therefore authorization is expedited
- B.** Emergency changes are changes that must be fully tested and fully documented prior to implementation
- C.** Service requests are usually normal changes that can be implemented quickly without authorization
- D.** Standard changes are changes that need to be scheduled, assessed and authorized following a standard process

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 14

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 15

What is a definition of a problem?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 16

Which practice owns and manages issues, queries and requests from users?

- A.** Problem management
- B.** Service desk
- C.** Change control
- D.** Incident management

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 17

Which practice has a purpose that includes maximizing success by ensuring that risks have been properly assessed?

- A. Monitoring and event management
- B. Change control
- C. Release management
- D. Relationship management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 18

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 19

What are the MOST important skills required by service desk staff?

- A. Problem resolution skills
- B. Supplier management skills
- C. Incident analysis skills
- D. Technical skills

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 20

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

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

Answer: ([SHOW ANSWER](#))

Value streams and processes focus mainly on those areas which ensure integration and coordination of various actions and parts which contribute towards better value creation for the

organization. This dimension is more concerned about the way the organization has organized the activities or processes and how it enables and ensures the value creation across all stakeholders.

<https://www.knowledgehut.com/tutorials/itil4-tutorial/itil-four-dimensions-it-service-management>

NEW QUESTION: 21

Which is a use of a change schedule?

- A. Speeding up the planning and authorization of emergency changes
- B. Providing a means of initiating and assessing normal changes
- C. Providing information about deployed changes to help manage incidents and problems
- D. Tracking and managing improvement ideas from identification through to final action

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 22

Which practice would help a user gain access to an application that they need to use?

- A. Service request management
- B. Service configuration management
- C. Change enablement
- D. Service level management

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 23

Which action is performed by a service provider?

- A. Ensuring access to agreed resources
- B. Receiving of the agreed goods
- C. Requesting required service actions
- D. Authorizing budget for service consumption

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 24

How should an organization adopt continual improvement methods?

- A. Select a few key methods for the types of improvement that the organization handles
- B. Build the capability to use as many improvement methods as possible
- C. Select a single method for all improvements that the organization handles
- D. Use a new method for each improvement the organization handles

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 25

Identify the missing word in the following sentence.

A [?] is the addition, modification, or removal of anything that could have a direct or indirect effect on services

- A. configuration item
 - B. problem
 - C. change
 - D. risk

Answer: (SHOW ANSWER)

NEW QUESTION: 26

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: (SHOW ANSWER)

NEW 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. new methods
 - B. existing information
 - C. revised processes
 - D. additional measurements

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 28

In service relationships, what is a benefit of identifying consumer roles?

- A. It provides shared service expectations
 - B. It removes constraints from the customer
 - C. It enables effective stakeholder management
 - D. It enables a common definition of value

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 29

Which statement about problems is CORRECT?

- A. Problems must be resolved quickly in order to restore normal business activity.
 - B. Problem analysis should focus on one of the four dimensions to achieve a fast diagnosis.
 - C. Problems are not related to incidents.
 - D. Problem prioritization involves risk assessment.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 30

Which describe a 'change authority'?

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 31

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. services
- B. values
- C. elements
- D. assets

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 32

Why should incidents be prioritized?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 33

What is an IT asset?

- A. The removal of anything that could have a direct or indirect effect on services
- B. A request from a user that initiates a service action
- C. Any component that needs to be managed in order to deliver a service
- D. Any financially valuable component that can contribute to delivery of an IT product or service

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 34

What is the purpose of service level management?

- A. To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels.
- B. To ensure that all current and planned IT services are delivered to agreed achievable targets.
- C. To obtain/build activity that ensures the service components are available when and where they are needed and meet agreed specifications.
- 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: ([SHOW ANSWER](#))

NEW QUESTION: 35

Which practice has a purpose that includes restoring normal service operation as quickly as possible?

