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ITIL® 4 Foundation Quiz Questions and Answers - 35/40

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Question 1 ID: 910



Once designed, Value Streams should.

- A) Not improved until the next full audit review
- B) Only improved if an issue is identified.
- C) Improved continually.
- D) Not improved at all

Answers

A) A

B) B

C) C ✓

D) D

Question 2 ID: 636



Guiding Principles are?

A) Ubiquitous and endangering

B) Utility and enduring

C) Universal and enduring

D) Utility and endangering

Answers

A) A

B) B

C) C ✓

D) D

Question 3 ID: 633



Which of the following statements is most correct?

- A) Value is subjective and is influenced by factors such as financial cost, perceptions, previous experiences, speed, ease of use, safety etc
- B) Value is purely objective and can only be measured by money spent and made
- C) Value can only be provided by the service provider to the customer
- D) Value is the responsibility of the customer to provide to the users

Answers

A) A ✓

B) B

C) C

D) D

Question 4 ID: 640



Which of the following is a correct name of one of the Guiding Principles?

- A) Start where you arrive
- B) Progress iteratively with feedback
- C) Collaborate and predict visibility
- D) Keep it simple and precise

Answers

A) A

B) B ✓

C) C

D) D

Question 5 ID: 919



Who can close an Incident record?

A) Senior Management

B) Technical Team Leaders

C) The Consumer

D) The Service Desk

Answers

A) A

B) B

C) C

D) D ✓

Question 6 ID: 631



What is the best definition of Utility?

- A) The functionality offered by a product or service to meet a particular need
- B) The amount of capacity available
- C) The network bandwidth available
- D) A company that supplies gas or electricity

Answers

A) A ✓

B) B

C) C

D) D

Question 7 ID: 653



What is defined as the “ability of an IT service or other configuration item to perform its agreed function when required?”

- A) Performance
- B) Availability
- C) Security
- D) IT Asset

Answers

A) A ✖

B) B

C) C

D) D

Rationale

B) Is correct, A, C and D are all incorrect as the statement does not define performance, security or an IT Asset.

Question 8 ID: 887



What is this a definition of?

"The perceived benefits, usefulness and importance of something."

A) Costs

B) Risks

C) Value

D) Governance

Answers

A) A

B) B

C) C ✓

D) D

Question 9 ID: 646



Which Value Chain Activity has an output of “knowledge and information about new and changed products and services to all value chain activities”?

A) Design and Deliver

B) Deliver and Support

C) Design and Transition

D) Transition and Support

Answers

A) A

B) B

C) C ✓

D) D

Question 10 ID: 659



Analysing causes is an activity of which phase of Problem management?

- A) Problem Identification
- B) Problem Mitigation
- C) Error Control
- D) Problem Control

Answers

A) A **✘**

B) B

C) C

D) D

Rationale

D) Is correct, analysing causes is not an activity of Problem Identification or Error Control. Problem Mitigation is not the correct name of a phase of Problem Management.

Question 11 ID: 924



What is this the definition of?

"A request from a user or user's authorized representative that initiates a service action that has been agreed as a normal part of service delivery."

- A) Access Management practice
- B) Service request
- C) Availability management practice

D) Capacity & performance management practice

Answers

A) A

B) B ✓

C) C

D) D

Question 12 ID: 904

What is the trigger for activities in the SVS?

A) A Service Request

B) A Third-Party Contract

C) Desire For New Functionality

D) Opportunity & Demand



Answers

- A) A
- B) B
- C) C
- D) D ✓

Question 13 ID: 906



What are the six Value Chain Activities?

- A) Plan, support, enable, create, deliver, restore
- B) Support, repair, restore, enhance, enable, retire
- C) Plan, improve, engage, design & transition, obtain & build, deliver & support
- D) Strategy, design, transition, operation, continual improvement, enhancement.

Answers

- A) A
- B) B
- C) C ✓
- D) D

Question 14 ID: 925



What is this the Purpose of?

"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."

- A) Workforce & talent management practice
- B) Problem management practice
- C) Incident management practice
- D) Service desk practice

Answers

- A) A
- B) B
- C) C
- D) D ✓

Question 15 ID: 882



What is this a definition of?

"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) A Service
- B) Service Management
- C) Supplier Management
- D) Service Continuity Management

Answers

A) A ✓

B) B

C) C

D) D

Question 16 ID: 645



Which Value Chain Activity has the purpose of ensuring “a shared understanding of the vision, current status and improvement direction for all four dimensions and all products and services across the organization”?

- A) Plan
- B) Improve
- C) Engage
- D) Design and transition

Answers

A) A ✓

B) B

C) C

D) D

Question 17 ID: 632

Which of the following statements is correct?

A) Utility is fitness for use

B) Utility is fitness for purpose

C) Utility is both fitness for purpose and fitness for usefulness

D) Utility is fitness for availability



Answers

A) A

B) B

C) C **✖**

D) D

Rationale

A) Is incorrect, fitness for use is Warranty, not Utility

B) Is correct

C) Is incorrect – see above answers

D) Is incorrect – see above answers

Question 18 ID: 921

What is this a definition of

"A problem that has been analysed and has not been resolved."

A) An Incident

B) Root Cause

C) A Known Error

D) A Release



Answers

A) A

B) B

C) C ✓

D) D

Question 19 ID: 639



What is true of the Guiding Principle “Collaborate and promote visibility”?

A) Everyone must agree with the next course of action

B) Every stakeholder must agree the next course of action

C) Collaboration does not mean consensus

D) Collaboration does mean consensus with everyone

Answers

A) A

B) B **✖**

C) C

D) D

Rationale

A) Is incorrect, “collaboration does not mean consensus”.

B) Is incorrect, for the same reason as A.

C) Is correct.

D) Is incorrect, it is an over- complication of the correct answer.

Question 20 ID: 654

What is the definition of an Event?

A) “any change of state that has significance for the management of a service value chain”

B) “any change of state that has significance for the management of a service or other configuration item”

C) “any change of state that has significance for the management of a service value system”

D “any change of state that has significance for the management of a service’s value”



Answers

A) A

B) B ✓

C) C

D) D

Question 21 ID: 912



An organisation has a responsibility for the care and control of its hardware, software, people, and any other element involved in providing and maintaining services. Which practice is responsible for this?

