

- PowerPoint File View Insert Layout References Mailings Review View
- 2022-08-17 14:45:00 - last modified: 2022-08-17 14:45:00
- The Service Value Chain
 - The ITIL guiding principles
 - Continual Improvement
11. What should be carried out FIRST when applying the 'focus on value' guiding principle?
- Identifying the outcomes that the service facilitates
 - Identifying all the suppliers and partners involved in the service
 - Determining who the service consumer is in each situation
 - Determining the cost of providing the service
12. Identify the missing words in the following sentence.
The purpose of the [] is to ensure that the organization continually co-creates value with all stakeholders in line with the organization's objectives.
- Focus on Value guiding principles
 - Four dimensions of Service Management
 - Service Value System
 - Service Request Management practice
13. Which guiding principle would help the MOST in breaking down silos and eliminating conflicting goals?
- ☒ Collaborate and promote visibility
 - Start where you are
 - Optimize and automate
 - Progress iteratively with feedback

- PowerPoint File Edit View Insert Format Layout References Mailings Review View
- 2022-08-17 14:45:00 - last modified: 2022-08-17 14:45:00
- The Service Value Chain
 - The ITIL guiding principles
 - Continual Improvement
11. What should be carried out FIRST when applying the 'focus on value' guiding principle?
- Identifying the outcomes that the service facilitates
 - Identifying all the suppliers and partners involved in the service
 - Determining who the service consumer is in each situation
 - Determining the cost of providing the service
12. Identify the missing words in the following sentence.
The purpose of the [] is to ensure that the organization continually co-creates value with all stakeholders in line with the organization's objectives.
- Focus on Value guiding principles
 - Four dimensions of Service Management
 - ☒ Service Value System
 - Service Request Management practice
13. Which guiding principle would help the MOST in breaking down silos and eliminating conflicting goals?
- Collaborate and promote visibility
 - Start where you are
 - Optimize and automate
 - Progress iteratively with feedback

IT Service Management Exam

academic year 2022/23

23. Which guiding principle considers the importance of customer loyalty?

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

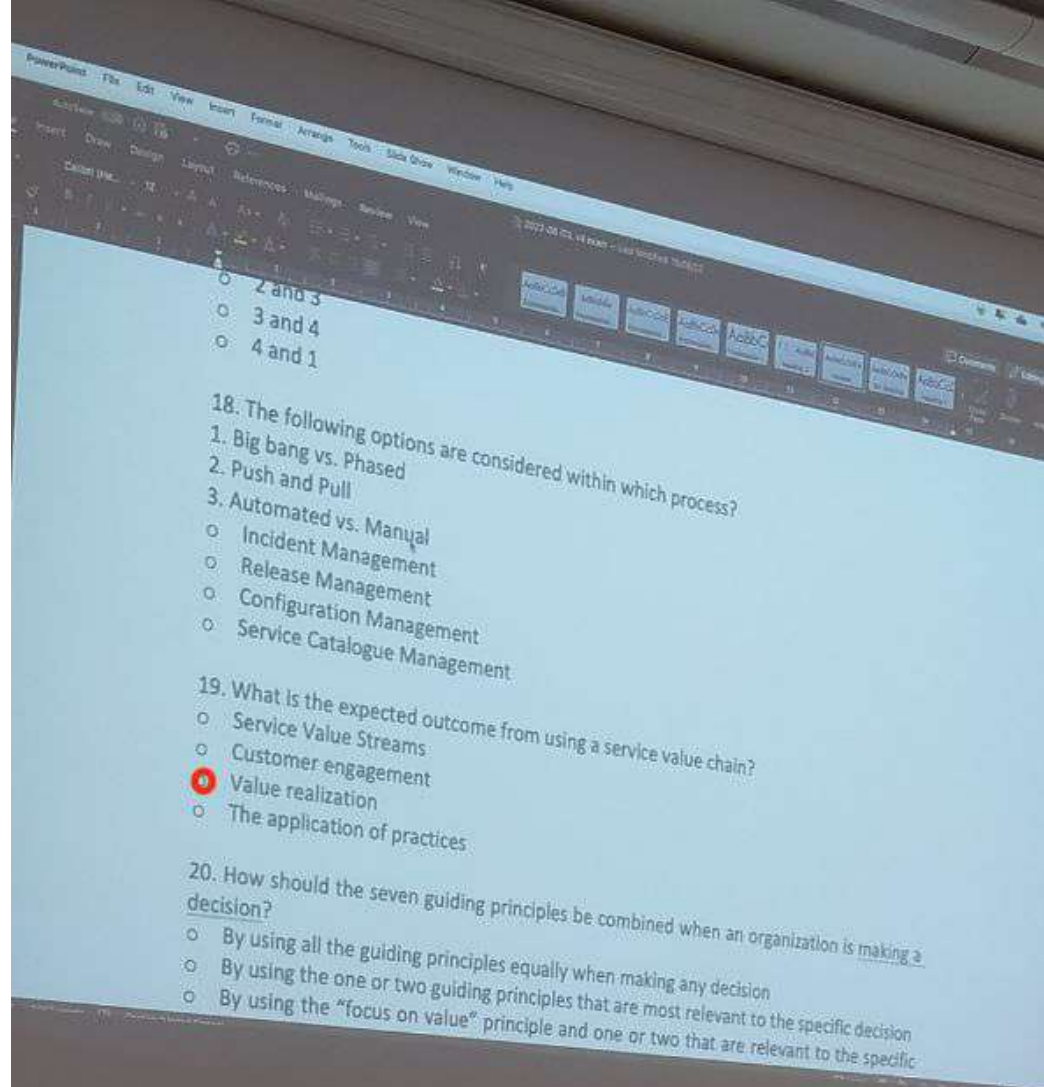
24. Which of the following statements is CORRECT?

1. Only one person can be responsible for an activity
2. Only one person can be accountable for an activity

- ☐ All of the above
- ☐ 1 only
- ☒ 2 only
- ☐ None of the above

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

- ☐ Progress iteratively with feedback



IT Service Management Exam

academic year 2022/23

23. Which guiding principle considers the importance of customer loyalty?

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

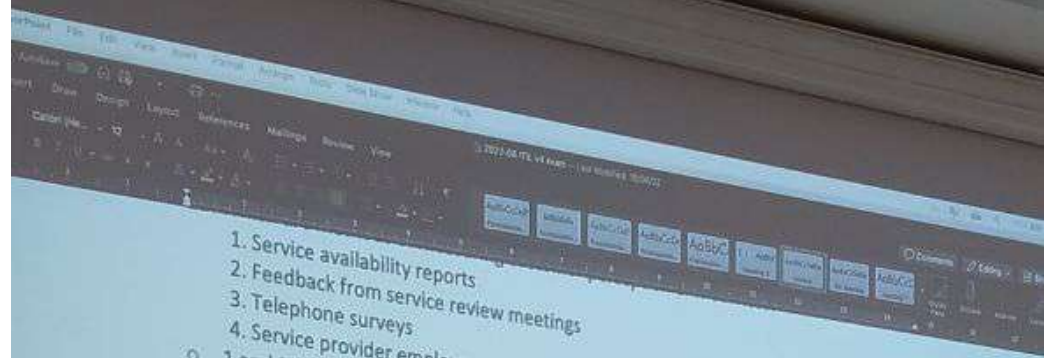
24. Which of the following statements is CORRECT?