- A. Incident management
- B. Deployment management
- C. Supplier management
- D. Problem management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 36

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. It should be re-prioritized as ideas are documented
- D. There should only be one for the whole organization

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 37

Which is a use of the change schedule?

- A. Assigning resources to changes
- B. Creating change models
- C. Automating the change process
- D. Deciding the approval authority for changes

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 38

What are the types of asset management?

- A. Operational management and IT asset management
- B. IT asset management and technical management
- C. IT asset management and software asset management

D. Operational and technical management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 39

When should a full risk assessment and authorization be carried out for a standard change?

- A. When an emergency change is requested
- B. Each time the standard change is implemented
- C. When the procedure for the standard change is created
- D. At least once a year

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 40

Which guiding principle considers customer and user experience?

- A. Start where you are
- B. Collaborate and promote visibility
- C. Focus on value
- D. Keep it simple and practical

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 41

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

- A. An emergency change
- B. A standard change
- C. A change model
- D. A normal change

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 42

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 are typically implemented as service requests and authorized by the service desk
- C. formal changes should be assessed and authorized before they are deployed
- D. Emergency changes should be authorized by as many people as possible to reduce risk

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 43

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: ([SHOW ANSWER](#))

NEW QUESTION: 44

Which is the CORRECT approach for managing a large improvement initiative as smaller iterations?

- A. Feedback should only be taken into account when one iteration fails to meet its objective
- B. Each iteration should be designed before starting the initiative and implemented without feedback
- C. Each iteration should be continually re-evaluated based on feedback
- D. Feedback should be reduced for large improvements as it is unlikely that circumstances will change

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 45

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 46

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. 2 and 3
- C. 1 and 2
- D. 3 and 4

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 47

Which value chain activity ensures the availability of service components?

- A. Engage
- B. Deliver and support
- C. Obtain/build
- D. Improve

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 48

Which is a key requirement for a successful service level agreement?

- A. It should be based on the service provider's view of the service
- B. It should relate to simple operational metrics
- C. It should be simply written and easy to understand
- D. It should be written in legal language

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 49

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

- A. Logging and managing incidents that result in improvement opportunities
- B. Authorizing changes to implement improvements
- C. Identifying the cause of incidents and recommending related improvements
- D. Making business cases for improvement action

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 50

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. Think and work holistically
- C. Start where you are
- D. Keep it simple and practical

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 51

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

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 52

Which statement about outcomes is CORRECT?

- A. Outcomes rely on outputs to deliver results for a stakeholder.
- B. Outcomes gives service consumers assurance of products or services
- C. Outcomes help a service consumers to assess the cost of a specific activity
- D. Outcomes use activities to produce tangible or intangible deliverables.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 53

What impact does automation have on a service desk?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 54

Which statement BEST describes the value of service strategy to the business?

- A. It reduces unplanned costs through optimized handling of service outages
- B. It enables the service provider to understand what levels of service will make their customers successful
- C. It reduces the duration and frequency of service outages
- D. It allows higher volumes of successful change

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 55

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 56

Which guiding principle is PRIMARILY concerned with consumer's revenue and growth?

- A. Focus on value
- B. Progress iteratively with feedback
- C. Optimize and automate
- D. Keep it simple and practical

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 57

Which service transition process provides guidance about converting data into information?

- A. Knowledge management
- B. Change evaluation
- D18912E1457D5D1DDCBD40AB3BF70D5D
- C. Service asset and configuration management
- D. Service validation and testing

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 58

What does 'change enablement' PRIMARILY focus on?

- A. Changes to service levels
- B. Changes to organizational structure
- C. Changes to products and services
- D. Changes to skills and competencies

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 59

Which is included in the purpose of the 'change enablement' practice?

- A. Ensure that risks have been properly assessed
- B. Make new and changed services available for use
- C. Record and report selected changes of state
- D. Plan and manage the full lifecycle of all IT assets

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 60

What includes governance as a component?