- A) IT Asset Management Practice
- B) Change Enablement Practice
- C) Service Configuration Management Practice
- D) Service Portfolio Management Practice

Answers

A) A ✓

B) B

C) C

D) D

Question 22 ID: 901



What are the factors that can affect multiple dimensions?

- A) Positional, equitable, sociable, testable, legal, essential
- B) Political, economical, social, technological, legal, environmental
- C) Practical, ergonomically, social, technological, lethal, essential

D) Problematical, economical, societal, traceable, legitimate, environmental.

Answers

A) A

B) B ✓

C) C

D) D

Question 23 ID: 922

What are the three phases of Problem Management?

A) Problem Resolution, Problem Solving, Problem Eradication

B) Problem Identification, Problem Control, Error Control

C) Problem Resistance, Problem Recovery, Problem Fixing

D) Problem Review, Problem identification, Problem analysis



Answers

A) A

B) B ✓

C) C

D) D

Question 24 ID: 652



The Purpose of the Service Desk ...?

A) "is to capture demand for incident resolution and problems"

B) "is to capture demand for incident resolution and service requests"

C) "is to capture demand for incident resolution and changes"

D) "is to capture demand for changes and problems"

Answers

A) A

B) B ✓

C) C

D) D

Question 25 ID: 643



What of the following is NOT an element of the Service Value System?

- A) Start where you are
- B) Guiding principles
- C) Governance
- D) Service value chain

Answers

A) A ✓

B) B

C) C

D) D

Question 26 ID: 650



Which practice has the purpose of planning and managing the full lifecycle of all IT assets?

- A) IT Asset Management
- B) Service Configuration Management
- C) Plan and Engage
- D) Partners and Suppliers

Answers

A) A ✓

B) B

C) C

D) D

Question 27 ID: 670



Which statement about SLA targets is correct?

A) Use of a single target can result in the “watermelon effect”

B) Use of a single target is ideal

C) Use of multiple targets is desirable, the more the better

D) In line with the Guiding Principle “Keep it simple and practical”, SLAs should never have more than one target

Answers

A) A ✓

B) B

C) C

D) D

Question 28 ID: 641



What is the description of the skill set of the ideal staff member?

- A) U-Shaped
- B) T-Shaped
- C) I-Shaped
- D) Ship-Shaped

Answers

- A) A
- B) B ✓
- C) C
- D) D

Question 29 ID: 634



Risks ...?

- A) Cannot be avoided
- B) Should be avoided
- C) Are always negative
- D) Can represent the possibility of something good happening

Answers

- A) A
- B) B
- C) C
- D) D ✓

Question 30 ID: 655



Which statement is true of Continual Improvement? It must

- A) be embedded into every role
- B) be embodied in a single team
- C) be embodied in a single person
- D) be embedded into a single improvement technique

Answers

- A) A ✓
- B) B
- C) C
- D) D

Question 31 ID: 909



How are Value Streams created?

- A) Value Streams are created by specific combinations of Value Chain activities & Practices
- B) Value Streams are created by a combination of Assets & Capabilities.
- C) Value Streams are created by a combination of Incidents & Problems.
- D) Value Streams are created by a combination of defined inputs & outputs.

Answers

- A) A
- B) B **✘**
- C) C
- D) D

Rationale

- A) Value Streams are created by specific combinations of Value Chain activities & Practices - Correct Answer.
- B) Value Streams are created by a combination of Assets & Capabilities – Incorrect.
- C) Value Streams are created by a combination of Incidents & Problems – Incorrect.
- D) Value Streams are created by a combination of defined inputs & outputs – Incorrect.

Question 32 ID: 916



What are the three types of change referred to by ITIL?

- A) Standard – Retrospective – Emergency
- B) Normal – Retrospective – Emergency
- C) Standard – Normal – Emergency
- D) Emergency – Planned - Normal

Answers

- A) A
- B) B
- C) C ✓
- D) D

Question 33 ID: 897



What is this a definition of?

"Activities performed by an organization to provide services."

- A) Work Commitments
- B) Work Schedule
- C) Service Provision

D) Service Commitment

Answers

A) A

B) B

C) C ✓

D) D

Question 34 ID: 917



What document should be 'widely published and produced' so everyone is aware of changes that have been logged, and are coming up for discussion?

A) Project Plan

B) Release Plan

C) Deployment Plan

D) Change Schedule

Answers

- A) A
- B) B
- C) C
- D) D ✓

Question 35 ID: 926



How may the Service Desk be delivered?

- A) With Full/Part-Time Staff
- B) Using A Virtual Approach
- C) With Mixed Teams
- D) There Is No "Right Way"

Answers

- A) A
- B) B
- C) C
- D) D ✓

Question 36 ID: 663



A CIR is a ...?

- A) Continual Improvement Resource
- B) Continual Integration Resource
- C) Continual Improvement Register
- D) Continuous Integration Register

Answers

- A) A
- B) B
- C) C ✓
- D) D

Question 37 ID: 896



What is this a definition of?

“Joint activities performed by a service provider and a service consumer to ensure continual value co-creation based on agreed and available service offerings.”

- A) Cost Realization And Benefit
- B) Total Cost Of Ownership (TCO)

C) Value On Investment (VOI)

D) Service Relationship Management

Answers

A) A

B) B

C) C

D) D ✓

Question 38 ID: 662



The purpose of Service Level Management includes ...?

A) The setting of clear business-based targets for service performance

B) The setting of clear technically-based targets for service performance

C) The setting of stretching targets that are very difficult to achieve

D) The setting of targets that can always be achieved

Answers

A) A ✓

B) B

C) C

D) D

Question 39 ID: 667



The Problem management practice contributes to the Deliver & Support Value Chain Activity by:

- A) preventing incident repetition and supporting timely incident resolution
- B) by preventing incident causes and supporting quality incident resolution
- C) by preventing all incidents, thereby reducing the importance of the Incident Management practice
- D) by preventing all incidents, thereby reducing the importance of the Change Control practice

Answers

A) A ✓

B) B

C) C

D) D

Question 40 ID: 891



What is this a definition of?

