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ITIL 4 Foundation Certification - Exam questions

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ITIL 4 Foundation Certification

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

- Focus on value
- Keep it simple and practical
- Start where you are
- Progress interactively with feedback

2. Which statement about known errors and problems is CORRECT?

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

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

- Keep it simple and practical
- Collaborate and promote visibility
- Optimize and automate
- Think and work holistically

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

- Start where you are
- Think and work holistically
- Keep it simple and practical
- Progress iteratively with feedback

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

- Focus on value
- Collaborate and promote visibility
- Think and work holistically
- Keep it simple and practical

6. Which guiding principle recommends organizing work into smaller, manageable sections that can be executed and completed in a timely manner?

- Focus on value
- Start where you are
- Collaborate and promote visibility
- Progress iteratively with feedback

7. Which guiding principle describes the importance of doing something, instead of spending a long time analysing different options?

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

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

- Engage
- Guiding principles
- Delivery and Support
- Obtain/Build

9. What is the end result of the service value system?

- Activities
- Value
- Practices
- Demand

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

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

11. What is the effect of increased automation on the 'service desk' practice?

- Greater ability to focus on customer experience when personal contact is needed
- Decrease in self-service incident logging and resolution
- Increased ability to focus on fixing technology instead of supporting people
- Elimination of the need to escalate incidents to support teams

12. Which statement about the 'service desk1 practice is CORRECT?

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

13. 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 principle
- service value system

- 'service request management' practice
- four dimensions of service management

14. How should an organization adopt continual improvement methods?

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

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

- Engage
- Improve
- Obtain/build
- Plan

16. Which statement about emergency changes is CORRECT?

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

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

- Local
- Centralized
- Outsourced
- Virtual

18. Which are the elements of process control?

- Inputs, outputs and triggers
- Work instructions, procedures and roles
- Resources, capabilities and metrics
- Process owner, policy and objectives

19. What can be used to help determine the impact level of a problem?

- Definitive media library (DML)
- Configuration management system (CMS)
- Statement of requirements (SOR)
- Standard operating procedures (SOP)

20. Which is a supplier category?

- Commodity
- Customer
- Resource
- Technical

21. Service transition contains detailed descriptions of which processes?

- Change management, service asset and configuration management, release and deployment management
- Change management, capacity management, event management, service request management
- Service level management, service portfolio management, service asset and configuration management
- Service asset and configuration management, release and deployment management, request fulfillment

22. What is described by the service value system?

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

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

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

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

- An initial baseline assessment
- The production of a detailed CSI plan
- Verifying that improvement targets have been achieved
- Understanding priorities for improvement

25. Which term describes the functionality offered by a service?

- Cost
- Utility
- Warranty
- Risk

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

- Progress iteratively with feedback
- Keep it simple and practical
- Optimize and automate
- Focus on value

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

- Wholesale customer view
- Retail customer view
- Supporting services view
- Service-based SLA view

28. Which value chain activity ensures the availability of service components?

- Improve

- Deliver and support
- Obtain/build
- Engage

29. What is the CORRECT definition of service management?

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

30. How should an organization adopt continual improvement methods?

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

31. What is a recommendation of the ‘focus on value’ guiding principle?

- Focus on value for the service provider first
- Make ‘focus on value’ a responsibility of the management
- Focus on value at every step of the improvement
- Focus on the value of new and significant projects first

32. What considerations influence the supplier strategy of an organization?

- Contracts and agreements
- Type of cooperation with suppliers
- Corporate culture of the organization
- Level of formality

33. Which practice updates information relating to symptoms and business impact?

- Incident management
- Service request management
- Change control
- Service level management

34. Which ITIL concept describes governance?

- The service value system
- The service value chain
- The seven guiding principles
- The four dimensions of service management

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

- Change control
- Service request management
- Problem management
- Incident management

36. How does categorization of incidents assist the 'incident management' practice?

- It determines the priority assigned to the incident
- It determines how the service provider is perceived C
- It helps direct the incident to the correct support area
- It ensures that incidents are resolved in timescales agreed with the customer

37. Which dimension of service management considers governance, management, and communication?

- Organizations and people
- Information and technology
- Partners and suppliers
- Value streams and processes

38. Which are the elements of process control?

- Inputs, outputs and triggers
- Work instructions, procedures and roles
- Resources, capabilities and metrics
- Process owner, policy and objectives

39. Which is an objective of the design coordination process?

- To produce service design packages and ensure they are handed over to service transition
- To assess and evaluate all changes and their impact on service designs
- To document the initial structure and relationship between services and customers
- To gather and document new service level requirements from the customer

40. Which statement about IT service management is CORRECT?

- It is performed by customers using a mix of IT systems, services and processes
- It is performed by IT service providers using a mix of suppliers and their products
- It is performed by the service desk using a mix of people, process and technology
- It is performed by IT service providers using a mix of people, process and technology

41. Which dimension includes activities and workflows?

- Organizations and people
- Information and technology
- Partners and suppliers
- Value streams and processes

42. Which describes a standard change?

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

43. What is a recommendation of the "focus on value" guiding principle?

- Make "focus on value" a responsibility of the management
- Focus on the value of new and significant projects first
- Focus on value for the service provider first
- Focus on value at every step of the improvement

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

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

45. What are the ITIL guiding principles used for?

- To help an organization make good decisions
- To direct and control an organization
- To identify activities that an organization must perform in order to deliver a valuable service
- To ensure that an organization's performance continually meets stakeholders' expectations

46. Which is included in the purpose of the "design and transition" value chain activity?

- Ensuring that service components are available when needed
- Providing transparency and good stakeholder relationships
- Supporting services according to specifications
- Continually meeting stakeholder expectations for costs

47. What are 'engage', 'plan' and 'improve' examples of?

- Service value chain activities
- Service level management
- Service value chain inputs
- Change control

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

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

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

- A self-help tool
- The incident priority
- A change schedule
- The incident category

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

- Problem investigation and resolution
- Business analysis and commercial management
- Incident analysis and prioritization
- Balanced scorecard reviews and maturity assessment

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

- measurement
- tools
- plans
- process

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

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

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

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

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

- Problem logging, problem classification, problem resolution
- Incident management, problem management, change control
- Problem identification, problem control, error control
- Problem analysis, error identification, incident resolution

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

- Information security management
- Monitoring and event management
- Incident management
- Change control

56. Which TWO statements about an organization's culture are CORRECT? (Choose two.) 1. It is created from shared values based on how it carries out its work 2. It is determined by the type of technology used to support services 3. It should be based on the culture of prospective suppliers 4. It should be based on the objectives of the organization

- 1 and 2
- 2 and 3
- 3 and 4
- 1 and 4

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

- Incident analysis skills
- Technical skills
- Problem resolution skills
- Supplier management skills

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

- Make focus on value a responsibility of the management
- Focus on the value of new and significant projects first
- Focus on value for the service provider first
- Focus on value at every step of the improvement