1. Only one person can be responsible for an activity
2. Only one person can be accountable for an activity

- ☐ All of the above
- ☐ 1 only
- ☐ 2 only
- ☐ None of the above

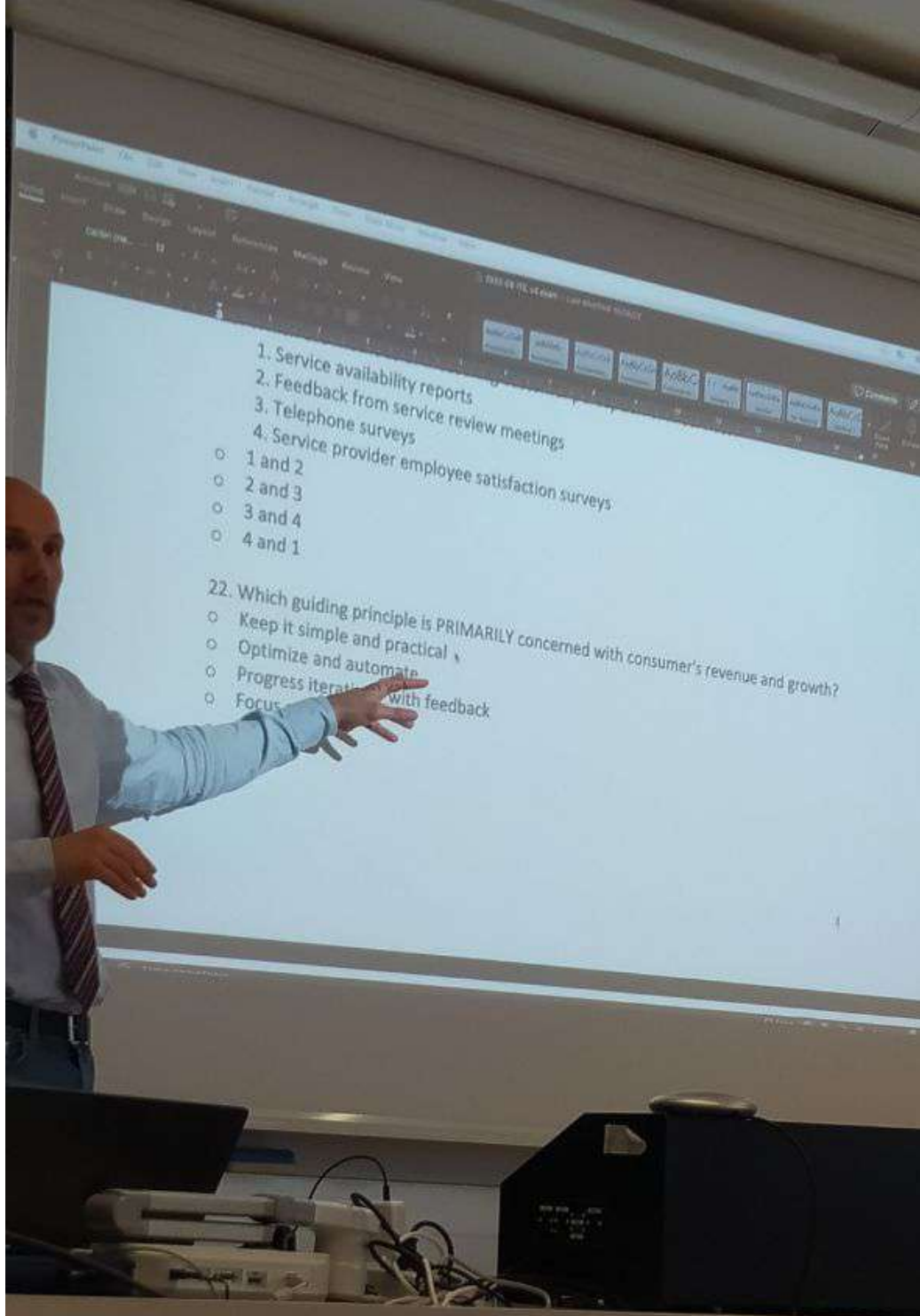
25. Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