"The amount of money spent on a specific activity or resource".

A) Outgoings

B) Income

C) Costs

D) Value

Answers

A) A

B) B

C) C ✓

D) D

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Question 1 ID: 900



Name the Four dimensions of Service Management.

- A) Organisations & people, Information & technology, partners & suppliers, value streams & processes.
- B) Value streams & processes, organizations & technology, partners & resources, costs & benefits.
- C) Value, outcomes, costs & risks.
- D) Budgeting, accounting, charging & value on investment

Answers

- A) A ✓
- B) B
- C) C
- D) D

Question 2 ID: 659



Analysing causes is an activity of which phase of Problem management?

- A) Problem Identification
- B) Problem Mitigation
- C) Error Control
- D) Problem Control

Answers

- A) A
- B) B
- C) C
- D) D ✓

Question 3 ID: 663



A CIR is a ...?

- A) Continual Improvement Resource
- B) Continual Integration Resource
- C) Continual Improvement Register
- D) Continuous Integration Register

Answers

- A) A
- B) B
- C) C ✓
- D) D

Question 4 ID: 888



What is this a definition of?

"A person or a group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives."

- A) A Team
- B) A Function
- C) A Process
- D) An Organisation

Answers

- A) A
- B) B
- C) C
- D) D ✓

Question 5 ID: 662



The purpose of Service Level Management includes ...?

- A) The setting of clear business-based targets for service performance
- B) The setting of clear technically-based targets for service performance
- C) The setting of stretching targets that are very difficult to achieve
- D) The setting of targets that can always be achieved

Answers

- A) A ✓
- B) B
- C) C
- D) D

Question 6 ID: 907



What kind of model is the Service Value Chain (SVC)?

- A) Organisational
- B) Operational
- C) Outsourced
- D) Original

Answers

- A) A
- B) B ✓
- C) C
- D) D

Question 7 ID: 661



The Service Desk should be ...?

- A) Outsourced whenever possible to save money
- B) Adequately resourced, motivated, lead and supported
- C) Only outsourced if there are problems with the Service Desk
- D) Automated in every case

Answers

- A) A
- B) B ✓
- C) C
- D) D

Question 8 ID: 632



Which of the following statements is correct?

- A) Utility is fitness for use
- B) Utility is fitness for purpose
- C) Utility is both fitness for purpose and fitness for usefulness
- D) Utility is fitness for availability

Answers

- A) A
- B) B
- C) C ✗
- D) D

Rationale

- A) Is incorrect, fitness for use is Warranty, not Utility
- B) Is correct
- C) Is incorrect – see above answers
- D) Is incorrect – see above answers

Question 9 ID: 645



Which Value Chain Activity has the purpose of ensuring “a shared understanding of the vision, current status and improvement direction for all four dimensions and all products and services across the organization”?

- A) Plan
- B) Improve
- C) Engage
- D) Design and transition

Answers

- A) A ✓
- B) B
- C) C
- D) D

Question 10 ID: 886



What is this a definition of?

"A set of specialised organisational capabilities for enabling value for customers in the form of services"

- A) Service Integration And Management (SIAM)
- B) Service Management
- C) Service Consumption
- D) Service Provision

Answers

- A) A
- B) B ✓
- C) C
- D) D

Question 11 ID: 884



What is this a definition of?

"The assurance that a product or service will meet agreed requirements."

- A) Utility

- B) Warranty
- C) Service offering
- D) IT Asset Management

Answers

- A) A
- B) B ✓
- C) C
- D) D

Question 12 ID: 903



What are the 5 components of the SVS?

- A) Processes, functions, teams, organisations, partners.
- B) Guiding principles, governance, service value chain, practices, continual improvement.
- C) Problem, incident, event management, request management, access management.
- D) Availability, reliability, resilience, continuity, mean time to restore service.

Answers

- A) A
- B) B ✓
- C) C
- D) D

Question 13 ID: 634



Risks ...?

- A) Cannot be avoided
- B) Should be avoided
- C) Are always negative
- D) Can represent the possibility of something good happening

Answers

- A) A
- B) B ✗
- C) C

D) D

Rationale

A) Is incorrect, Risks can often be easily avoided/removed For example, one can avoid the risk of losing money on a bet by not gambling in the first place.

B) Is incorrect, as the correct answer points out, Risks can represent the possibility of something good happening and so we would not wish to avoid that risk.

C) Is incorrect, see the rationale above.

D) Is correct

Question 14 ID: 892



What is this a definition of?

"A possible event that could cause harm or loss or make it more difficult to achieve objectives".

A) Event Management

B) Risks

C) Outcomes

D) Result

Answers

A) A

B) B ✓

C) C

D) D

Question 15 ID: 927



Service desk staff require training and competency in several areas, especially which customer service skills?

A) Empathy, Incident analysis, Incident prioritization, Effective communications, Emotional intelligence

B) Socialising, categorisation, prioritisation, conflict analysis, root cause analysis

C) Change assessment, major problem reviews, customer service review meetings, supplier management.

D) Metrics analysis, time management skills, negotiation skills, team leadership skills.

Answers

A) A ✓

B) B

C) C

D) D

Question 16 ID: 646



Which Value Chain Activity has an output of “knowledge and information about new and changed products and services to all value chain activities”?

- A) Design and Deliver
- B) Deliver and Support
- C) Design and Transition
- D) Transition and Support

Answers

- A) A
- B) B ✖
- C) C
- D) D

Rationale

- A) is incorrect, “Design and Deliver” is not the name of a Service Value Chain Activity.
- B) Is incorrect, the statement is not an output of this activity.
- C) Is correct.
- D) Is incorrect, “Transition and Support” is not the name of a Service Value Chain Activity.

Question 17 ID: 916



What are the three types of change referred to by ITIL?

- A) Standard – Retrospective – Emergency
- B) Normal – Retrospective – Emergency
- C) Standard – Normal – Emergency
- D) Emergency – Planned - Normal

Answers

- A) A
- B) B
- C) C ✓
- D) D

Question 18 ID: 895



What is this a definition of?

"A co-operation between a service provider and service consumer."