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

- Each iteration should be designed before starting the initiative and implemented without feedback
- Feedback should only be taken into account when one iteration fails to meet its objective
- Feedback should be reduced for large improvements as it is unlikely that circumstances will change

- Each iteration should be continually re-evaluated based on feedback

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

- Service management
- Continual improvement
- A service
- An IT asset

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

- Start where you are
- Collaborate and promote visibility
- Keep it simple and practical
- Optimize and automate

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

- Ensuring that service components are available when needed
- Providing transparency and good stakeholder relationships
- Supporting services according to specifications
- Continually meeting stakeholder expectations for costs

63. What are engage, plan and improve examples of?

- Service value chain activities
- Service level management
- Service value chain inputs
- Change control

64. Which is part of service provision?

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

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

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

66. 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 principle
- service value system
- 'service request management' practice
- four dimensions of service management

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

- Change control
- Service request management
- Problem management
- Incident management

68. Which statement about outcomes is CORRECT?

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

69. Which statement about IT service management is CORRECT?

- It is performed by customers using a mix of IT systems, services and processes
- It is performed by IT service providers using a mix of suppliers and their products
- It is performed by the service desk using a mix of people, process and technology
- It is performed by IT service providers using a mix of people, process and technology

70. When should the effectiveness of a problem workaround be assessed?

- Whenever the workaround is used
- Whenever the problem is resolved
- Whenever the workaround becomes a known error
- Whenever the problem is prioritized

71. Which practice updates information relating to symptoms and business impact?

- Change control
- Incident management
- Service request management
- Service level management

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

- Continual improvement
- Service level management
- Service desk
- Problem management

73. What should be used to set user expectations for request fulfillment times?

- The time that the customer indicates for service delivery
- The consumer demand for the service
- The time needed to realistically deliver the service
- The service levels of the supplier

74. Which dimension includes activities and workflows?

- Organizations and people
- Information and technology
- Partners and suppliers
- Value streams and processes

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

- As a change request
- As a service request
- As an event
- As a problem

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

- Service level management
- Service configuration management
- Relationship management
- Continual improvement

77. Which statement about costs is CORRECT?

- Costs imposed on the consumer are costs of service utility
- Costs removed from the consumer are part of the value proposition
- Costs imposed on the consumer are costs of service warranty
- Costs removed from the consumer are part of service consumption

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

- Incident management
- Problem management
- Continual improvement
- Service request management

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

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

80. How should automation be implemented?

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

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

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

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

- Use a single workflow for all types of service request
- Use different workflows for each type of service request
- Avoid workflows for simple service requests
- Leverage existing workflows whenever possible

83. 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

- 1and2
- 2and3
- 3and4
- 1and4

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Itil 4 Foundation Certification

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Preguntas examen Certificación

1. What is the effect of increased automation on the 'service desk' practice?

- Greater ability to focus on customer experience when personal contact is needed
- Decrease in self-service incident logging and resolution
- Increased ability to focus on fixing technology instead of supporting people
- Elimination of the need to escalate incidents to support teams

2. Which term describes the functionality offered by a service?

- Cost
- Utility
- Warranty
- Risk

3. Which is the purpose of the 'monitoring and event management' practice?

- To ensure that accurate and reliable information about the configuration of services is available when and where it is needed
- To systematically observe services and service components, and record and report selected changes of state
- To protect the information needed by the organization to conduct its business
- To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

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

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

5. How do all value chain activities transform inputs to outputs?

- By determining service demand
- By using a combination of practices
- By using a single functional team

- By implementing process automation

6. How does customer engagement contribute to the 'service level management' practice?

- It captures information that metrics can be based on
- It ensures the organization meets defined service levels
- It defines the workflows for service requests
- It supports progress discussions

7. What is the starting point for optimization?

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

8. Identify the missing words in the following sentence. The purpose of the [?] is to ensure that the organization continually co-creates value with all stakeholders in line with the organization's objectives.

- 'focus on value' guiding principle
- four dimensions of service management
- service value system
- 'service request management' practice

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

- Change control
- Service request management
- Problem management
- Incident management

10. Which joint activity performed by a service provider and service consumer ensures continual value co-creation?

- Service provision
- Service consumption
- Service offering
- Service relationship management

11. Which practice may involve the initiation of disaster recovery?

- Incident management
- Service request management
- Service level management
- IT asset management

12. What type of change is MOST likely to be managed by the 'service request management' practice?

- A normal change
- An emergency change
- A standard change
- An application change

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

- Focus on value
- Collaborate and promote visibility
- Think and work holistically
- Keep it simple and practical

14. What is a means of enabling value co-creation by facilitating outcomes that customers want to achieve?

- A service
- An output
- A practice
- Continual improvement

15. Which statement about change authorization is CORRECT?

- A change authority should be assigned to each type of change and change model
- Centralizing change authorization to a single person is the most effective means of authorization
- The authorization of normal changes should be expedited to ensure they can be implemented quickly
- Standard changes are high risk and should be authorized by the highest level of change authority

16. Which dimension of service management considers governance, management, and communication?

- Organizations and people
- Information and technology
- Partners and suppliers
- Value streams and processes

17. Identify the missing word in the following sentence.

- logged
- analysed
- escalated
- closed

18. Which statement about known errors and problems is CORRECT?

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

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

- Compliments and complaints
- Self-service tools
- Problem management
- Incident management

20. Which statement about the 'service desk' practice is CORRECT?

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

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

- Service configuration management
- Service desk
- IT asset management
- Monitoring and event management

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

- Supplier management
- Deployment management
- Problem management
- Incident management

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

- outputs
- outcomes
- costs
- risks

24. Which guiding principle describes the importance of doing something, instead of spending a long time analysing different options?

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

25. What should be done for every problem?

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

26. How should an organization include third-party suppliers in the continual improvement of services?

- Ensure suppliers include details of their approach to service improvement in contracts
- Require evidence that the supplier uses agile development methods
- Require evidence that the supplier implements all improvements using project management practices
- Ensure that all supplier problem management activities result in improvements

27. What considerations influence the supplier strategy of an organization?

- Contracts and agreements
- Type of cooperation with suppliers
- Corporate culture of the organization
- Level of formality

28. What is a problem?

- An addition or modification that could have an effect on services

- Any change of state that has significance for the management of a configuration item
- A cause or potential cause of one or more incidents
- An unplanned reduction in the quality of a service

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

- To align the organization's practices and services with changing business needs
- To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels
- To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors
- To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

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

- The four dimensions of service management
- The guiding principles
- The service value chain
- Practices

31. What is an output?

- A change of state that has significance for the management of a configuration item
- A possible event that could cause harm or loss
- A result for a stakeholder
- Something created by carrying out an activity

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

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

33. Why should incidents be prioritized?

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

34. Which practice has a purpose that includes helping the organization to maximize value, control costs and manage risks?