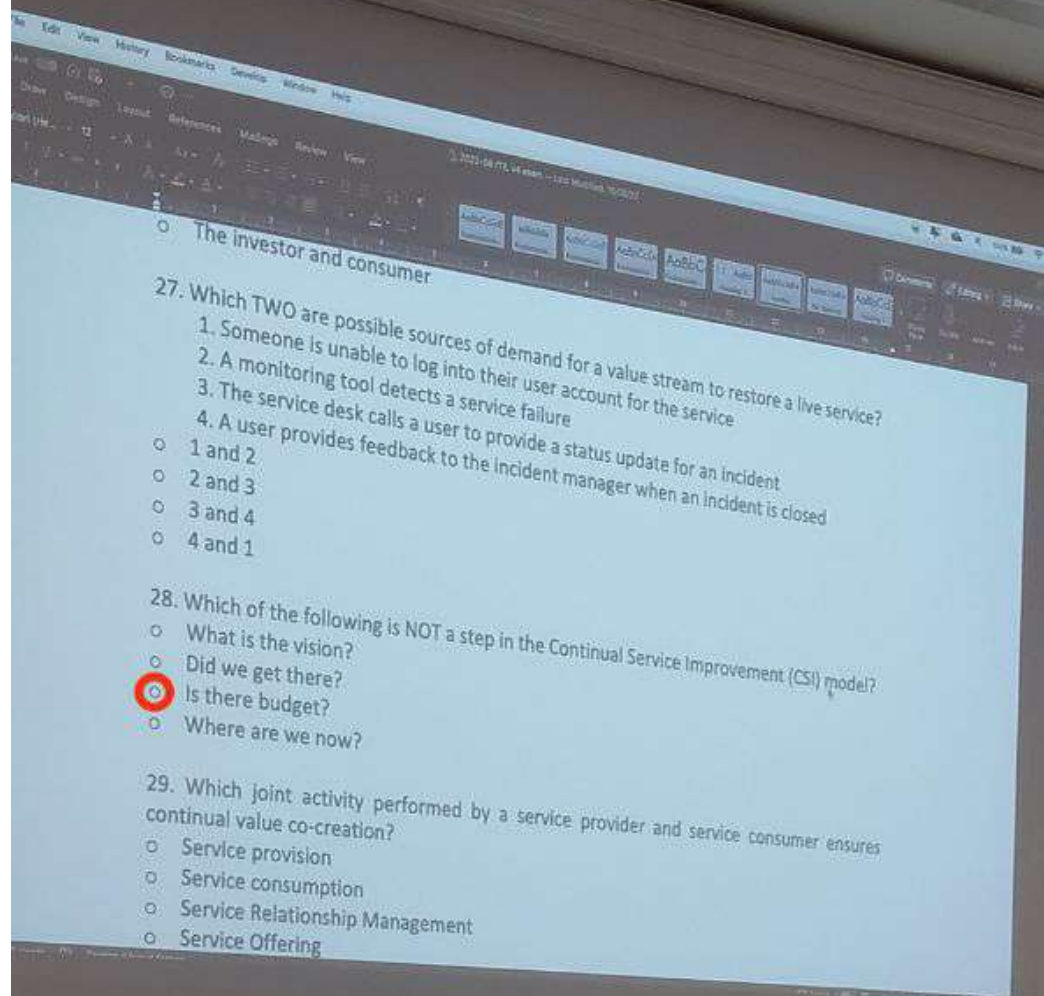
- ☐ Progress iteratively with feedback

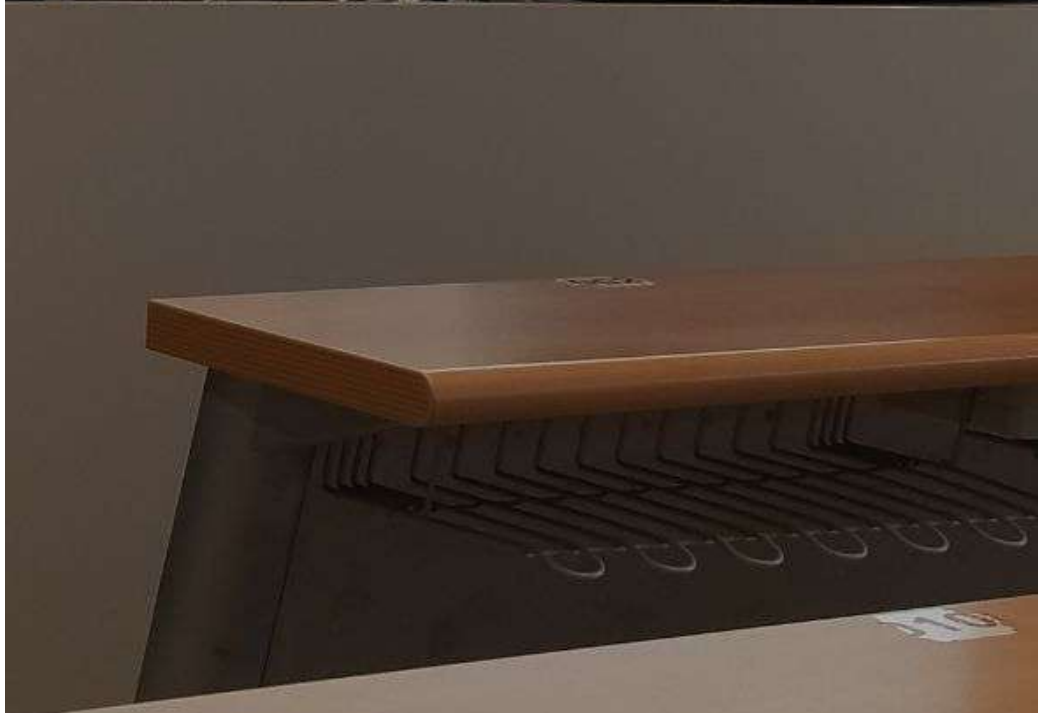
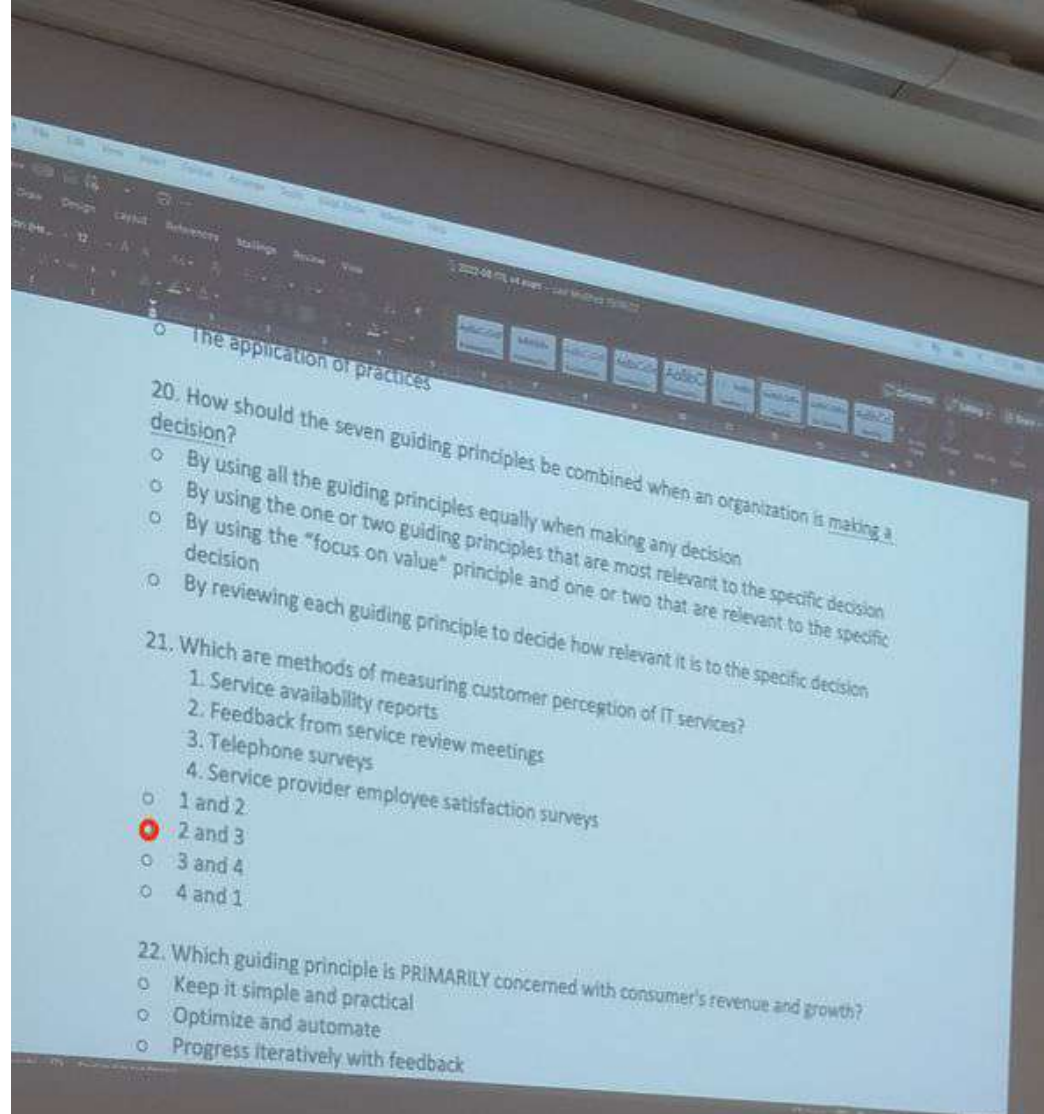


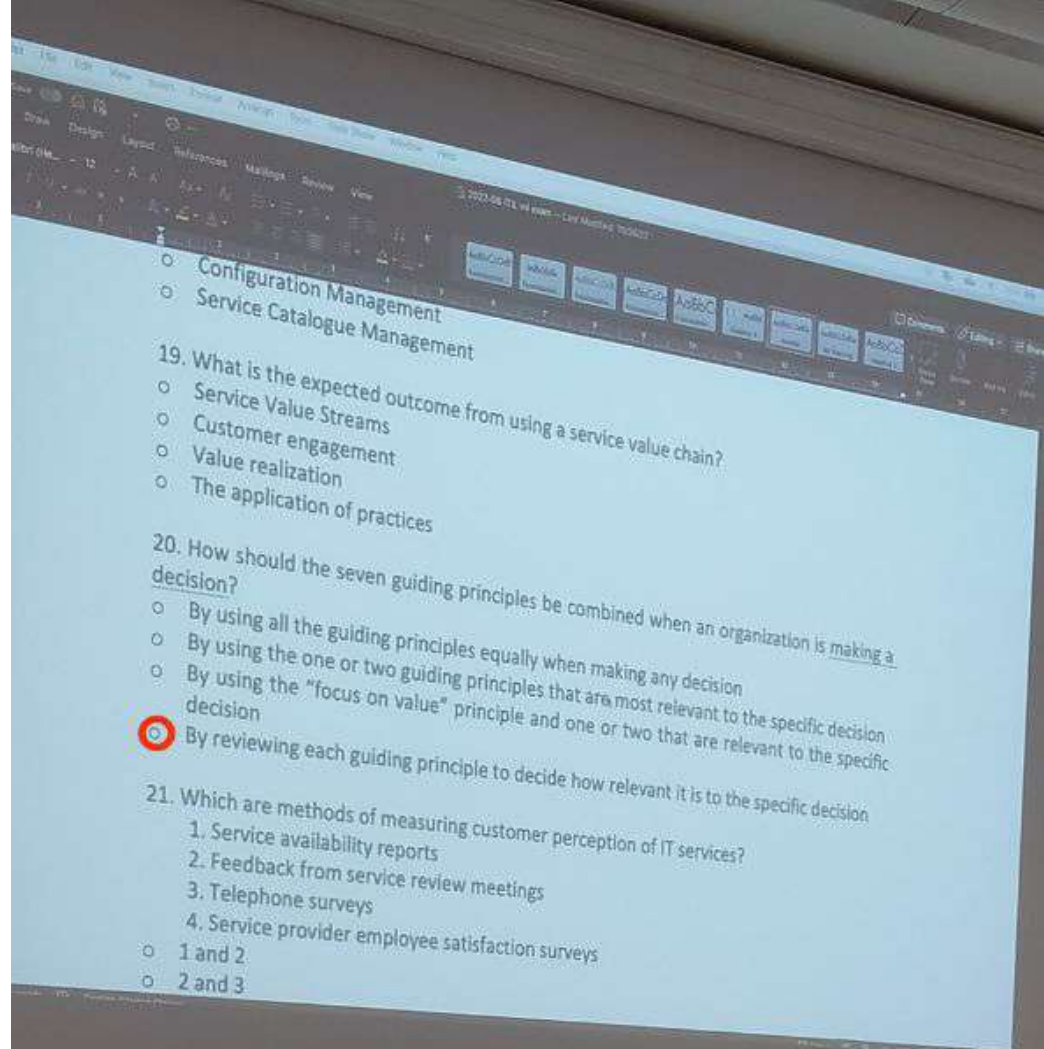
1. Service availability reports
 2. Feedback from service review meetings
 3. Telephone surveys
 4. Service provider employee satisfaction surveys
- ☐ 1 and 2
 - ☐ 2 and 3
 - ☐ 3 and 4
 - ☐ 4 and 1