- A) A Friendship
- B) An Understanding
- C) Outsourcing
- D) A Service Relationship

Answers

- A) A
- B) B
- C) C
- D) D ✓

Question 19 ID: 669



Channels for accessing the Service Desk can include:

1. Telephone systems
2. Corporate social media tools
3. Physical visits to the service desk by users
4. Complaints made directly to a Supplier by a user

- A) Items 1, 2 and 3
- B) Items 1, 2 and 4
- C) Items 1, 3 and 4
- D) Items 2, 3 and 4

Answers

- A) A ✓

- B) B
- C) C
- D) D

Question 20 ID: 631



What is the best definition of Utility?

- A) The functionality offered by a product or service to meet a particular need
- B) The amount of capacity available
- C) The network bandwidth available
- D) A company that supplies gas or electricity

Answers

- A) A ✓
- B) B
- C) C
- D) D

Question 21 ID: 913



The purpose of the _____ practice is to make new and changed services and features available for use.

- A) Information Security Management Practice
- B) Project Management Practice
- C) Monitoring & Event Management Practice
- D) Release Management Practice

Answers

- A) A
- B) B
- C) C
- D) D ✓

Question 22 ID: 908



Dealing with stakeholders outside the organisation's Value Chain always involves which activity?

- A) Plan
- B) Improve
- C) Obtain & Build
- D) Engage

Answers

- A) A
- B) B
- C) C
- D) D ✓

Question 23 ID: 901



What are the factors that can affect multiple dimensions?

- A) Positional, equitable, sociable, testable, legal, essential
- B) Political, economical, social, technological, legal, environmental
- C) Practical, ergonomically, social, technological, lethal, essential
- D) Problematical, economical, societal, traceable, legitimate, environmental.

Answers

- A) A
- B) B ✓
- C) C
- D) D

Question 24 ID: 891



What is this a definition of?

"The amount of money spent on a specific activity or resource".

- A) Outgoings
- B) Income
- C) Costs

D) Value

Answers

A) A

B) B

C) C ✓

D) D

Question 25 ID: 918



Why are Incidents Categorised?

- A) Because priority needs to be determined
- B) Because root cause needs to be determined
- C) To identify the correct team to escalate to
- D) To enable impact to be determined

Answers

A) A ✗

B) B

C) C

D) D

Rationale

- A) Because priority needs to be determined – Incorrect.
- B) Because root cause needs to be determined – Incorrect. This is referring to the Problem Management Practice
- C) To identify the correct team to escalate to – Correct Answer.
- D) To enable impact to be determined – Incorrect. Impact and urgency combine to determine priority.

Question 26 ID: 636



Guiding Principles are?

- A) Ubiquitous and endangering
- B) Utility and enduring
- C) Universal and enduring
- D) Utility and endangering

Answers

- A) A
- B) B
- C) C ✓
- D) D

Question 27 ID: 635



Service Consumption is defined as?

- A) Activities performed by an organization to provide services
- B) Activities performed by an organization to construct services
- C) Activities performed by an organization to consume services
- D) Activities performed by an organization to produce services

Answers

- A) A
- B) B
- C) C ✓
- D) D

Question 28 ID: 650



Which practice has the purpose of planning and managing the full lifecycle of all IT assets?

- A) IT Asset Management
- B) Service Configuration Management
- C) Plan and Engage
- D) Partners and Suppliers

Answers

- A) A ✓
- B) B
- C) C
- D) D

Question 29 ID: 924



What is this the definition of?

"A request from a user or user's authorized representative that initiates a service action that has been agreed as a normal part of service delivery."

- A) Access Management practice
- B) Service request
- C) Availability management practice
- D) Capacity & performance management practice

Answers

- A) A
- B) B ✓
- C) C
- D) D

Question 30 ID: 667



The Problem management practice contributes to the Deliver & Support Value Chain Activity by:

- A) preventing incident repetition and supporting timely incident resolution
- B) by preventing incident causes and supporting quality incident resolution
- C) by preventing all incidents, thereby reducing the importance of the Incident Management practice
- D) by preventing all incidents, thereby reducing the importance of the Change Control practice

Answers

- A) A ✓
- B) B
- C) C
- D) D

Question 31 ID: 660



Service Requests should ...?

- A) Not be automated, as they are all different
- B) Should all be automated

- C) Be automated to the greatest degree possible
- D) Should be automated only if they trigger other processes, such as Change Control

Answers

- A) A
- B) B
- C) C ✓
- D) D

Question 32 ID: 910



Once designed, Value Streams should.

- A) Not improved until the next full audit review
- B) Only improved if an issue is identified.
- C) Improved continually.
- D) Not improved at all

Answers

- A) A
- B) B
- C) C ✓
- D) D

Question 33 ID: 657



Which is the correct set of statements about the Change Authority?

1. The Change Authority is always the chairperson of the CAB
 2. The Change Authority can be embedded into automation
 3. The Change Authority should be assigned for each type of Change
 4. The Change Authority for each type of Change should be regularly be reviewed
- A) Items 1, 2 and 3
- B) Items 1, 2 and 4
- C) Items 2, 3 and 4
- D) Items 1, 3 and 4

Answers

- A) A
- B) B
- C) C
- D) D **✗**

Rationale

Item 1 is incorrect, the chairperson of the CAB is usually the Change authority for those changes actually presented at the CAB, but many changes will not come to the CAB) Additionally, the chairperson of the CAB is not ALWAYS the Change Authority even for those changes presented at the CAB) So the correct answer cannot contain item 1.

The only answer that does not contain item 1 is C, all the other elements of C (Items 2, 3 and 4) are all correct so the correct answer is C)

Question 34 ID: 633



Which of the following statements is most correct?

- A) Value is subjective and is influenced by factors such as financial cost, perceptions, previous experiences, speed, ease of use, safety etc
- B) Value is purely objective and can only be measured by money spent and made
- C) Value can only be provided by the service provider to the customer
- D) Value is the responsibility of the customer to provide to the users

Answers

- A) A **✓**
- B) B
- C) C
- D) D

Question 35 ID: 887



What is this a definition of?

"The perceived benefits, usefulness and importance of something."