- Relationship management
- IT asset management
- Release management
- Service desk

35. Why should service desk staff detect recurring issues?

- To help identify problems
- To escalate incidents to the correct support team
- To ensure effective handling of service requests
- To engage the correct change authority

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

- Improve
- Engage
- Obtain/build
- Plan

37. 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

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

- Service desk
- Service level management
- Service request management
- Service configuration management

39. Which is the BEST example of an emergency change?

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

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

- Focus on value
- Start where you are
- Collaborate and promote visibility
- Progress iteratively with feedback

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1. **ITIL 4 Foundation Certification 2021 Exam Question Answers Set 3**

ITIL 4 Foundation Certification 2021 Exam Question Answers Set 3

What method emphasizes close collaboration between the roles of software development and technical operations?

Options are :

Agile Method

Change Method

DevOps Method (Correct)

Waterfall method

Answer :DevOps Method

What is the service value chain activity is done to ensure that products and services continually meet stakeholder expectations for quality, costs, and time to market?

Options are :

Engage

Design

Plan

Design and transition (Correct)

Answer :Design and transition





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The ITIL continual improvement model has _____ steps?

Options are :

- 4
- 5
- 6
- 7 (Correct)

Answer :7

What can be defined as a series of steps an organization undertakes to create and deliver products and services to consumers?

Options are :

- Value maps*
- Process maps*
- Process stream*
- Value stream (Correct)*

Answer :Value stream

What event do not require action at the time they are identified?

Options are :

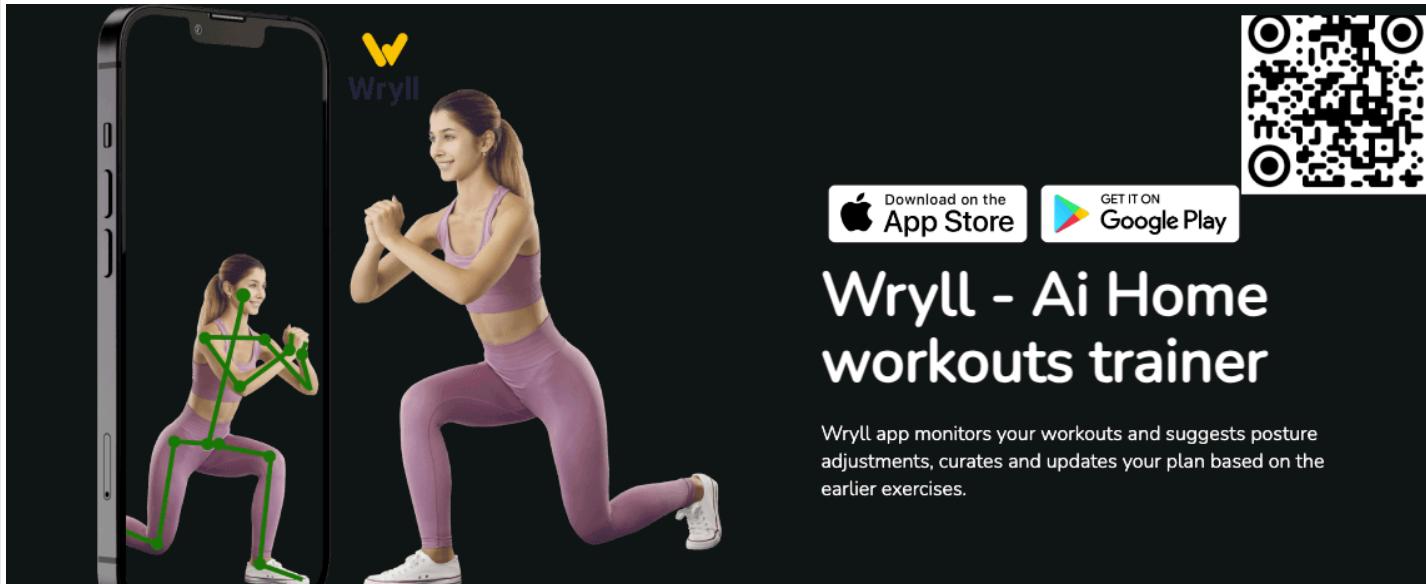
- Informational (Correct)*



Status

Error

Answer :Informational



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

Options are :

Event

Problem (Correct)

Know Error

Error

Answer :Problem

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

Options are :

Unresolved issue

Known error (Correct)

User error

Unresolved incidents

Answer :Known error



for which a full resolution is not yet available?

Options are :

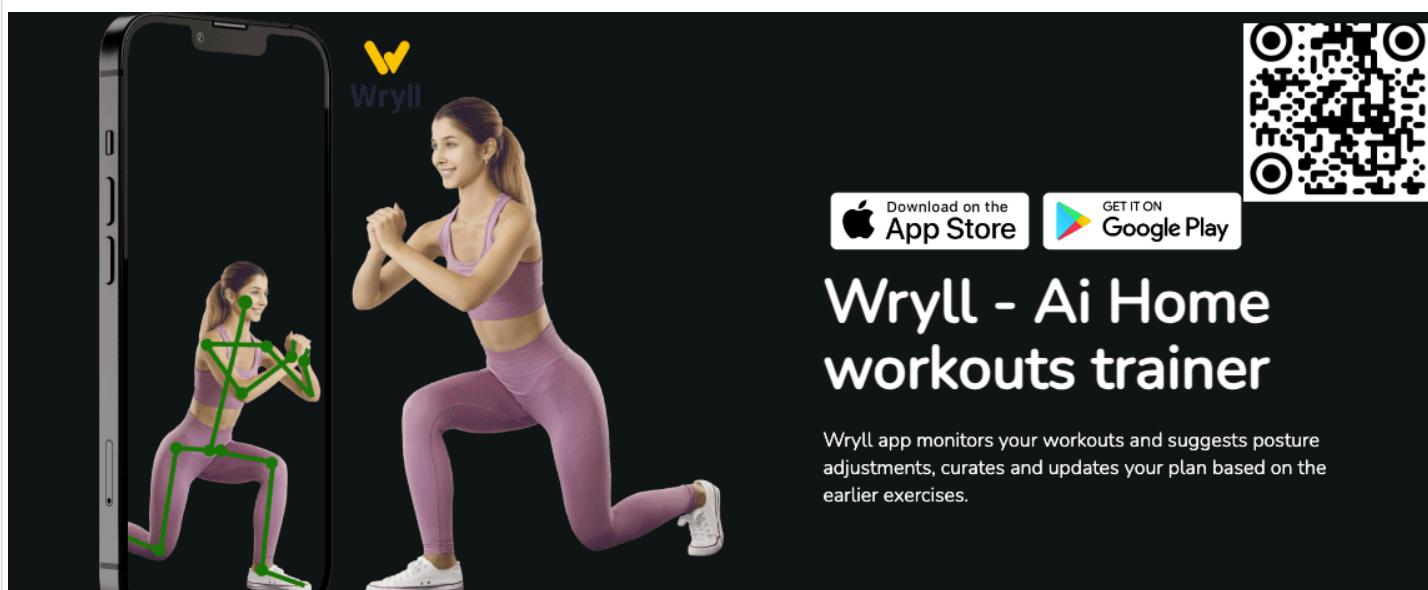
Risk reduction

Workaround (Correct)

Temporary solution

Provisional solution

Answer :Workaround



What should be defined by the organization for each of their products and services?