22. Which guiding principle is PRIMARILY concerned with consumer's revenue and growth?
- ☐ Keep it simple and practical
 - ☐ Optimize and automate
 - ☐ Progress iteratively with feedback
 - ☒ Focus on value









IT Service Management Exam

academic year 2022/23

9. Which dimension considers data security and privacy?

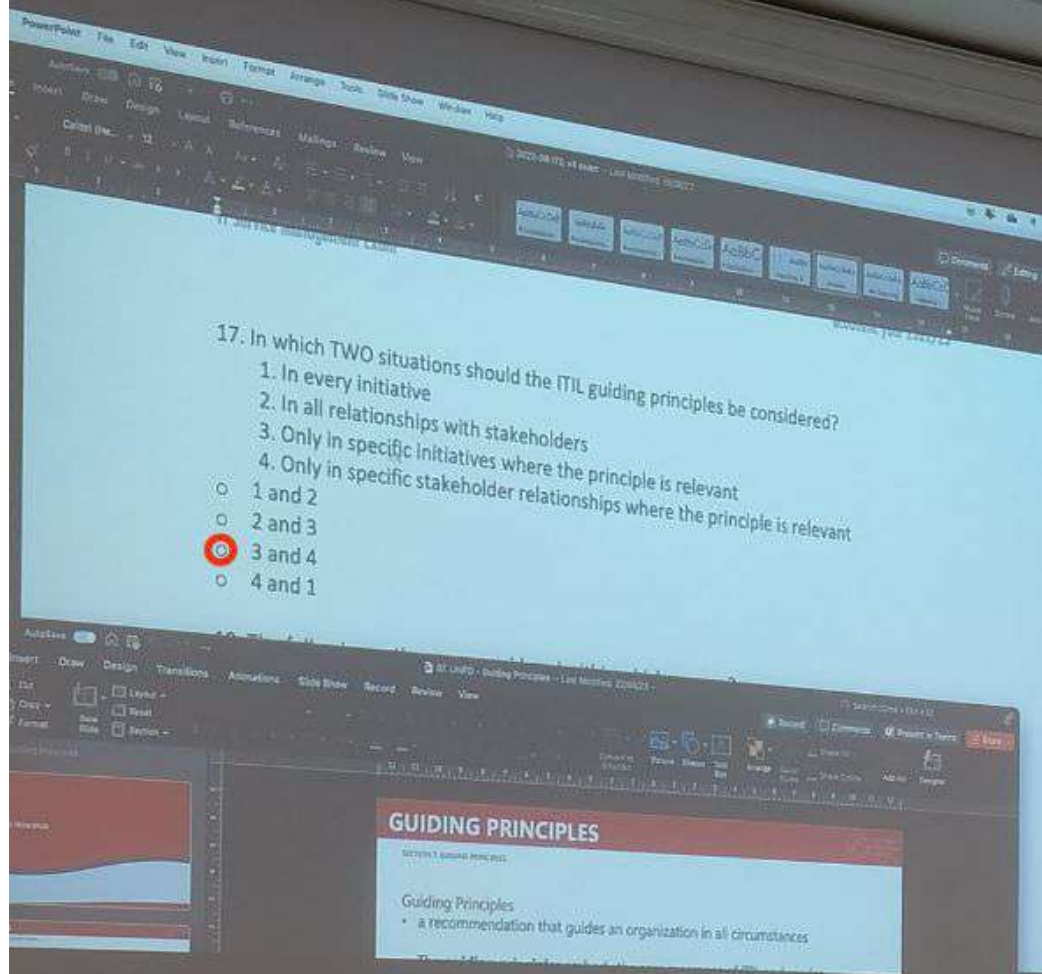
- ☐ Organizations and People
- ☒ Information and Technology
- ☐ Partners and Suppliers
- ☐ Value Streams and Processes

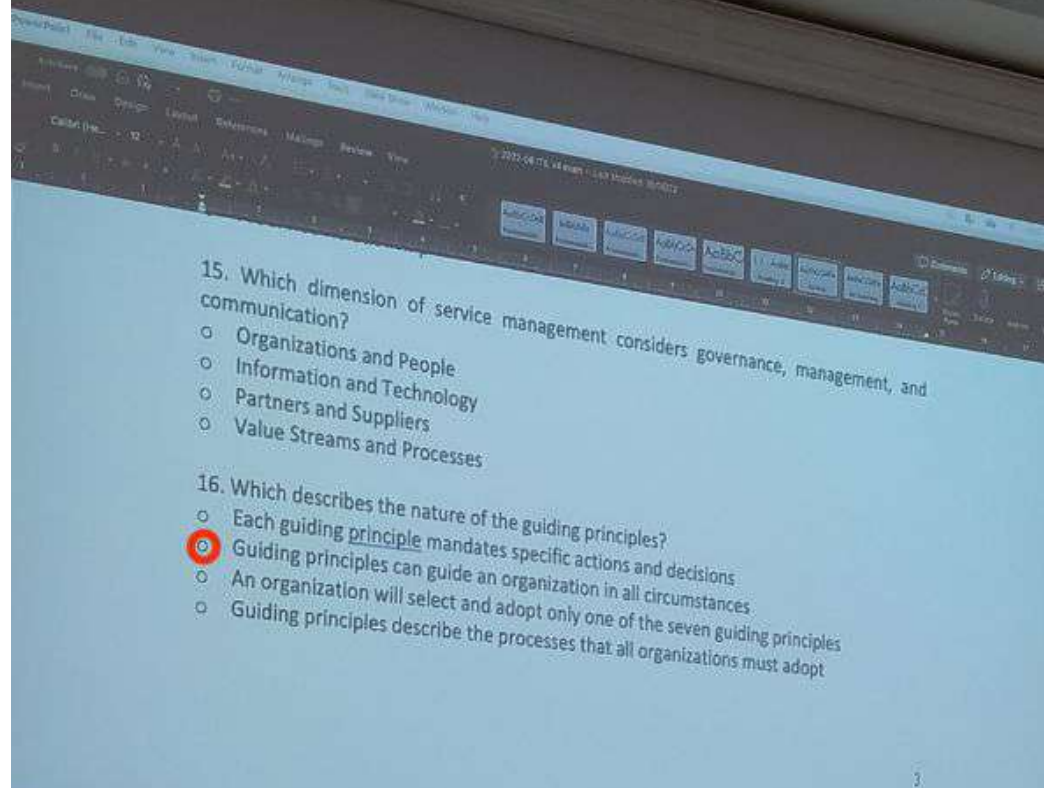
10. Which can act as an operating model for an organization?