- A) Costs
- B) Risks
- C) Value

Answers

- A) A
- B) B
- C) C ✓
- D) D

Question 36 ID: 909



How are Value Streams created?

- A) Value Streams are created by specific combinations of Value Chain activities & Practices
- B) Value Streams are created by a combination of Assets & Capabilities.
- C) Value Streams are created by a combination of Incidents & Problems.
- D) Value Streams are created by a combination of defined inputs & outputs.

Answers

- A) A
- B) B ✗
- C) C
- D) D

Rationale

- A) Value Streams are created by specific combinations of Value Chain activities & Practices - Correct Answer.
- B) Value Streams are created by a combination of Assets & Capabilities – Incorrect.
- C) Value Streams are created by a combination of Incidents & Problems – Incorrect.
- D) Value Streams are created by a combination of defined inputs & outputs – Incorrect.

Question 37 ID: 639



What is true of the Guiding Principle “Collaborate and promote visibility”?

- A) Everyone must agree with the next course of action
- B) Every stakeholder must agree the next course of action
- C) Collaboration does not mean consensus
- D) Collaboration does mean consensus with everyone

Answers

- A) A
- B) B
- C) C
- D) D ✖

Rationale

- A) Is incorrect, "collaboration does not mean consensus".
- B) Is incorrect, for the same reason as A.
- C) Is correct.
- D) Is incorrect, it is an over- complication of the correct answer.

Question 38 ID: 896



What is this a definition of?

"Joint activities performed by a service provider and a service consumer to ensure continual value co-creation based on agreed and available service offerings."

- A) Cost Realization And Benefit
- B) Total Cost Of Ownership (TCO)
- C) Value On Investment (VOI)
- D) Service Relationship Management

Answers

- A) A
- B) B
- C) C
- D) D ✔

Question 39 ID: 890



What is this a definition of?

"A result for a stakeholder enabled by one or more outputs".

- A) Service Achievement
- B) Warranty
- C) Outcome

D) Service Offering

Answers

A) A

B) B

C) C ✓

D) D

Question 40 ID: 928



"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."

A) Service Strategy Practice

B) Service Level Management Practice

C) Information Security Management Practice

D) Workforce & Talent Management Practice

Answers

A) A

B) B ✓

C) C

D) D

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NEW QUESTION: 1

Which statement about outcomes is CORRECT?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 2

Which practice includes management of workarounds and known errors?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 3

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

CORRECT?

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

needs

D. An organization should always use a single technique to ensure metrics are consistent

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 4

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

A. Relationship management

B. Change control

C. Release management

D. Monitoring and event management

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

Reference: <https://www.symphonysummit.com/products/what-is-it-service-management-itsm/>

NEW QUESTION: 5

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

A. Understanding the customer's perception of value

B. Understanding the current state and identifying what can be reused

C. The ability to discover and respond to failure earlier

D. Standardization of practices and services

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 6

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

A. To identify, analyze, monitor, and continually improve links with stakeholders

B. To systematically observe services and service components

C. To protect the information needed by the organization to conduct its business

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: 7

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](#))

Explanation

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: 8

Which statement about outcomes is CORRECT?

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

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

Reference: <https://www.axelos.com/news/blogs/february-2015/difference-between-outputs-and-outcomes-in-itsm>

NEW QUESTION: 9

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 internal change
- D. An emergency change

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

NEW QUESTION: 10

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

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

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 11

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

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

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 12

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 13

Which of the following should IT service continuity strategy be based on?

- 1. Design of the service metrics
 - 2. Business continuity strategy
 - 3. Business impact analysis (BIA)
 - 4. Risk assessment
- A. 1, 3 and 4 only
 - B. 1, 2 and 4 only
 - C. 1, 2 and 3 only
 - D. 2, 3 and 4 only

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 14

Which statement about problems is CORRECT?

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

Answer: ([SHOW ANSWER](#))

Explanation/Reference: <https://www.bmc.com/blogs/itil-problem-management/>

NEW QUESTION: 15

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

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

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

NEW QUESTION: 16

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

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

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 17

Which practice forms a link between the service provider and the users of services?

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

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

NEW QUESTION: 18

Which is a use of a change schedule?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 19

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: ([SHOW ANSWER](#))

Explanation

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NEW QUESTION: 20

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](#))

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

NEW QUESTION: 21

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 22

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 23

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 24

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

- A. Details of how services are measured
- B. A recent maturity assessment

- C. An up-to-date balanced scorecard
- D. Accurate and carefully analysed data

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 25

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 26

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

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

Answer: ([SHOW ANSWER](#))

Explanation/Reference: <https://www.knowledgehut.com/tutorials/itil4-tutorial/itil-management-practices-processes>

NEW QUESTION: 27

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

- A. They should be well-known and proven
- B. They should be complex and detailed
- C. They should include incident handling
- D. They should be brief and simple

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 28

Which helps to streamline the fulfilment of service requests?

- A. Understanding which service requests can be accomplished with limited approvals
- B. Creating new workflows for every service request
- C. Separating requests relating to service failures from the degradation of services
- D. Eliminating service requests which have complex workflows

Answer: ([SHOW ANSWER](#))

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

NEW QUESTION: 29

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. A result enabled by one or more outputs
- D. The planned removal of an item that might affect a service

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 30

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 31

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](#))

Explanation

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/>

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NEW QUESTION: 32

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 33

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 34

Who is responsible for defining metrics for change management?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 35

An SLA is a service level agreement.

Which describes the 'watermelon SLA' effect?

- A. A single SLA defines target service levels for multiple customer, so every customer sees reports about other customers' experiences.
- B. The metrics in an SLA are focused on internal measures, so that reports show everything is good, while the customer is not satisfied.
- C. Introducing SLAs for a service enables customer to see that the service provider is doing a really good job, so this improves satisfaction.
- D. SLA targets change very frequently, so that each report includes new measures and trends cannot be analyzed.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 36

What is a definition of a problem?

- A. A cause, or potential cause, of one or more incidents

- B. Any change of state that has significance for the management of a configuration item (CI)
- 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: 37

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: 38

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: ([SHOW ANSWER](#))

NEW QUESTION: 39

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](#))

Explanation

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NEW QUESTION: 40

Which is a supplier category?