Options are :

Value maps

Process maps

Process stream

Value stream (Correct)

Answer :Value stream

What is a version of a service or other configuration item, or a collection of configuration items, that is made available for use?



Tools

Topics

Options are :

Event

Update

Fix

Release (Correct)

Answer :Release

Which practice is done to make new and changed services and features available for use?

Options are :

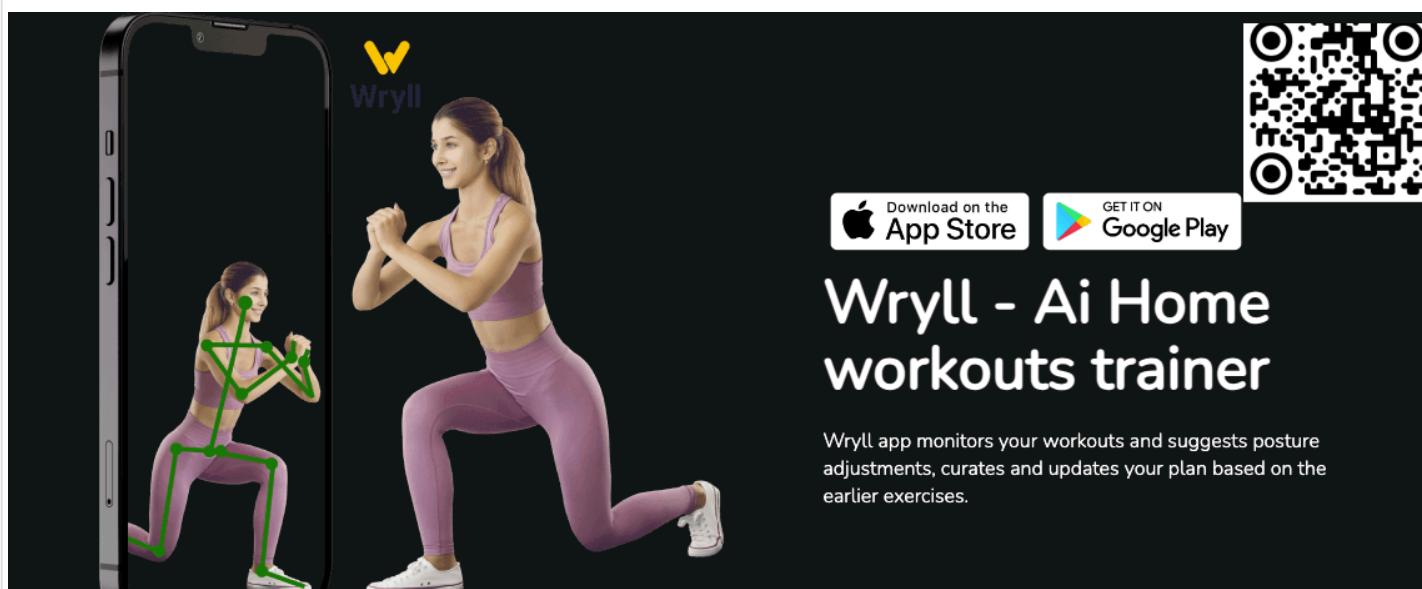
Problem management

Release management (Correct)

Update management

Service update management

Answer :Release management



What in the service value chain is done to provide a good understanding of stakeholder needs, transparency, and continual engagement and good relationships with all stakeholders?

Options are :



Engage (Correct)

Design

Deliver and support

Answer :Engage

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

Options are :

Configuration component

Configuration item (Correct)

Configuration system

Technology Configuration

Answer :Configuration item

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

Options are :

Progress iteratively with feedback

Keep it simple and practical

Start where you are (Correct)

Optimize and automate

Answer :Start where you are





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Which practice ensures that risks have been properly assessed?

Options are :

Service configuration management

Continual Improvement

Incident management

Change enablement (Correct)

Answer :Change enablement

What represents the need or desire for products and services from internal and external customers?

Options are :

Opportunity

Demand (Correct)

Customer

Service

Answer :Demand

What includes identification of potential permanent solutions which may result in a change request for implementation of a solution, but only if this can be justified in terms of cost, risks, and benefits?



Options are :

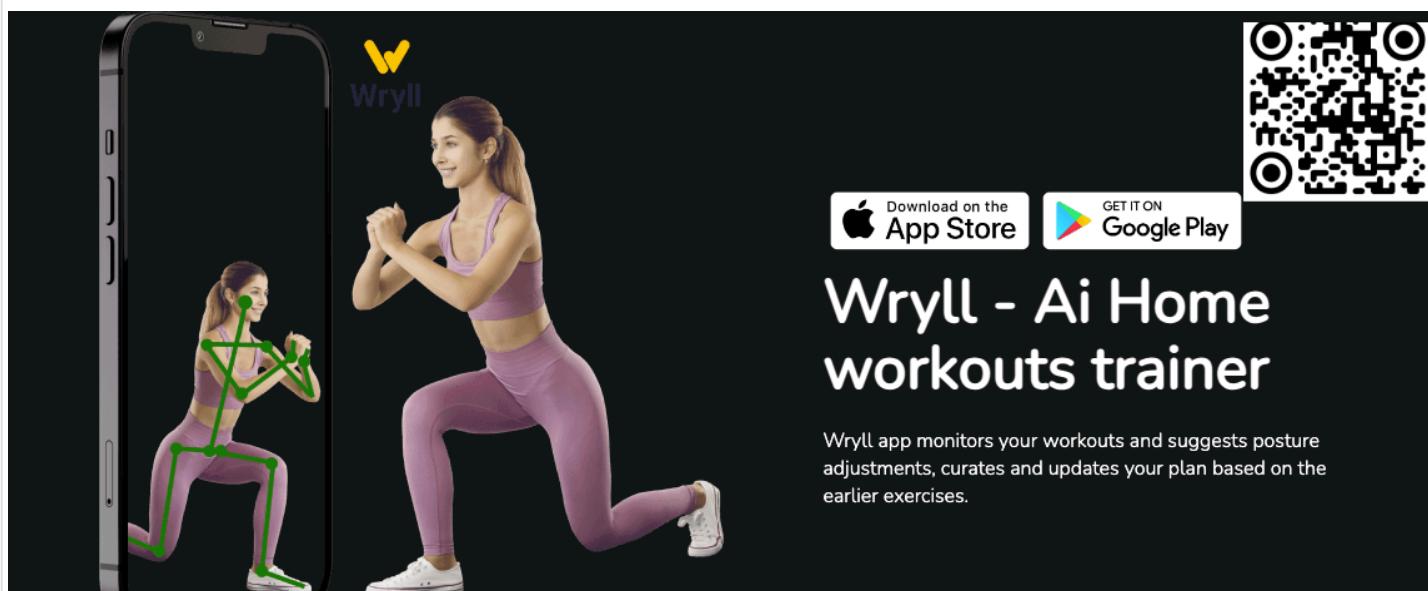
Error control (Correct)

User control

Problem control

Fix management

Answer :Error control



What type of change is MOST likely to be managed as a service request?