- A. The service value system
- B. The service value chain
- C. The guiding principles
- D. Practices

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 61

Which guiding principle considers how the steps of a process can be performed as efficiently as possible?

- A. Optimize and automate
- B. Think and work holistically
- C. Start where you are
- D. Focus on value

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 62

Identify the missing word in the following sentence.

A user is [?] that uses services.

- A. a role
- B. an organization
- C. a supplier
- D. a team

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 63

Who is responsible for defining metrics for change management?

- A. The continual service improvement manager
- B. The change management process owner
- C. The change advisory board (CAB)
- D. The service owner

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 64

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: ([SHOW ANSWER](#))

NEW QUESTION: 65

Identify the missing words in the following sentence.

The management of information security incidents usually requires [?].

- A. Specialist teams
- B. A separate process
- C. Immediate escalation
- D. Third party support

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 66

Which practice helps to ensure that the services delivered to customers are aligned with their needs?

- A. Change enablement
- B. Service request management
- C. Problem management
- D. Service level management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 67

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

- A. Service desk
- B. Opportunity, demand and value
- C. Service level agreements
- D. Inputs, outputs and triggers

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 68

Which guiding principle considers the importance of customer loyalty?

- A. Start where you are
- B. Optimize and automate
- C. Focus on value
- D. Progress iteratively with feedback

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 69

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

- A. Progress iteratively with feedback

- B. Collaborate and promote visibility
- C. Start where you are
- D. Focus on value

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 70

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

- A. Training should be provided to those involved in continual improvement.
- B. Continual improvement participation should be limited to a small dedicated team.
- C. A single continual improvement register should be maintained by senior management.
- D. It is the role of senior management to authorize improvement initiatives.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 71

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

- A. An outcome
- B. An organization
- C. A risk
- D. A practice

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 72

Which is NOT a component of the service value system?

- A. The guiding principles
- B. Practices
- C. Governance
- D. The four dimensions of service management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 73

Which should be handled by 'service request management'?

- A. A request to implement a security patch
- B. A request to change a target in a service level agreement
- C. A request to provide a laptop
- D. A request to resolve an error in a service

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 74

Which ITIL concept describes governance?

- A. The seven guiding principles
- B. The service value system

- C. The service value chain
- D. The four dimensions of service management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 75

Which guiding principle leads to a faster response to customer needs by timeboxing activities and learning from the outputs of previous activities?

- A. Optimize and automate
- B. Focus on value
- C. Collaborate and promote visibility
- D. Progress iteratively with feedback

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 76

Which practice identifies metrics that reflect a customer experience of a service?

- A. Problem management
- B. Continual improvement
- C. Service desk
- D. Service level management

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 77

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

Answer: ([SHOW ANSWER](#))

(CMS)

NEW QUESTION: 78

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

- A. Service level management
- B. Information security management
- C. Continual improvement
- D. Monitoring and event management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 79

What is an incident?

- A. A possible future event that could cause harm
- B. A service interruption resolved by the use of self-help tools
- C. The planned removal of an item that might affect a service
- D. A result enabled by one or more outputs

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 80

What should all 'continual improvement' decisions be based on?

- A. Details of how services are measured
- B. An up-to-date balanced scorecard
- C. Accurate and carefully analysed data
- D. A recent maturity assessment

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 81

What type of change is pre-authorized, low risk, relatively common, and follows a procedure or work instruction?

- A. A normal change
- B. A standard change
- C. An emergency change
- D. An internal change

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 82

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

- A. Service request management
- B. Service level management
- C. Incident management
- D. Change management

Answer: ([SHOW ANSWER](#))

The purpose of incident management is to minimize the negative impact of incidents by restoring normal service operation as quickly as possible. Incident management can have an enormous impact on customer and user satisfaction, and the perception of those stakeholders of the service provider.

<https://www.bmc.com/blogs/itil-incident-management/>

NEW QUESTION: 83

Which practice may involve the initiation of disaster recovery?