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

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

NEW QUESTION: 41

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 42

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: ([SHOW ANSWER](#))

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NEW QUESTION: 43

Which statement about change management is CORRECT?

- A. It ensures that all changes are authorized by the change advisory board (CAB)
- B. It ensures that service requests follow the normal change management process
- C. It optimizes financial exposure
- D. It optimizes overall business risk

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 44

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 45

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. Change authority
- B. Problem analyst
- C. Service level manager

D. Service desk agent

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 46

Which practice may involve the initiation of disaster recovery?

- A. Service request management
- B. Service level management
- C. IT asset management
- D. Incident management

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 47

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 48

Which practice has a strong influence on the user experience and perception of the service provider?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 49

A customer is a person who defines the requirements for a service and takes responsibility for the [?] of service consumption.

- A. costs
- B. risks
- C. outcomes
- D. outputs

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 50

Which are phases of the release and deployment process?

1. Release build and test
2. Review and close
3. Categorize and record
4. Change authorization and schedule

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 51

Which describes a CORRECT approach to change authorization?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 52

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 53

Which can act as an operating model for an organization?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 54

What should be done for every problem?

- A. It should have a workaround to reduce the impact
- B. It should be resolved so that it can be closed
- C. It should be diagnosed to identify possible solutions
- D. It should be prioritized based on its potential impact and probability

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 55

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: 56

Which statement about value streams is CORRECT?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 57

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

- A. To make new and improved services and features available for use
- B. To continually improve all products and services across all value chain activities

"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-til-til4/#:~:text=Improve%20%E2%80%93%E2%80%9CThe%20purpose%20of%20the,four%20dimensions%20of%20service%20management.%E2%80%9D>

C. To ensure a shared understanding of the vision and improvement direction for all products and services

D. To organize a major improvement initiative into several smaller initiatives

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 58

Which statement about value creating activities is CORRECT?

A. A value stream is an operating model for creating value through products and services

B. Service value chain activities have pre-determined dependencies on ITIL practices

C. Organizations should ensure that each value stream is applicable to many scenarios

D. Each value stream should be designed with a specific combination of service value chain activities

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 59

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

A. An incident

B. A problem

C. A workaround

D. A configuration item

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 60

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

A. Deployment management

B. Service desk

C. Problem management

D. Service configuration management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 61

What do customer perceptions and business outcomes help to define?

A. Service metrics

B. Key performance indicators (KPIs)

C. The value of a service

D. The total cost of a service

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

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NEW QUESTION: 62

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 for all configuration items (CI) recorded in the configuration management system (CMS)
- D. The naming convention and expected frequency of each type of release

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 63

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

- A. Service desk
- B. Incident management
- C. Relationship management

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/>

- D. Continual improvement

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 64

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 65

Which statement about the automation of service requests is CORRECT?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 66

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 67

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 68

Which practice has a purpose that deludes maximizing the number of successful additions modifications, or removals of anything that could have an effect on a service?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 69

Which describes the utility of a service?

- A. A service that meets its service level targets
- B. A service that supports the performance of the consumer
- C. A service that is fit for use
- D. A service that increases constraints on the consumer

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 70

Which stakeholders co-create value in a service relationship?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 71

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 72

Which statement about outcomes is CORRECT?

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

Answer: ([SHOW ANSWER](#))

Explanation/Reference: <https://www.axelos.com/news/blogs/february-2015/difference-between-outputs-and-outcomes-in-itsm>

NEW QUESTION: 73

Which usually requires a team of representatives from many stakeholder groups?

- A. Authorizing an emergency change
- B. Fulfilling a service request
- C. Logging a new problem
- D. Investigating a major incident

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 74

Which statement about outcomes is CORRECT?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 75

Which statement about problems is CORRECT?

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

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

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

NEW QUESTION: 76

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](#))

Explanation/Reference: <https://www.bmc.com/blogs/itil-incident-management/>

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NEW QUESTION: 77

Which is NOT a component of the service value system?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 78

What is warranty?

- A. Assurance that a product or service will meet agreed requirements
- B. The perceived benefits, usefulness and importance of something

- C. The amount of money spent on a specific activity or resource
- D. The functionality offered by a product or service to meet a particular need

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 79

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 80

Which statement about output is correct?

- A. They contribute to the achievement of outcomes
- B. They capture customer demand for services
- C. They consist of several outcomes.
- D. They describes how the service performs.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 81

Which is NOT a structure of service desk that is described in the ITIL service operation guidance?

- A. Centralized
- B. Outsourced
- C. Local
- D. Virtual

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 82

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: 83

Which describes a set of defined steps for implementing improvements?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 84

What is described by the service value system?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 85

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: ([SHOW ANSWER](#))

NEW QUESTION: 86

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 87

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 88

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. Retail customer view
- C. Supporting services view
- D. Wholesale customer view

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 89

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

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

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

NEW QUESTION: 90

Which ITIL concept helps an organization to make good decisions?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 91

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: ([SHOW ANSWER](#))

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NEW QUESTION: 92

Which statement about the 'service request management' practice is CORRECT?

- A. Service requests are fulfilled using simple workflows
- B. Financial authorization is sometimes required for service requests
- C. A new workflow is created for each type of request
- D. Additional approval is sometimes needed for restoration of service

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 93

What can help to reduce resistance to a planned improvement when applying the guiding principle 'collaborate and promote visibility'?

- A. Restricting information about the improvement to essential stakeholders only.
- B. Increasing collaboration and visibility for the improvement.
- C. Involving customers after all planning has been completed.
- D. Engaging every stakeholder group in the same way, with the same communication.

Answer: ([SHOW ANSWER](#))

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

NEW QUESTION: 94

What should be used to set user expectations for request fulfillment 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: ([SHOW ANSWER](#))

NEW QUESTION: 95

Which activity captures the demand for incident resolution and service requests?

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

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

NEW QUESTION: 96

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 97

Which stage of the service lifecycle has the purpose of looking for ways to improve process efficiency and cost effectiveness?

- A. Service operation
- B. Continual service improvement
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- C. Service transition
- D. Service strategy

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 98

Which dimension of service management considers how activities are coordinated?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 99

When should a change request be submitted to resolve a problem?