Options are :

A standard change (Correct)

A normal change

An emergency change

An organizational change

Answer :A standard change





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

Options are :

Organizations and people

Information and technology

Partners and suppliers (Correct)

Value streams and processes

Answer :Partners and suppliers

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

Options are :

To ensure that spending is properly accounted for

To ensure that information security requirements are met

To streamline the fulfilment workflow

To set user expectations for fulfilment times (Correct)

Answer :To set user expectations for fulfilment times

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

Options are :

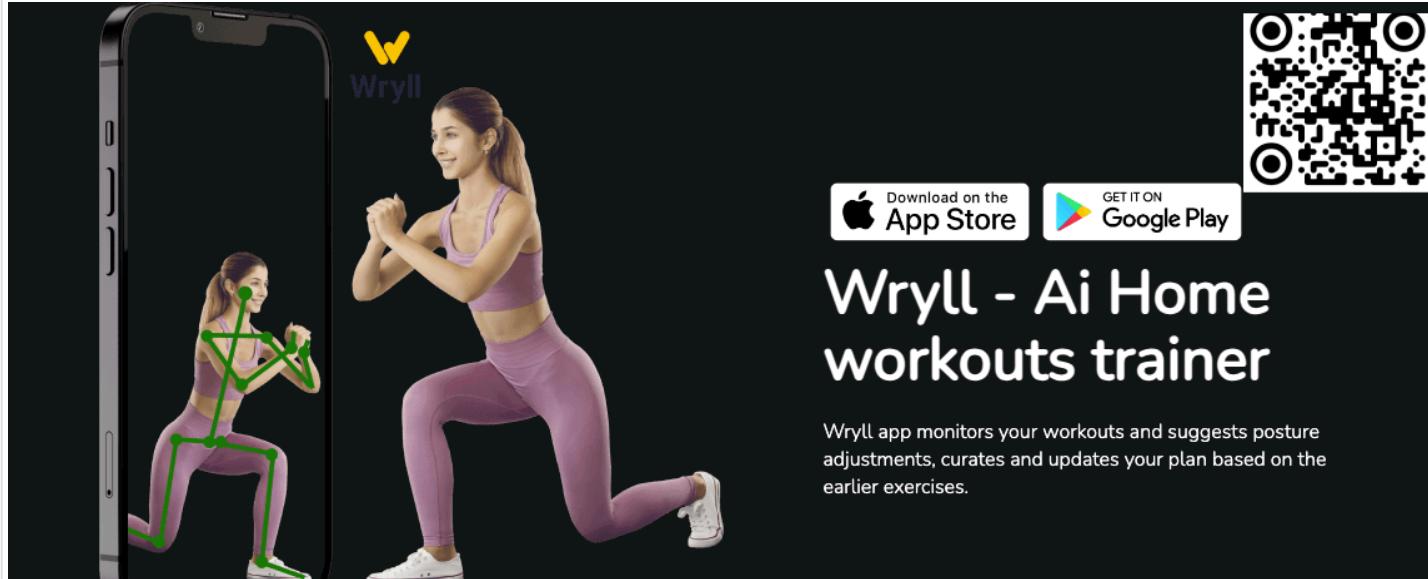
Service level agreements



Opportunity, demand and value (Correct)

Service desk

Answer :Opportunity, demand and value



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**

Options are :

1 and 2

2 and 3

3 and 4 (Correct)

1 and 4

Answer :3 and 4



kept by identifying how they contribute to value creation?

Options are :

Progress iteratively with feedback

Collaborate and promote visibility

Think and work holistically

Keep it simple and practical (Correct)

Answer :Keep it simple and practical

Which is the purpose of release management?

Options are :

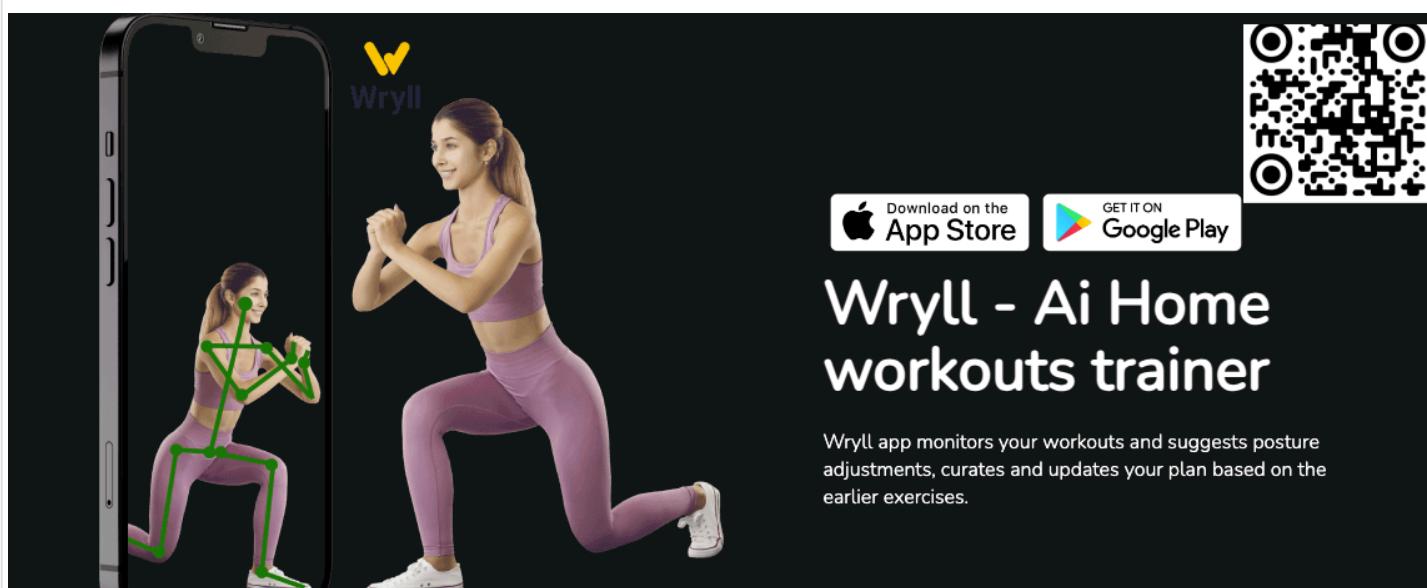
To protect the organization's information

To handle user-initiated service requests

To make new and changed services available for use (Correct)

To move hardware and software to live environments

Answer :To make new and changed services available for use



Which step of the continual improvement model includes baseline assessments?