- A. Service level management
- B. Incident management
- C. Service request management
- D. IT asset management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 84

Which processes are responsible for the regular review of underpinning contracts?

- A. Supplier management and change management
- B. Supplier management and availability management
- C. Availability management and service level management
- D. Supplier management and service level management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 85

Identify the missing word in the following sentence.

Sponsor is the role that authorizes budget for service [?])

- A. management
- B. provision
- C. value
- D. consumption

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 86

Which is a key requirement for a successful service level agreement (SLA)?

- A. Using an agreement between the service provider and service supplier
- B. Using single-system-based metrics that relate to outputs
- C. Using individual metrics that relate to the service catalogue
- D. Using bundled metrics to relate performance to outcomes

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 87

Which is a way of applying the guiding principle 'focus on value'?

- A. Recognizing the complexity of systems
- B. Comprehending the whole, but doing something
- C. Understanding how service consumers use services
- D. Doing fewer things, but doing them better

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 88

What term is used to describe whether a service will meet availability, capacity and security requirements?

- A. Value
- B. Warranty
- C. Utility
- D. Outcomes

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 89

Which statement about service desks is CORRECT?

- A. The service desk should remain isolated from technical support teams
- B. The service desk should escalate all technical issues to support and development teams
- C. The service desk should work in close collaboration with support and development teams
- D. The service desk should rely on self-service portals instead of escalation to support teams

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 90

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. 2 and 3
- D. 3 and 4

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 91

What MAIN factors are considered to assess the priority of an incident?

- A. The cost and urgency
- B. The complexity and cost
- C. The impact and complexity
- D. The urgency and impact

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 92

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: ([SHOW ANSWER](#))

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NEW QUESTION: 93

What is a change schedule PRIMARILY used for?

- A. To publish a list of service requests that users can select
- B. To help plan changes, assist in communication and avoid conflicts
- C. To ensure that a single change authority reviews every change
- D. To help plan, authorize and schedule emergency changes

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 94

Which is a risk that might be removed from a service consumer by an IT service?

- A. Service provider ceasing to trade
- B. Cost of purchasing servers
- C. Security breach
- D. Failure of server hardware

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 95

What is the MOST important reason for prioritizing incidents?

- A. To ensure that incidents with highest impact are resolved first
- B. To help information-sharing are learning

- C. To provide links to related changes and known errors
- D. To ensure that user expectations are realistic

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 96

Identity 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 p\l. and the CIs that support them, is available when and where it is needed

- A. relationships
- B. outcomes
- C. services
- D. organizations

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 97

Which is an example of a business related measurement?

- A. The average time to response to change requests
- B. The number of problems resolved
- C. The number of passengers checked in
- D. The average resolution time for incidents

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 98

What is the definition of a known error?

- A. A problem that has been analyzed and has not been resolved
- B. An unplanned interruption to a service, or reduction in the quality of a service
- C. Any change of state that has significance for the management of a service or other configuration item (CI)
- D. A cause, or potential cause, of one or more incidents

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 99

Which is a purpose of the 'relationship management' practice?

- A. To be the entry point and single point of contact for the service provider with all of its users
- B. To identify, analyze, monitor, and continually improve links with stakeholders
- C. To protect the information needed by the organization to conduct its business
- D. To systematically observe services and service components

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 100

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 101

Which is included in the purpose of the 'service level management' practice?

- A. To ensure accurate information about the configuration of services is available
- B. To set clear business-based targets for service levels
- C. To maximize the number of successful service and product changes
- D. To ensure that suppliers and their performance are managed appropriately

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 102

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: ([SHOW ANSWER](#))

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NEW QUESTION: 103

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 ([LEAVE A REPLY](#))

NEW QUESTION: 104

Which is a use of a continual improvement register?

- A. Tracking and managing improvement ideas from identification through to final action
- B. Describing the services designed to meet the needs of a consumer group
- C. Planning changes, assisting in communication, avoiding conflicts, and assigning resources
- D. Selecting the right method, model or technique for identifying improvements

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 105

Which is NOT a structure of service desk that is described in the ITIL service operation guidance?