- A. As soon as the analysis of the frequency and impact of incidents justifies the change
- B. As soon as a workaround for the problem has been identified
- C. As soon as a solution for the problem has been identified
- D. As soon as the analysis of cost, risks and benefits justifies the change

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 100

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

- A. The ITIL service value system
- B. A service relationship
- C. The ITIL guiding principles

D. The four dimensions of service management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 101

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: ([SHOW ANSWER](#))

NEW QUESTION: 102

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

A. Problem management

B. Deployment management

C. Supplier management

D. Incident management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 103

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. warranty

B. costs

C. utility

D. information

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 104

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](#))

Explanation

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: 105

Which describes a standard change?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 106

Which statement about the 'four Ps' of service design is CORRECT?

- A. Products refers to producers and metrics
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- B. Processes refers to skill and training
- C. Partners refers to suppliers and vendors
- D. People refers to technology and tools

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 107

Identify the missing word in the following sentence.

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the [?], and the CIs that support them, is available when and where it is needed.

- A. relationships with suppliers
- B. configuration of services
- C. skills of people

D. authorization of changes

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

Explanation/Reference: [https://wiki.process-](https://wiki.process-symphony.com.au/framework/lifecycle/process/service-configuration-management-4/)

[symphony.com.au/framework/lifecycle/process/service-configuration- management-4/](https://wiki.process-symphony.com.au/framework/lifecycle/process/service-configuration-management-4/)

NEW QUESTION: 108

Which statement about IT service management is CORRECT?

- A. It is performed by IT service providers using a mix of suppliers and their products
- B. It is performed by customers using a mix of IT systems, services and processes
- 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: ([SHOW ANSWER](#)**)**

NEW QUESTION: 109

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

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

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 110

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. Start where you are
- C. Think and work holistically
- D. Focus on value

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

NEW QUESTION: 111

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 request management' practice
- C. service value system
- D. 'focus on value' guiding principle

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 112

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

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

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

NEW QUESTION: 113

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

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

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 114

Which practice updates information relating to symptoms and business impact?

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

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 115

Which guiding principle considers the importance of customer loyalty?

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

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 116

Which term describes the functionality offered by a service?

- A. Risk
- B. cost
- C. Warranty
- D. Utility

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 117

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](#))

Explanation

Over time, the focus of service desks has broadened from simply logging and resolving technical issues, to providing 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.

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

NEW QUESTION: 118

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 119

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

- A. A license allows a user to install a software product
- B. A service desk agent provides support to a user
- C. A password allows a user connect to a WiFi network.
- D. A mobile phone enables a user to work remotely

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 120

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

- A. Focus on value
- B. Progress iteratively with feedback

- C. Start where you are
- D. Keep is simple and practical

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 121

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

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

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 122

Which is part of the value proposition of a service?

- A. Outputs of the service received by the consumer
- B. Costs imposed on the consumer by the service
- C. Costs removed from the consumer by the service
- D. Risks imposed on the consumer by the service

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

NEW QUESTION: 123

What is a definition of a service improvement plan (SIP)?

- A. A formal plan to implement improvements to a customer's business processes
- B. An input from availability management to service level management, detailing the service design plan
- C. A formal plan to implement improvements to a service or process
- D. An input from financial management for IT services to service level management, detailing the budget plan

Answer: ([SHOW ANSWER](#))

Explanation

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NEW QUESTION: 124

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 125

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

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

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

NEW QUESTION: 126

Identify the missing word in the following sentence.

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 127

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 128

Which Practice includes management of workarounds and known errors?

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

Answer: ([SHOW ANSWER](#))

Explanation

What is problem management?

The purpose of problem management is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors.

Problems are related to incidents, but it is important to differentiate them in the way they are managed:

- * Incidents have an impact on users or business processes, and must be resolved so that normal business activity can take place.
- * Problems are the causes of incidents therefore they require investigation and analysis to identify the causes, develop workarounds, and recommend longer-term resolution. This reduces the number and impact of future incidents.

NEW QUESTION: 129

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 130

What is a configuration item?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 131

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

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

Answer: ([SHOW ANSWER](#))

Explanation/Reference: [https://wiki.process-](https://wiki.process-symphony.com.au/framework/lifecycle/process/relationship-management-iti-4/)

[symphony.com.au/framework/lifecycle/process/relationship-management-iti-4/](https://wiki.process-symphony.com.au/framework/lifecycle/process/relationship-management-iti-4/)

NEW QUESTION: 132

Which should be handled by 'service request management'?

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

Answer: ([SHOW ANSWER](#))

Reference: <https://www.atlassian.com/itsm/service-request-management>

NEW QUESTION: 133

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: ([SHOW ANSWER](#))

Explanation

D18912E1457D5D1DDCBD40AB3BF70D5D

NEW QUESTION: 134

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: 135

Which TWO are inputs to the service value system?

- 1 Demand
- 2 Products
- 3 Value
- 4 Opportunity

A. 2 and 3

B. 1 and 4

C. 3 and 4

D. 1 and 2

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 136

Which is part of the definition of a customer?

A. A set of specialized organizational capabilities for enabling value

B. The role that authorizes budget for service consumption

C. The role that defines the requirements for a service

D. A means of enabling value co-creation

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 137

Which is an objective of the design coordination process?

A. To document the initial structure and relationship between services and customers

B. To gather and document new service level requirements from the customer

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C. To produce service design packages and ensure they are handed over to service transition

D. To assess and evaluate all changes and their impact on service designs

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 138

What role would be MOST suitable for a new graduate with great levels of empathy and understanding of business issues? They also have good communication skills, high emotional intelligence, and a broad understanding of IT technology.

A. Service level manager

B. Problem analyst

C. Change authority

D. Service desk agent

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 139

Where are the details of the required performance outcomes of a service defined?

- A. Service offerings
- B. Service requests
- C. Service components
- D. Service level agreements

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 140

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 141

Which is an activity of 'problem identification'?

- A. Establishing problem workarounds
- B. Analyzing the cause of problems
- C. Analyzing information from software developers
- D. Establishing potential permanent solutions

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

NEW QUESTION: 142

How can a service consumer contribute to the reduction of risk?