Options are :

Did we get there?



What is the vision?

Where do we want to be?

Answer :Where are we now?

Which guiding principle considers customer and user experience?

Options are :

Collaborate and promote visibility

Focus on value (Correct)

Start where you are

Keep it simple and practical

Answer :Focus on value

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

Options are :

A risk

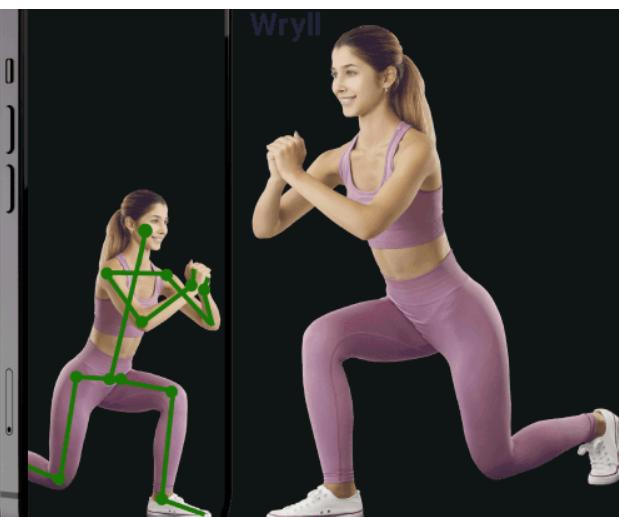
An organization (Correct)

A practice

An outcome

Answer :An organization





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

Options are :

Service level management (Correct)

Service desk

Continual improvement

Change enablement

Answer :Service level management

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

Options are :

Focus on value

Think and work holistically (Correct)

Optimize and automate

Collaborate and promote visibility

Answer :Think and work holistically

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



Options are :

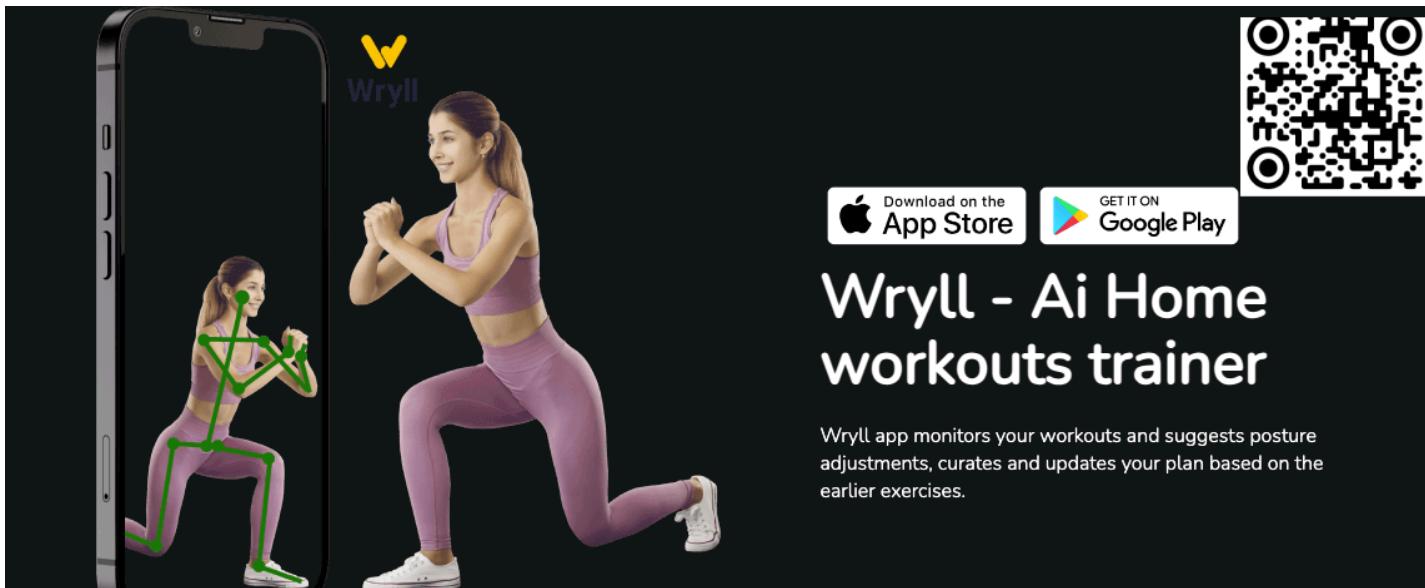
Service configuration management

Change enablement

Service request management (Correct)

Service level management

Answer :Service request management



Which gives a user access to a system?

Options are :

Service requirement (Correct)

Service agreement

Service consumption

Service provision

Answer :Service requirement

What is a change schedule PRIMARILY used for?

Options are :

To help plan, authorize and schedule emergency changes

To publish a list of service requests that users can select

To ensure that a single change authority reviews every change



Which describes the utility of a service?

Options are :