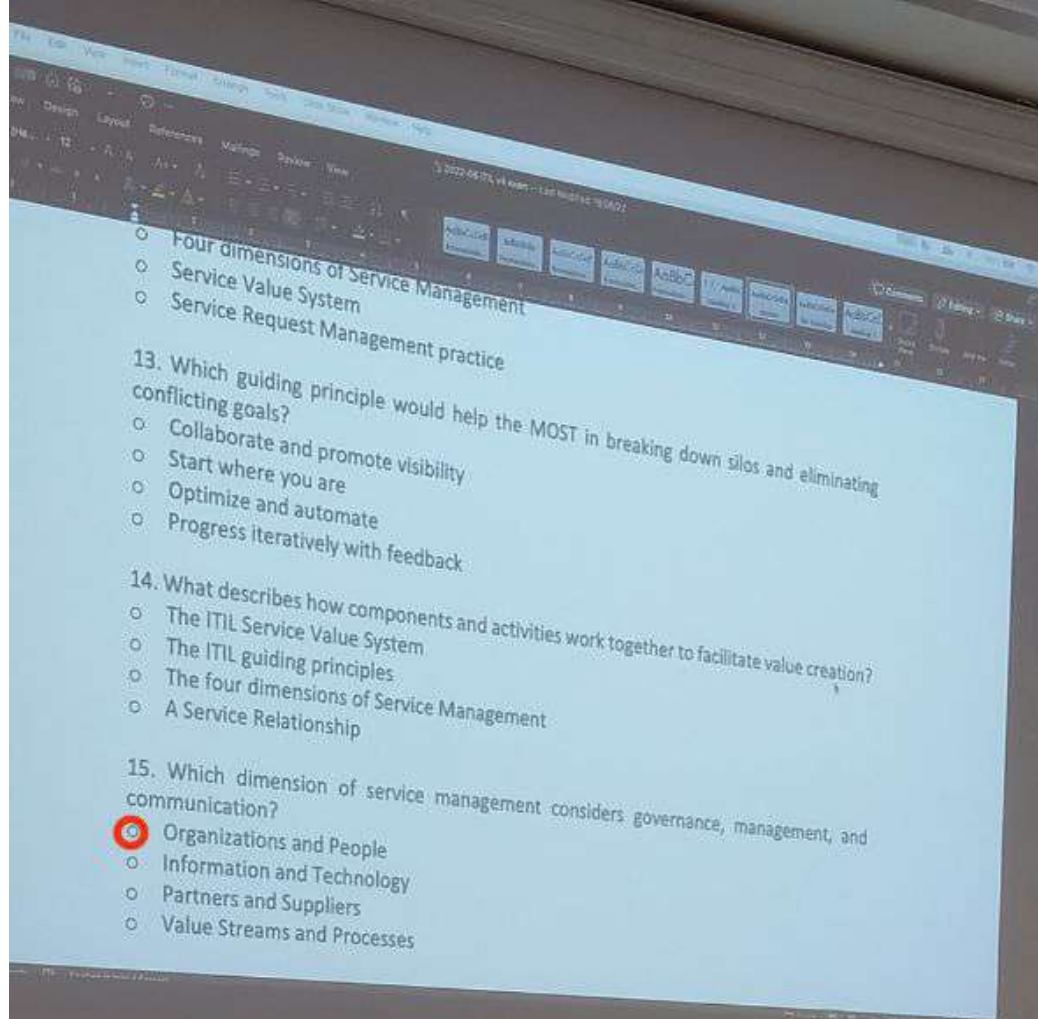
- ☐ The four dimensions of Service Management
- ☐ The Service Value Chain
- ☐ The ITIL guiding principles
- ☐ Continual Improvement

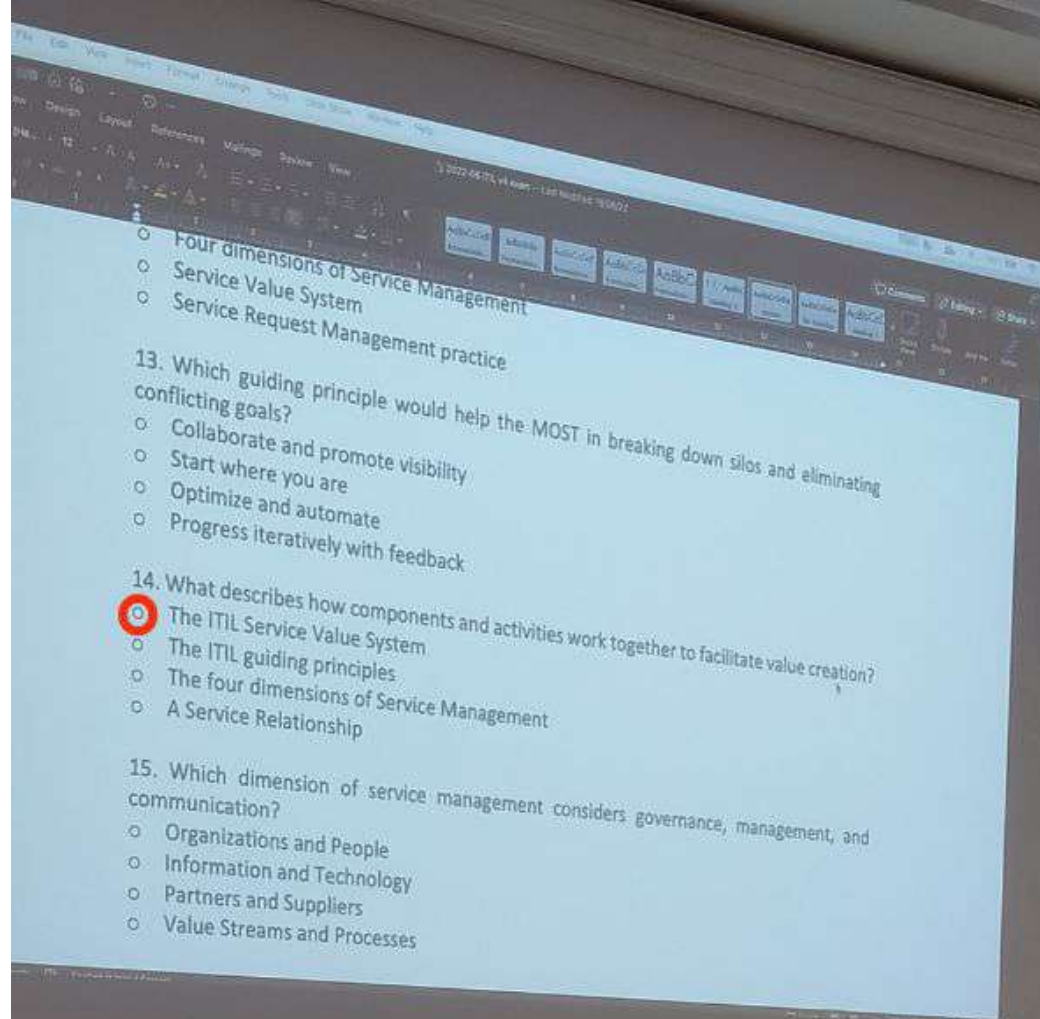
11. What should be carried out FIRST when applying the 'focus on value' guiding principle?

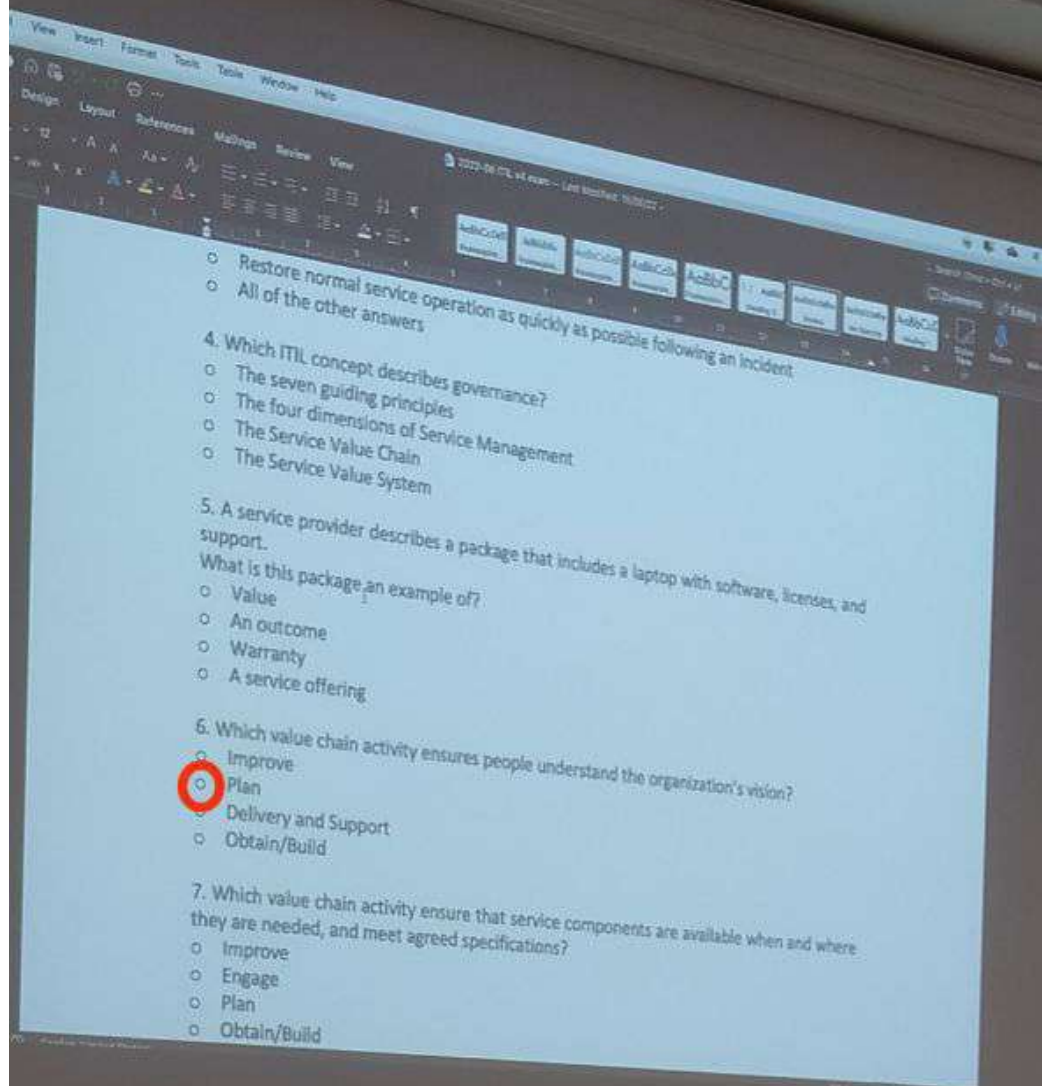
- ☐ Identifying the outcomes that the service facilitates
- ☐ Identifying all the suppliers and partners involved in the service
- ☐ Determining who the service consumer is in each situation