- A. Local
- B. Outsourced
- C. Centralized
- D. Virtual

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 106

Which dimension includes the knowledge needed for the management of services?

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

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 107

Which term relates to service levels aligned with the needs of service consumers?

- A. Utility
- B. Warranty
- C. Cost
- D. Service management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 108

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

- A. The four dimensions of service management
- B. The ITIL service value system
- C. A service relationship
- D. The ITIL guiding principles

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 109

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 110

Which is a recommendation for applying the guiding principle 'keep it simple and practical'?

- A. Fast does not mean incomplete
- B. Communicate in a way the audience can hear
- C. If a practice is easier to follow it is more likely to be adopted
- D. Sometimes nothing from the current state can be re used

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 111

Which is included in the purpose of the 'service level management' practice?

- A. To set clear business-based targets for service levels
- B. To maximize the number of successful service and product changes
- C. To ensure that suppliers and their performance are managed appropriately
- D. To ensure accurate information about the configuration of services is available

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 112

Which of the following is NOT recommended by the guiding principle 'start where you are'?

- A. Collecting data directly from the source
- B. Identifying what is available to be leveraged
- C. Building something completely new
- D. Asking questions that appear to be stupid

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 113

Which practice recommends that organizations develop competencies and techniques such as strength, weakness, opportunity, and threat (SWOT) analysis, and balanced scorecards?

- A. Incident management
- B. Service request management
- C. Change enablement
- D. Continual improvement

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 114

Which describes outcomes?

- A. Results desired by a stakeholder
- B. Tangible or intangible deliverables
- C. Functionality offered by a product or service
- D. Configuration of an organization's resources

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 115

Which statement about the 'service desk' practice is CORRECT?

- A. It investigates the cause of incidents
- B. It needs a practical understanding of the business processes
- C. It provides a link with stakeholders at strategic and tactical levels
- D. It carries out change assessment and authorization

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 116

When should a workaround be created?

- A. When a potential permanent solution has been identified
- B. As soon as possible, once the incident is logged
- C. After the resolution of a problem
- D. When a problem cannot be resolved quickly

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 117

Which is an activity of the 'incident management' practice?

- A. Automating service requests to the greatest degree possible
- B. Providing good-quality updates when expected
- C. Performing service reviews with customers
- D. Assessing and prioritizing improvement opportunities

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 118

Which guiding principle recommends coordinating all dimensions of service management?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 119

What happens if a workaround becomes the permanent way of dealing with a problem that cannot be resolved cost-effectively?

- A. The problem remains in the known error status
- B. A change request is submitted to change control
- C. The problem record is deleted
- D. Problem management restores the service as soon as possible

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 120

Which is part of service provision?

- A. The management of resources needed to consume the service
- B. The joint activities performed to ensure continual value co-creation
- C. The management of resources configured to deliver the service
- D. The grouping of one or more services based on one or more products

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 121

Which is an important principle of communication in service operation?

- A. It has an intended purpose or a resultant action
- B. It is stored in the configuration management system
- C. Information should always be communicated
- D. Meetings are always the best method of communication

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 122

Which practice provides users with a way to get various requests arranged, explained and coordinated?

- A. Service level management
- B. Relationship management
- C. Continual improvement

D. Service desk

Answer: ([SHOW ANSWER](#))

Over time, the focus of service desks has broadened from simply logging and resolving technical issues, to proving more comprehensive support for people and the business. They are increasingly being used to get various matters arranged, explained, and coordinated. The service desk has a major influence on user experience and how the service provider is perceived by the users. By understanding and acting on the business context of transactional activity (i.e. logging tickets), the service desk is better placed to add value to the organization.

NEW QUESTION: 123

In which situation will incident management USUALLY use a separate process?

- A. Where no target resolution time exists
- B. Where the cause must be diagnosed
- C. For information security incidents
- D. For low impact incidents

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 124

Which is one of the five aspects of service design?

