ITIL® 4 Foundation Exam

Multiple Choice

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 guiding principle helps to ensure that better information is available for decision making?

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

2. Which practice has a purpose that includes observing a service to report selected changes of state identified as events?

A. Information security management
B. Monitoring and event management
C. Incident management
D. Change control

3. Which describes a standard change?

A. A change that needs to be scheduled, assessed and authorized following a defined process
B. A change that is typically implemented as a service request
C. A high-risk change that needs very thorough assessment
D. A change that must be implemented as soon as possible

4. How does information about problems and known errors contribute to 'incident management'?

A. It enables quick and efficient diagnosis of incidents
B. It removes the need for regular customer updates
C. It removes the need for collaboration during incident resolution
D. It enables the reassessment of known errors

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

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

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

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

7. Which stakeholders co-create value in a service relationship?

A. Investor and supplier
B. Consumer and provider
C. Provider and supplier
D. Investor and consumer

8. 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

9. 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

10. Which statement about outcomes is **CORRECT**?

A. Outcomes are one or more services that fulfil the needs of a service consumer
B. Service providers help service consumers achieve outcomes
C. Outcomes help service consumers achieve outputs
D. Helping service consumers achieve outcomes reduces service provider costs

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

A. Technical knowledge
B. Listening
C. Diagnosis
D. Problem analysis

12. What are the three phases of 'problem management'?

A. Problem logging, problem classification, problem resolution
B. Incident management, problem management, change control
C. Problem identification, problem control, error control
D. Problem analysis, error identification, incident resolution

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

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

14. Identify the missing word in the following sentence.
The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of services, and the [?] that support them, is available when and where it is needed.

A. suppliers
B. CIs
C. customers
D. assets

15. What is described by the service value system?

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

16. 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

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

A. A service request
B. A configuration item (CI)
C. An incident
D. An IT asset

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

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

19. Which TWO statements about the 'service request management' practice are **CORRECT**?

1. Service requests are part of normal service delivery
2. Complaints can be handled as service requests
3. Service requests result from a failure in service
4. Normal changes should be handled as service requests

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

20. What is an IT asset?

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

21. Which dimension includes a workflow management system?
A. Organizations and people
B. Partners and suppliers
C. Information and technology
D. Value streams and processes

22. 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

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

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

24. In which **TWO** situations should the ITIL guiding principles be considered?

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

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

25. Which guiding principle recommends coordinating all dimensions of service management?

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

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

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

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

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

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

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

29. Identify the missing word in the following sentence.
The use of [?] should support, not replace what is observed, when using the 'start where you are' guiding principle.

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

30. How should automation be implemented?

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

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

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

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

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

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

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

34. Which statement about costs is **CORRECT**?

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

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

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

36. Which practice has a purpose that includes aligning the organization's practices and services with changing business needs?

A. Service level management
B. Service configuration management
C. Relationship management
D. Continual improvement

37. A major incident has been closed, but there is a risk that it might happen again. How should this be logged and managed?

A. As a change request
B. As a service request
C. As an event
D. As a problem

38. What should be done to determine the appropriate metrics for measuring a new service?

A. Measuring the performance over the first six months, and basing a solution on the results
B. Asking customers to provide numerical targets that meet their needs
C. Asking customers open questions to establish their requirements
D. Using operational data to provide detailed service reports

39. Which dimension includes activities and workflows?
A. Organizations and people
B. Information and technology
C. Partners and suppliers
D. Value streams and processes

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

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