- A. Describes the hardware topography
- B. Describes the way configuration items (CIs) collaborate to deliver the service
- C. Defines the software that should be installed on a specific piece of hardware
- D. Describes how version numbers need to be used in a release

10 Select the one on which the continuity strategy of IT service should be based on:

- Design of the service metrics
- Risk assessment
- Business continuity strategy
- Business impact analysis (BIA)

Mark one answer:

A. 1, 2 and 4 only

B. 1, 3 and 4 only

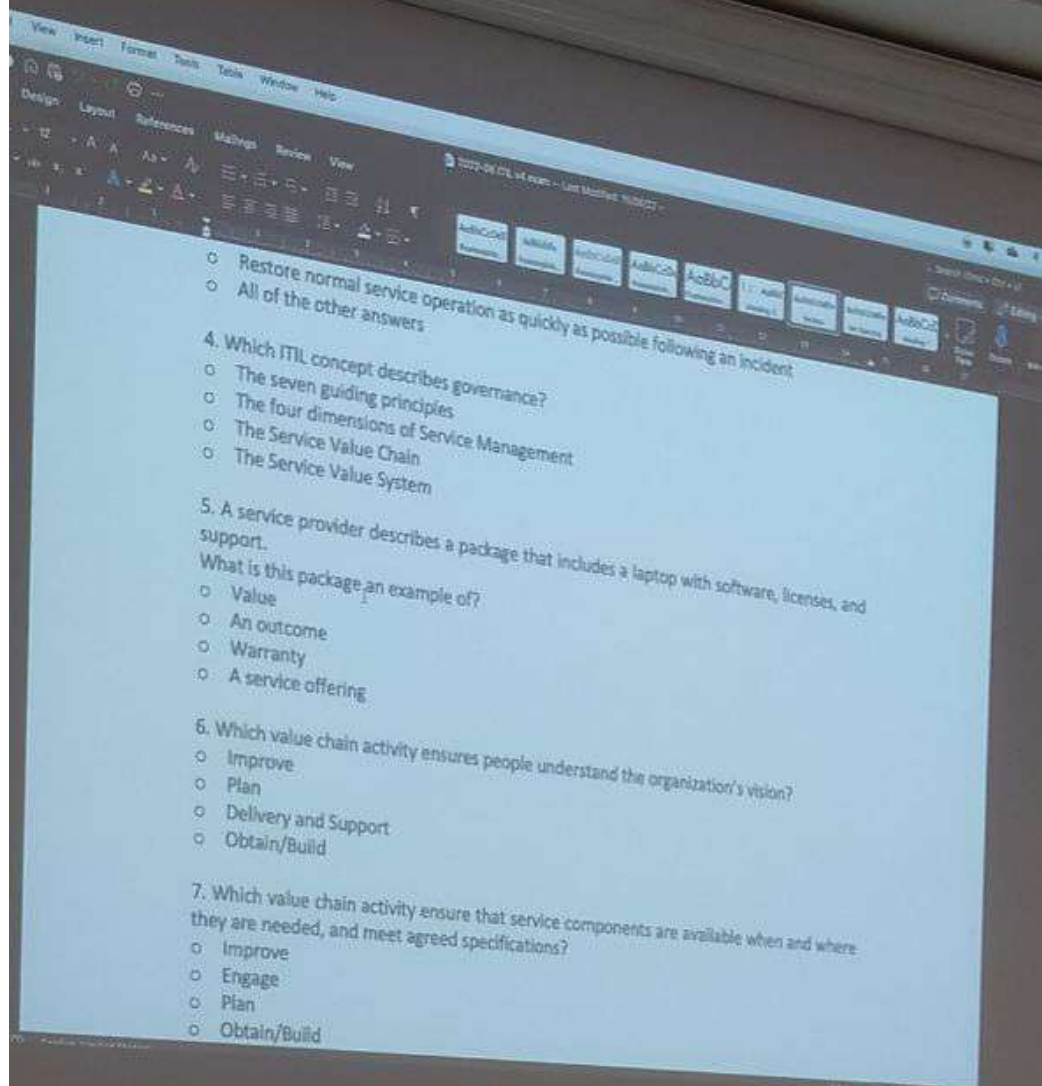
C. 1, 2 and 3 only

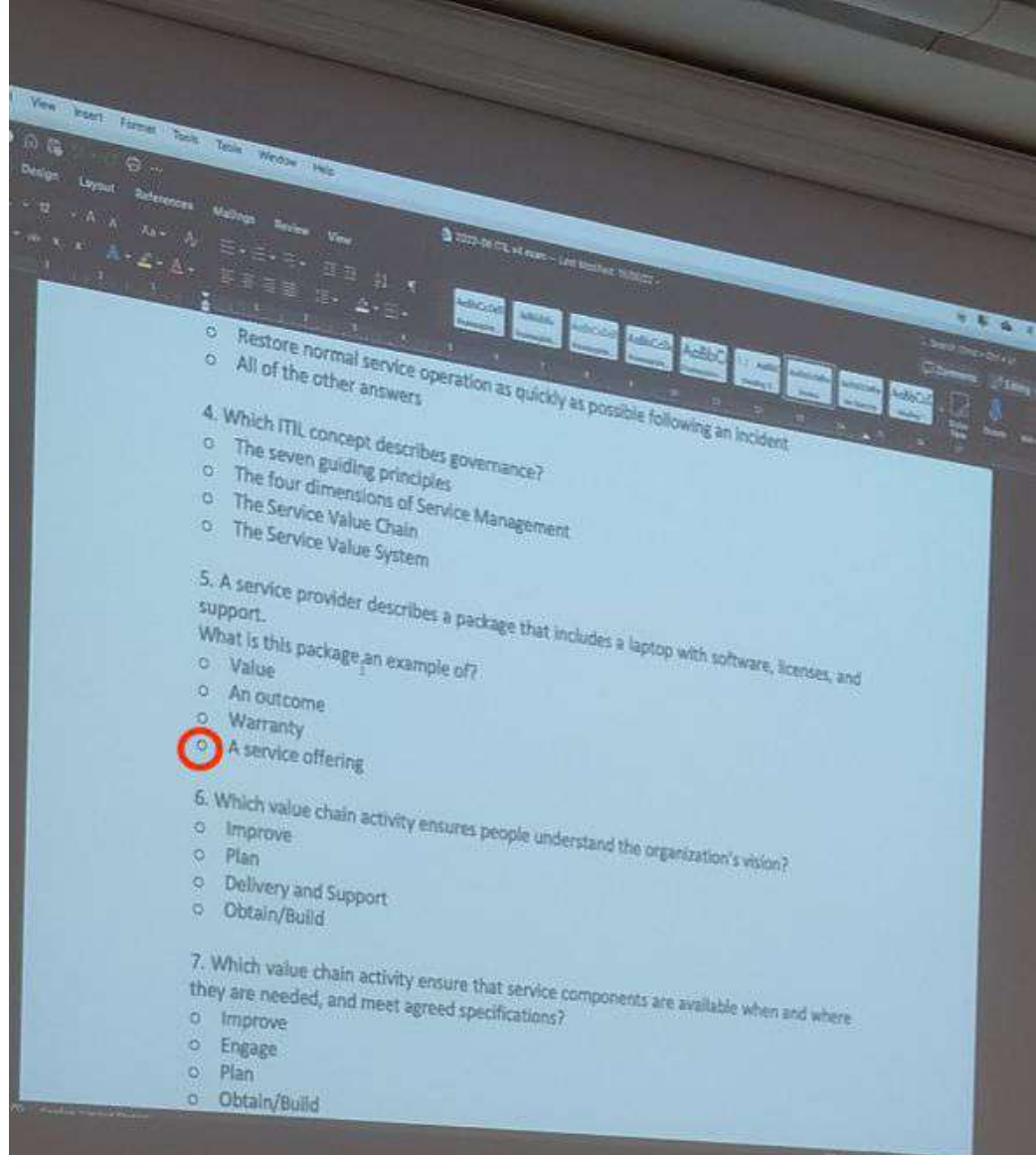
☒ D. 2, 3 and 4 only

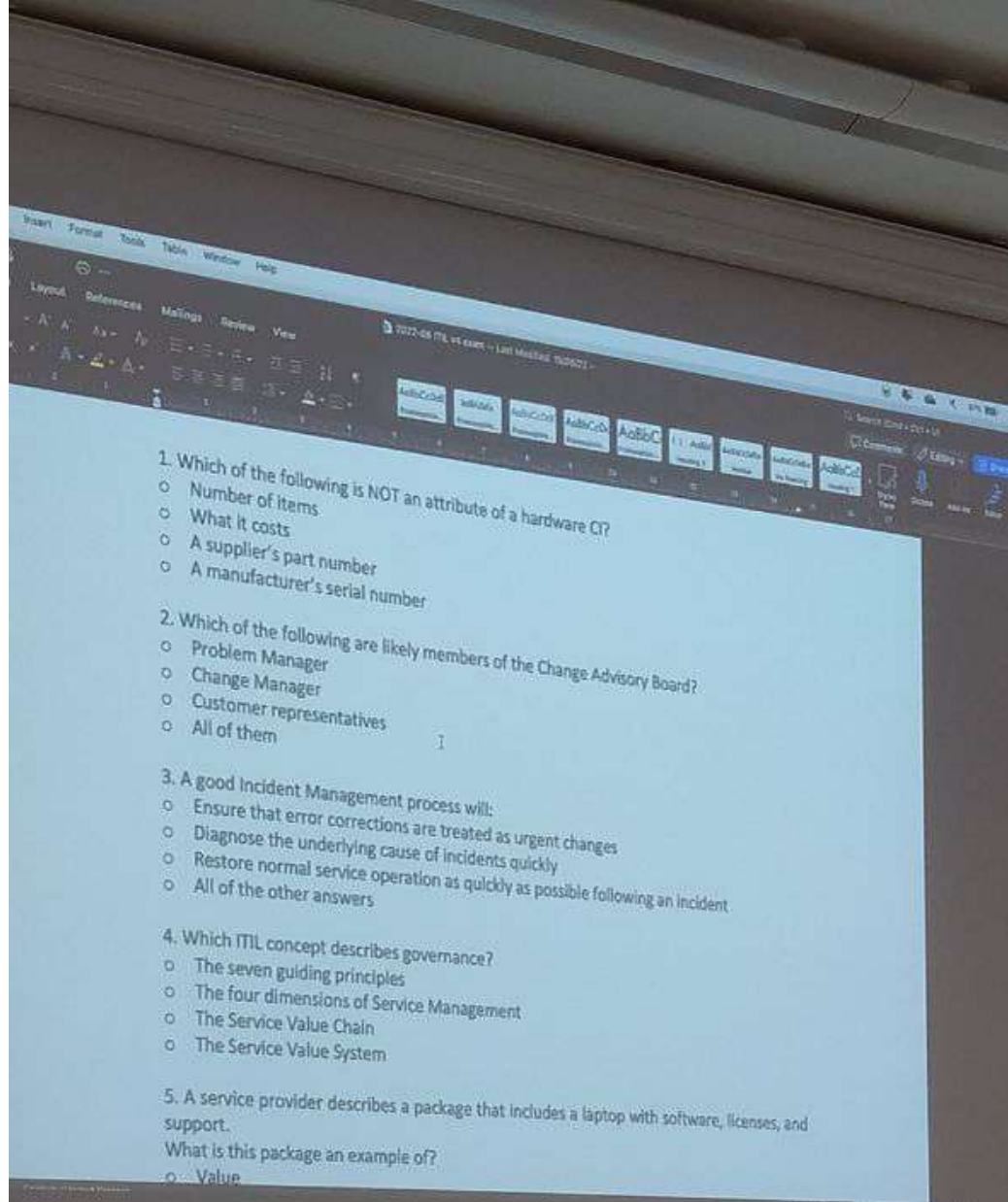
11 Mention the types of service well-defined in ITIL

1. Enabling

- PowerPoint File View Insert Layout References Mailings Review View
- 2022-08-17 14:45:00 - last modified: 2022-08-17 14:45:00
- The Service Value Chain
 - The ITIL guiding principles
 - Continual Improvement
11. What should be carried out FIRST when applying the 'focus on value' guiding principle?
- Identifying the outcomes that the service facilitates
 - Identifying all the suppliers and partners involved in the service
 - ☒ Determining who the service consumer is in each situation
 - Determining the cost of providing the service
12. Identify the missing words in the following sentence.
The purpose of the [] is to ensure that the organization continually co-creates value with all stakeholders in line with the organization's objectives.
- Focus on Value guiding principles
 - Four dimensions of Service Management
 - Service Value System
 - Service Request Management practice
13. Which guiding principle would help the MOST in breaking down silos and eliminating conflicting goals?
- Collaborate and promote visibility
 - Start where you are
 - Optimize and automate
 - Progress iteratively with feedback







ITIL Foundation Exam Questions