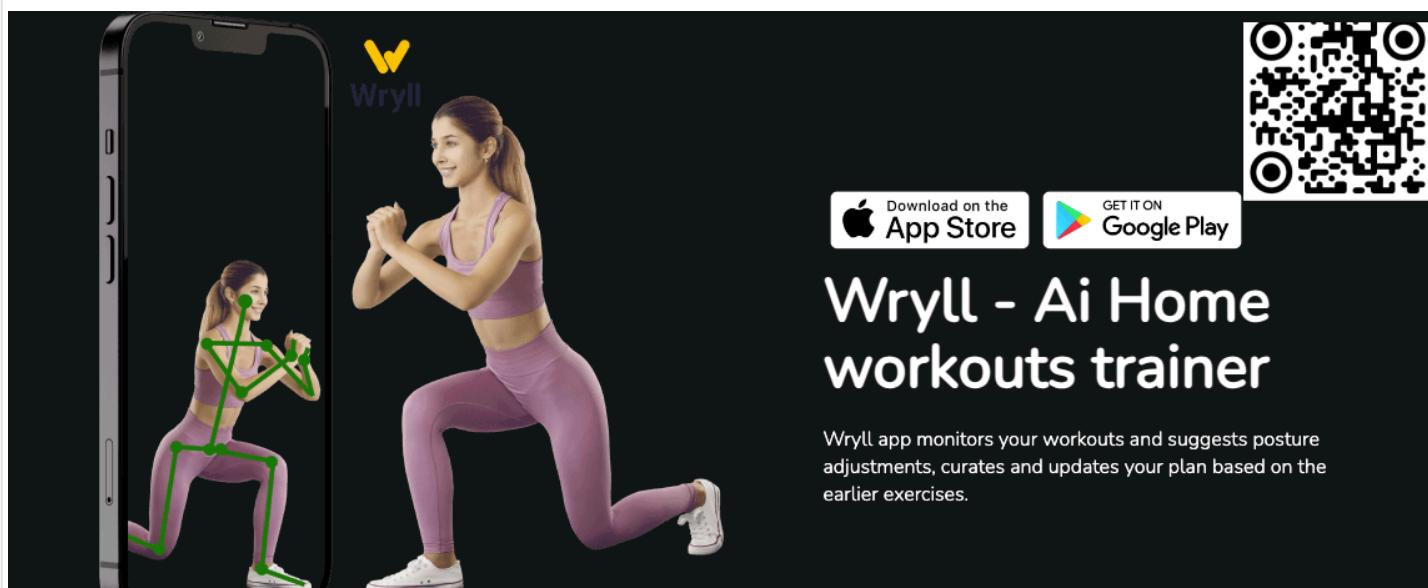
A service that is fit for use

A service that meets its service level targets

A service that increases constraints on the consumer

A service that supports the performance of the consumer (Correct)

Answer :A service that supports the performance of the consumer



Which two practices use workarounds?

Options are :

Change enablement and continual improvement

Change enablement and problem management

Problem management and incident management (Correct)

Incident management and continual improvement

Answer :Problem management and incident management

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



Options are :

Service management

Practices

A value stream (Correct)

Service level management

Answer :A value stream

Which is NOT a component of the service value system?

Options are :

The service value chain

Opportunity and demand (Correct)

Continual improvement

Governance

Answer :Opportunity and demand

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Which dimension considers data security and privacy?

Options are :

Organizations and people

Information and technology (Correct)



Value streams and processes
Answer :Information and technology

Which statement about service relationship management is CORRECT?

Options are :

It focuses on the service actions performed by users

It requires the service consumer to create resources for the service provider

It requires co-operation of both the service provider and service consumer (Correct)

It focuses on the fulfilment of the agreed service actions

Answer :It requires co-operation of both the service provider and service consumer

What is the MOST important reason for prioritizing incidents?

Options are :

To ensure that user expectations are realistic

To ensure that incidents with the highest impact are resolved first (Correct)

To help information-sharing and learning

To provide links to related changes and known errors

Answer :To ensure that incidents with the highest impact are resolved first

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



Options are :

An incident (Correct)

A problem

A change

An event

Answer :An incident

Which statement about outcomes is CORRECT?

Options are :

Outcomes rely on outputs to deliver results for a stakeholder (Correct)

Outcomes use activities to produce tangible or intangible deliverables

Outcomes give service consumers assurance of products or services

Outcomes help a service consumer to assess the cost of a specific activity

Answer :Outcomes rely on outputs to deliver results for a stakeholder

What is the definition of warranty?

Options are :

A means of identifying events that could cause harm or loss

A means of determining whether a service is fit for purpose

A means of identifying a result for a stakeholder

A means of determining whether a service is fit for use (Correct)

Answer :A means of determining whether a service is fit for use





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

Options are :

Change enablement

Problem management

Information security management (Correct)

Service configuration management

Answer :Information security management

Which statement about value-creating activities is CORRECT?

Options are :

Each value stream should be designed with a specific combination of service value chain activities (Correct)

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

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

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

Answer :Each value stream should be designed with a specific combination of service value chain activities

Which is part of the definition of a customer?



Options are :

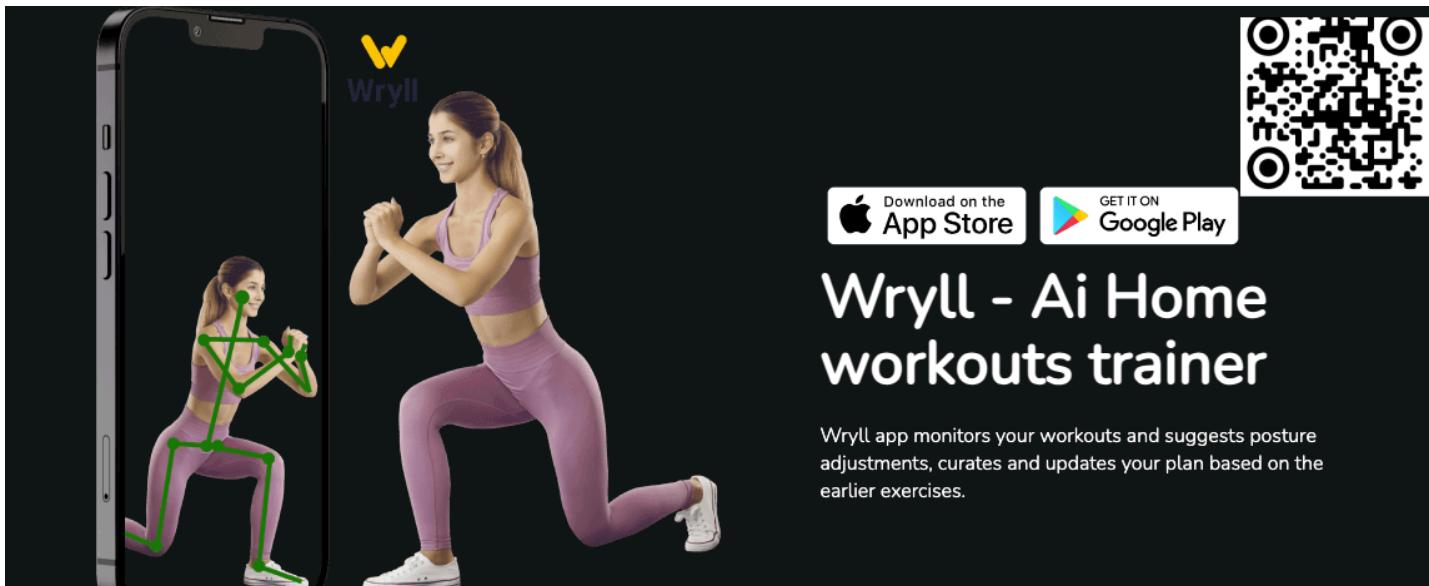
The role that defines the requirements for a service (Correct)

A means of enabling value co-creation

The role that authorizes budget for service consumption

A set of specialized organizational capabilities for enabling value

Answer :The role that defines the requirements for a service



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

Options are :

Focus on value

Start where you are

Think and work holistically (Correct)

Keep it simple and practical

Answer :Think and work holistically

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

Options are :

Service configuration management



Problem management

Deployment management

Answer :Service desk

Which statement about standard changes is CORRECT?