- A. Corporate governance and policy
- B. Management information systems and tools
- C. Risk analysis and management approach
- D. Management policy for business case creation

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 125

Which statement about outcomes is CORRECT?

- A. They allow service consumers to achieve a desired result.
- B. They are deliverables provided to service consumers.
- C. The co-create value for service providers by reducing costs and risks.
- D. They provide products to service providers based on outputs.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 126

Which practice is MOST LIKELY to make use of artificial intelligence, robotic process automation, and chatbots?

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 127

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. 3 and 4

B. 1 and 2

C. 2 and 3

D. 1 and 4

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 128

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. value

C. users

D. performances

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 129

Which statement about standard changes is CORRECT?

- A. The change can be implemented with less testing if necessary
- B. A full assessment should be completed each time the change is implemented
- C. The appropriate change authority should be assigned to each type of change
- D. The change does not require additional authorization

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 130

Which practice has a strong influence on the user experience and perception of the service provider?

- A. Service level management
- B. Supplier management
- C. Change enablement
- D. Service desk

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 131

Which statement about the use of measurement in the 'start where you are' guiding principle is CORRECT?

- A. Measured data is always more accurate than direct observation
- B. It should always be used to support direct observation
- C. The act of measuring always positively impacts results
- D. It should always be used instead of direct observation

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 132

Which is a purpose of the 'engage' value chain activity?

- A. Ensuring the continual improvement of services
- B. Providing transparency and good relationships
- C. Meeting expectations for quality, costs and time-to-market
- D. Ensuring that the organization's vision is understood

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 133

Which are elements of the service value system?

- A. Service provision, service consumption, service relationship management
- B. Customer value, stakeholder value, organization
- C. Governance, service value chain, practices
- D. Outcomes, utility, warranty

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 134

What role would be MOST suitable for someone with lots of experience working in IT and business roles?

They also have experience of managing relationships with various stakeholders, including suppliers and business managers.

- A. Service level manager
- B. Change authority
- C. Problem analyst
- D. Service desk agent

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 135

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 ([LEAVE A REPLY](#))

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NEW QUESTION: 136

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

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

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 137

Where are the details of the required performance outcomes of a service defined?

- A. Service components
- B. Service offerings
- C. Service requests
- D. Service level agreements

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 138

Which includes governance, management practices, and continual improvement?

- A. The 'value stream and processes' dimension
- B. The 'focus on value' guiding principle
- C. The service value system
- D. The 'deliver and support' value chain activity

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 139

Why should service desk staff detect recurring issues?

- A. To engage the correct change authority
- B. To help identify problems

- C. To escalate incidents to the correct support team
- D. To ensure effective handling of service requests

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 140

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

- A. Service desk
- B. Service level management
- C. Service configuration management
- D. Service request management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 141

What should be considered as part of the 'partners and suppliers' dimension?

- A. The activities, workflows, controls and procedures needed to achieve the agreed objectives
- B. The required skills and competencies of teams and individual members of the organization
- C. The information created, managed and used in the course of service provision and consumption
- D. The level of integration and formality involved in the relationships between organizations

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 142

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 143

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

- A. They should be brief and simple
- B. They should include incident handling
- C. They should be complex and detailed
- D. They should be well-known and proven

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 144

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

- A. A change model
 - B. An emergency change
 - C. A standard change
 - D. A normal change
- Answer: C ([LEAVE A REPLY](#))**

NEW QUESTION: 145

What is defined as a cause, or potential cause, of one or more incidents?

- A. Change
- B. Problem
- C. Event
- D. Known error

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 146

How can a service consumer contribute to the reduction of risk?

- A. By fully understanding their own requirements for the service
- B. By providing the service in accordance with requirements
- C. By ensuring that the service provider's resources are correctly configured
- D. By managing the detailed level of risk on behalf of the service provider

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 147

What is the MAIN benefit of 'problem management'?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 148

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: ([SHOW ANSWER](#))

management

NEW QUESTION: 149

Which is the BEST example of a standard change?