1. Select the one that is the most appropriate definition of an outcome?

Choose one answer:

- A. The results explicit to the clauses in SLA (Service Level Agreement)
- ☒ B. The result of conducting an activity, delivering an IT service or following a service
- C. All the amassed knowledge of the service provider
- D. All incidents informed to the service desk

2. Select the one that is NOT the objective or valid purpose of problem management.

Choose one answer:

- A. To avoid problems as well as resultant incidents

- B. Release and deployment management
- C. Incident management
- D. Request fulfillment

✓ proceed to the next question. Correct answers will be displayed when you complete exam.

6 Select the one that is NOT an objective of CSI - Continual Service Improvement?

Choose one answer:

- A. Analyze and review Service Level Achievement results
- B. Recognize activities to increase the efficacy of service management processes
- C. Improve the IT services' cost-effectiveness without losing customer satisfaction
- ☒ D. Conduct activities to manage and deliver services at decided levels to business users

7 Which one of the following is CORRECT?

Choose one answer:

- A. The configuration management system belongs to the known error database
- B. The CMS belongs to the configuration management database
- C. The SKMS (service knowledge management system) belongs to the configuration

- A. To avoid problems as well as resultant incidents
- B. To handle problems during their life cycle
- C. To reinstate service to the user
- D. To eradicate recurring incidents

3 Select the one that offers value to the business right from service strategy.

- Allowing the service provider to fully understand the levels of service which will help in making their consumer's successful
- Allowing the service provider to quickly and effectively respond to all the changes in the overall business environment
- Reduction in the frequency and duration of service charge.