- A. By ensuring that the service provider's resources are correctly configured
- B. By providing the service in accordance with requirements
- C. By fully understanding their own requirements for the service
- D. By managing the detailed level of risk on behalf of the service provider

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 143

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](#))

Explanation

The purpose of 'obtain/build' value chain activity is "to ensure that service components are available when and where they are needed, and meet agreed specifications." Service

components for 'deliver and support' and service components for design and transition are key outputs of 'obtain/build' value chain activity.

NEW QUESTION: 144

Identify the missing words in the following sentence.

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 145

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 146

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 147

Which guiding principle focuses on reducing costs and human errors?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 148

Which statement about the service value chain is CORRECT?

- A. The service value chain uses value streams to describe a combination of consumers and providers
- B. The service value chain converts value into demand
- C. Each value chain activity identifies a requirement for resources from an external supplier
- D. Each value chain activity uses different combinations of practices to convert inputs into outputs

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 149

Which statement about the 'service desk1 practice is CORRECT?

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

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

NEW QUESTION: 150

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 151

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

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

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 152

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 153

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 154

What is the starting point for optimization?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 155

Which guiding principle is PRIMARILY concerned with end-to-end service delivery?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 156

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

Answer: ([SHOW ANSWER](#))

Explanation/Reference: <https://www.symphonysummit.com/products/what-is-it-service-management-itsm/>

NEW QUESTION: 157

Which dimension considers data security and privacy?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 158

Identify the missing word in the following sentence.

A known error is a problem that has been [?] and has not been resolved.

- A. logged
- B. analysed
- C. closed
- D. escalated

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 159

Which is a recommendation for applying the guiding principle 'keep it simple and practical'?

- A. Sometimes nothing from the current state can be re used
- B. Communicate in a way the audience can hear
- C. Fast does not mean incomplete
- D. If a practice is easier to follow it is more likely to be adopted

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 160

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. 3 and 4

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 161

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

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

Answer: ([SHOW ANSWER](#))

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

NEW QUESTION: 162

What takes place in the "Did we get there?" step of the continual service improvement (CSI) approach?

- A. Understanding priorities for improvement
D18912E1457D5D1DDCBD40AB3BF70D5D
- B. The production of a detailed CSI plan
- C. An initial baseline assessment
- D. Verifying that improvement targets have been achieved

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 163

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

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

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

NEW QUESTION: 164

Which statement about outcomes is CORRECT?

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

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

NEW QUESTION: 165

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 166

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

- A. Providing good-quality updates when expected
- B. Automating service requests to the greatest degree possible
- C. Assessing and prioritizing improvement opportunities
- D. Performing service reviews with customers

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 167

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. The removal of anything that could have a direct or indirect effect on services
- D. A request from a user that initiates a service action

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 168

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 169

Identify the missing word in the following sentence.

The purpose of the 'supplier management' practice is to ensure that the organization's suppliers and their performances are [?] appropriately to support the seamless provision of quality products and services.

- A. measured
- B. rewarded
- C. managed
- D. defined

Answer: ([SHOW ANSWER](#))

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

NEW QUESTION: 170

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. assets
- C. values
- D. elements

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 171

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 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 activities, workflows, controls and procedures needed to achieve the agreed objectives

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

NEW QUESTION: 172

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 173

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 174

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. rewarded
- B. managed
- C. defined
- D. measured

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 175

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 normal change
- D. A change model

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

NEW QUESTION: 176

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: 177

What is required by all service desk staff?

- A. Demonstration of emotional intelligence
- B. Excellent technical knowledge

- C. Knowledge of telephony technology
- D. Root cause analysis skills

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 178

Which helps to streamline the fulfilment of service requests?

- A. Separating requests relating to service failures from the degradation of services
- B. Understanding which service requests can be accomplished with limited approvals
- C. Eliminating service requests which have complex workflows
- D. Creating new workflows for every service request

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 179

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 180

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

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

Answer: ([SHOW ANSWER](#))

The service level management practice defines, documents and manages the service levels of all the services and products. Service level management should provide the end to end visibility of all the organizational services. Service level management has to establish and provide the service views with service level target ensure meeting defined service levels by collecting, analyzing, storing and reporting all the defined target metrics of the services regularly (periodically) perform the service reviews and ensure the services meet the organization's needs continuously identify, capture, review & report the issues related to services, its performance against the defined service targets.

NEW QUESTION: 181

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

- A. Continual improvement participation should be limited to a small dedicated team.

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

Answer: ([SHOW ANSWER](#))

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

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NEW QUESTION: 182

What is the definition of warranty?

- A. A means of identifying events that could cause harm or loss
- B. A means of identifying a result for a stakeholder
- C. A means of determining whether a service is fit for use
- D. A means of determining whether a service is fit for purpose

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 183

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 184

What is a service?

- A. A possible event that could cause harm or loss, or make it more difficult to achieve objectives
- B. A means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks
- C. A tangible or intangible deliverable of an activity
- D. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation based on agreed and available service offerings

Answer: ([SHOW ANSWER](#))

Reference: <https://www.bmc.com/blogs/itil-key-concepts-service-management/>

NEW QUESTION: 185

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 186

What is described by the service value system?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 187

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

NEW QUESTION: 188

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 189

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 190

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](#))

Reference:

<https://www.thinkhdi.com/library/supportworld/2019/evolution-itil-new-operating-model-itil-4.aspx>

NEW QUESTION: 191

Which guiding principle recommends collecting data before deciding what can be re-used?

- A. Progress interactively with feedback
- B. Focus on value
- C. Keep it simple and practical
- D. Start where you are

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 192

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: 193

What is NOT within the scope of service catalogue management?

- A. Interfaces between all services and supporting services
- B. Interfaces between the service catalogue and service portfolio

- C. Contribution to the definition of services
- D. Fulfilment of business service requests

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 194

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 195

What is a change schedule PRIMARILY used for?

- A. To help plan, authorize and schedule emergency changes
- B. To help plan changes, assist in communication and avoid conflicts
- C. To publish a list of service requests that users can select
- D. To ensure that a single change authority reviews every change

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

NEW QUESTION: 196

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

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

Answer: ([SHOW ANSWER](#))

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