- A. The replacement of a component in response to a major incident
- B. The installation of a software application in response to a service request
- C. The implementation of a critical software patch in response to a vendor security issue
- D. The review and authorization of a change requested by a customer

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 150

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: ([SHOW ANSWER](#))

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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 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 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: B

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 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: A

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

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 8

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 9

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 10

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 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 13

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 15

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 18

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 23

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 26

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 31

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 32

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 34

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 37

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 42

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 44

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 48

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 52

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 57

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 61

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 64

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 66

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 68

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 73

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 76

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 81

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 84

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 87

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 89

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 93

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 97

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 98

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 100

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 104

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 107

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 111

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 115

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 120

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 122

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 123

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 125

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 129

What is the CORRECT definition of service management?

- A. A set of specialized assets for transitioning services into the live operational environment
- B. A set of specialized organizational capabilities for delivering value to customers in the form of services
- C. The capability of supplier to deliver services to providers in exchange for money
- D. The capability of service providers to minimize their costs without reducing the value of the services

Answer: B

NEW QUESTION 133

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 134

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 135

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 137

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 140

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 141

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 144

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 149

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 154

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 159

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 164

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 168

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 169

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 170

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 171

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 172

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 174

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 175

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 178

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 181

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 184

Which is a supplier category?

- A. Technical
- B. Commodity
- C. Customer
- D. Resource

Answer: D

NEW QUESTION 187

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 189

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 190

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 194

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 197

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 199

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 200

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 202

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 207

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 208

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 213

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 218

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 220

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 223

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ITIL Foundation Sample Questions:

01. Which of the following is concerned with policy and direction?

- a) Capacity management
- b) Governance
- c) Service design
- d) Service level management

02. Software and technology are examples of which of the four Ps?

- a) Processes
- b) Performance
- c) Products
- d) Partners

03. Who normally chairs a change advisory board (CAB)?

- a) Change initiator
- b) Service owner
- c) Change manager
- d) Business relationship manager

04. Which process will regularly analyze incident data to identify discernable trends?

- a) Service level management
- b) Problem management
- c) Change management
- d) Event management

05. What is the MAIN reason for a service provider to understand the five aspects of service design?

- a)** To prevent security breaches in mission critical services
- b)** To ensure a holistic, results-driven approach
- c)** To allow service design to cut costs
- d)** To prevent breaches of service level agreements (SLAs)

06. Which three are the characteristics of ITIL guidance that help to make it successful?

- a)** Prescriptive, best practice and solution specific
- b)** Publicly available, prescriptive and best practice
- c)** Vendor neutral, non-prescriptive and best practice
- d)** Publicly available, solution specific and vendor neutral

07. A significant, unresolved problem is likely to cause major business disruption. Where is this MOST LIKELY to be escalated to?

- a)** IT service continuity management
- b)** Availability management
- c)** Incident management
- d)** Change management

08. Which is the BEST description of a service request?

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

09. Which is an objective of service transition?

- a)** To negotiate service levels for new services
- b)** To ensure that service changes create the expected business value
- c)** To reduce the impact of business critical service outages on key services
- d)** To plan and manage entries in the service catalogue

10. Which BEST describes hierarchic escalation?

- a)** Notifying more senior levels of management about an incident
- b)** Passing an incident to people with a greater level of technical skill
- c)** Using more senior specialists than necessary to resolve an incident to maintain customer satisfaction
- d)** Failing to meet the incident resolution times specified in a service level agreement

Answers:

Question: 01	Question: 02	Question: 03	Question: 04	Question: 05
Answer: b	Answer: c	Answer: c	Answer: b	Answer: b
Question: 06	Question: 07	Question: 08	Question: 09	Question: 10
Answer: c	Answer: a	Answer: a	Answer: b	Answer: a