Choose one answer:

- A. None
- B. 1 and 2 only
- ☒ C. 1 and 3 only
- D. 2 and 3 only

4 Which process or function would offer staff to analyze and monitor events considering an operations bridge?

Choose one answer:

- A. To guarantee the understanding of changes impact
- B. To make sure that changes are evaluated and recorded
- C. To guarantee that all modifications to configuration items (CIs) are properly recorded in the CMS (configuration management system)
- D. To manage and deliver IT services at settled levels to business users

16. Name the processes which are accountable for the underpinning contracts' regular review.

Choose one answer:

- ☒ A. Service level management and supplier management
- B. Change management and supplier management
- C. Service level management and availability management
- D. Availability management and supplier management

17. A known error is created after the completion of a problem's diagnosis but before a workaround is found. Do you consider it a valid approach?

Choose one answer:

- A. Yes: for information, you can create a known error record at any time it is sensible to

A. None

B. 1 and 2 only

C. 1 and 3 only

✓ proceed to the next question. Correct answers will be displayed when you complete exam.

D. 2 and 3 only

4 Which process or function would offer staff to analyze and monitor events considering an operations bridge?

Choose one answer:

A. Technical management

☒ B. Operations management

C. Applications management

D. Request fulfilment

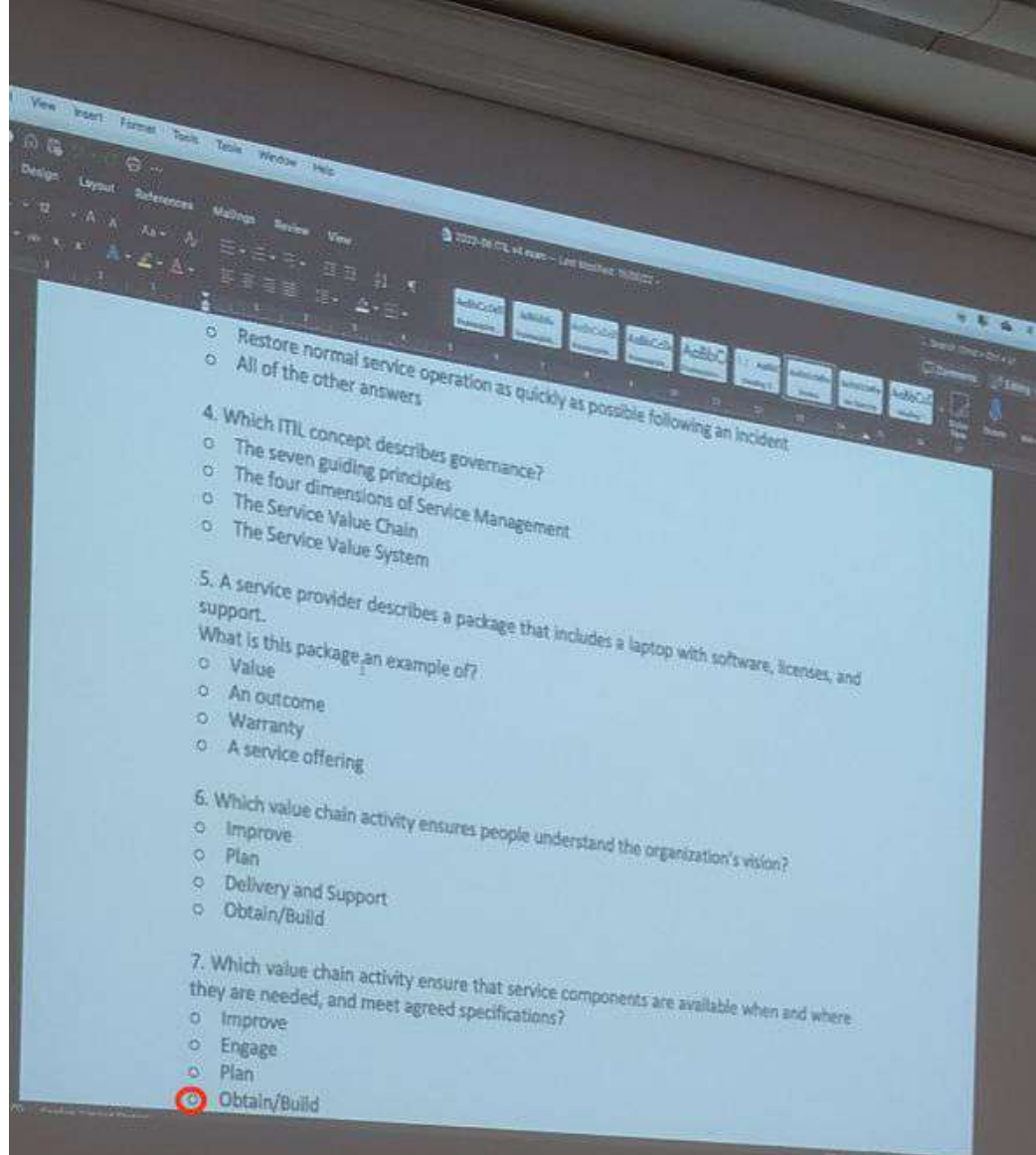
5 Which process is accountable for frequently occurring, low risk and low-cost changes?

Choose one answer:

A. Demand management

B. Release and deployment management

C. Incident management



IT Service Management Exam

academic year 2022/23

9. Which dimension considers data security and privacy?

- ☐ Organizations and People
- ☐ Information and Technology
- ☐ Partners and Suppliers
- ☐ Value Streams and Processes

10. Which can act as an operating model for an organization?

- ☐ The four dimensions of Service Management
- ☒ The Service Value Chain
- ☐ The ITIL guiding principles
- ☐ Continual Improvement

11. What should be carried out FIRST when applying the 'focus on value' guiding principle?

- ☐ Identifying the outcomes that the service facilitates
- ☐ Identifying all the suppliers and partners involved in the service
- ☐ Determining who the service consumer is in each situation

- A. The configuration management system belongs to the known error database
B. The CMS belongs to the configuration management database
C. The SKMS (service knowledge management system) belongs to the configuration management system
D. The configuration management system belongs to the service knowledge management system

8 Name the area in which ITIL complementary guidance offer assistance.

- Adapting best practice for particular industry sectors
- Integrating ITIL with various other operating models

Choose one answer:

- A. Both of the above
B. Neither of the above
C. Option 2 only
D. Option 1 only

9 Select the one that is the BEST explanation of a relationship considering service asset and configuration management.

Choose one answer:

12 Select the one that is not a problem management's objective.

Mark one answer:

- A. Diminishing the impact of events that cannot be prevented
- B. Avoiding problems and resulting events from happening
- C. Eradicating recurring incidents
- D. Reinstating normal service operation ASAP

13 Name the core ITIL publication where you can find complete descriptions of information security management, service catalogue management, and supplier management?

Mark one answer:

- A. Service strategy
- ☒ B. Service design
- C. Service operation
- D. Service transition

14 Which of the following statements truly defines a definitive media library (DML)?

Choose one answer:

- A. A secure place where definitive hardware spares are kept

Choose one answer:

- A. Technical management
- B. IT operations management

✓ proceed to the next question. Correct answers will be displayed when you complete exam.

- C. Applications management
- D. Request fulfilment

5 Which process is accountable for frequently occurring, low risk and low-cost changes?
Choose one answer:

- A. Demand management
- B. Release and deployment management
- C. Incident management
- ☒ D. Request fulfillment

Select the one that is NOT an objective of CSI - Continual Service Improvement?

Choose one answer:

- A. Analyze and review Service Level Achievement results
- B. Recognize activities to increase the efficacy of service management processes

Choose one answer:

- A. Both of the above
- B. Neither of the above
- C. Option 2 only
- D. Option 1 only

9 Select the one that is the BEST explanation of a relationship considering service asset and configuration management.

Choose one answer:

- A. Describes the hardware topography
- B. Describes the way configuration items (CIs) collaborate to deliver the services
- C. Defines the software that should be installed on a specific piece of hardware
- D. Describes how version numbers need to be used in a release

10 Select the one on which the continuity strategy of IT service should be based on.

- Design of the service metrics
- Risk assessment
- Business continuity strategy
- Business impact analysis (BIA)