Options are :

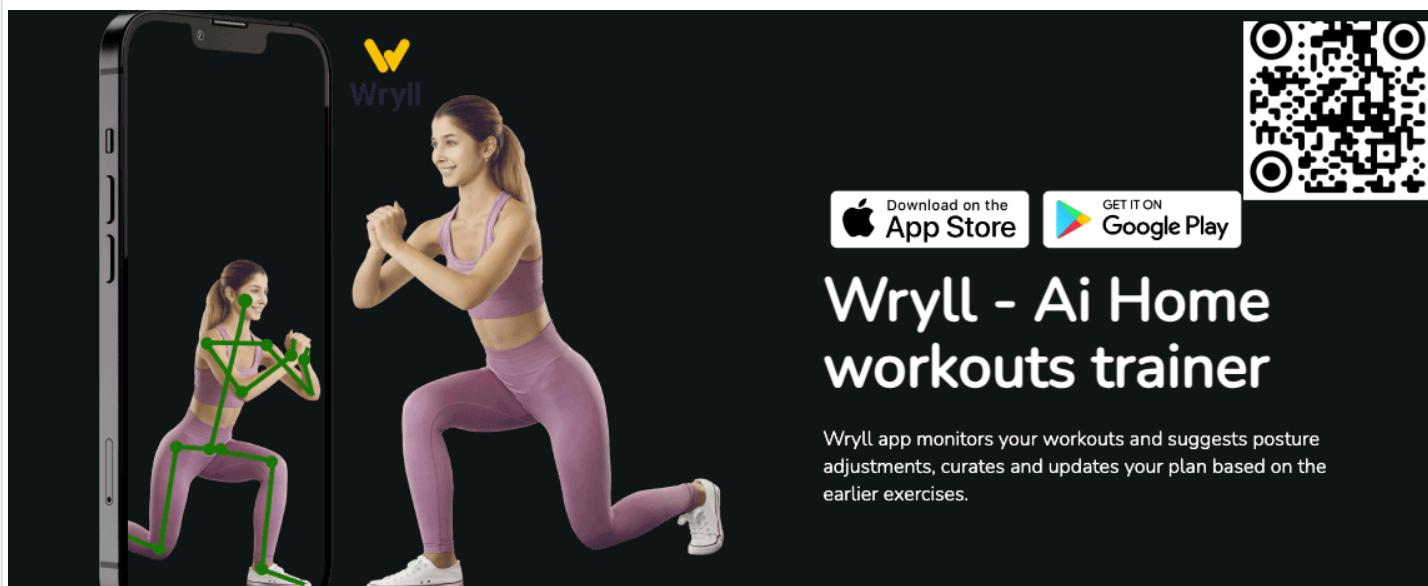
A full assessment should be completed each time the change is implemented

The change can be implemented with less testing if necessary

The appropriate change authority should be assigned to each type of change

The change does not require additional authorization (Correct)

Answer :The change does not require additional authorization



What is an incident?

Options are :

The planned removal of an item that might affect a service

A result enabled by one or more outputs

A possible future event that could cause harm

A service interruption resolved by the use of self-help tools (Correct)

Answer :A service interruption resolved by the use of self-help tools



Options are :

A problem (Correct)

A configuration item

A workaround

An incident

Answer :A problem

Which does the ITIL service value system discourage?

Options are :

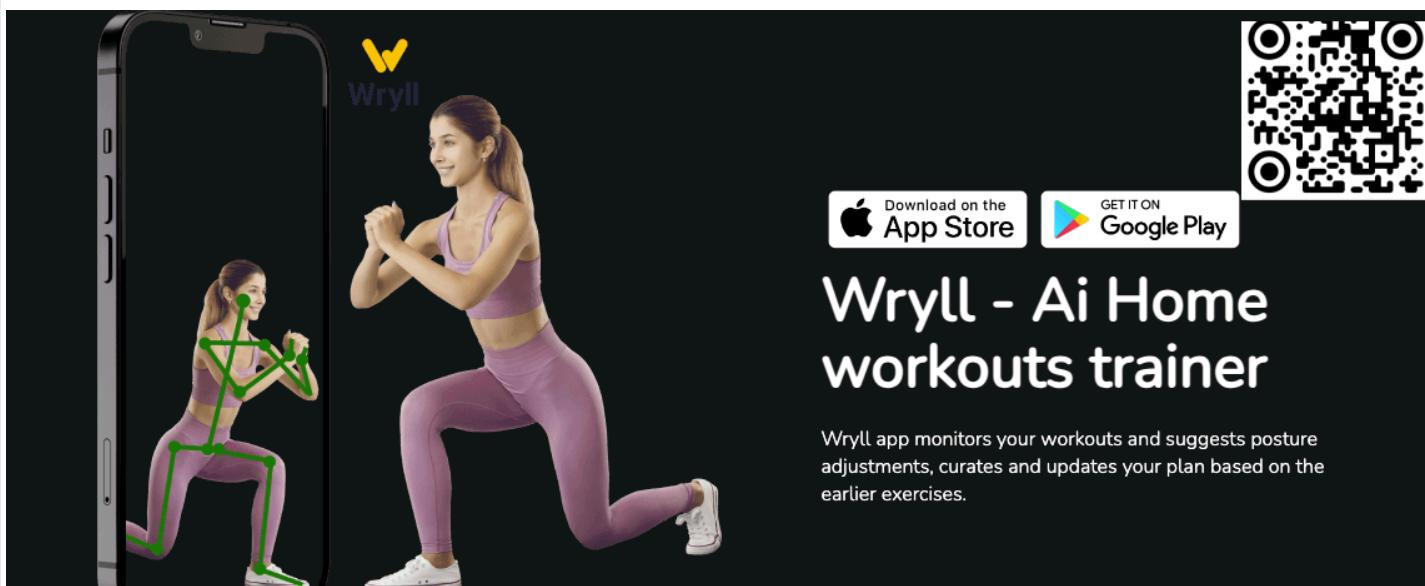
Coordinated authorities and responsibilities

Organizational silos (Correct)

Interfaces among practices

Organizational agility

Answer :Organizational silos



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

Options are :

A single SLA defines target service levels for multiple customers, so every customer sees reports about other customers' experiences



everything is good, while the customer is not satisfied (Correct)

SLA targets change very frequently, so that each report includes new measures and trends cannot be analysed

Introducing SLAs for a service enables customers to see that the service provider is doing a really good job, so this improves satisfaction

Answer :The metrics in an SLA are focused on internal measures, so that reports show everything is good, while the customer is not satisfied

What is a service?

Options are :

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

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 (Correct)

A tangible or intangible deliverable of an activity

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 :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

What is required by all service desk staff?

Options are :

Excellent technical knowledge

Root cause analysis skills

Demonstration of emotional intelligence (Correct)

Knowledge of telephony technology

Answer :Demonstration of emotional intelligence





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

Options are :

Service management

Warranty (Correct)

Cost

Utility

Answer :Warranty

Which practice includes the use of approaches such as Lean, Agile and DevOps with the aim of facilitating a greater amount of change at a quicker rate?

Options are :

Service desk

Monitoring and event management

Service level management

Continual improvement (Correct)

Answer :Continual improvement

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

Options are :

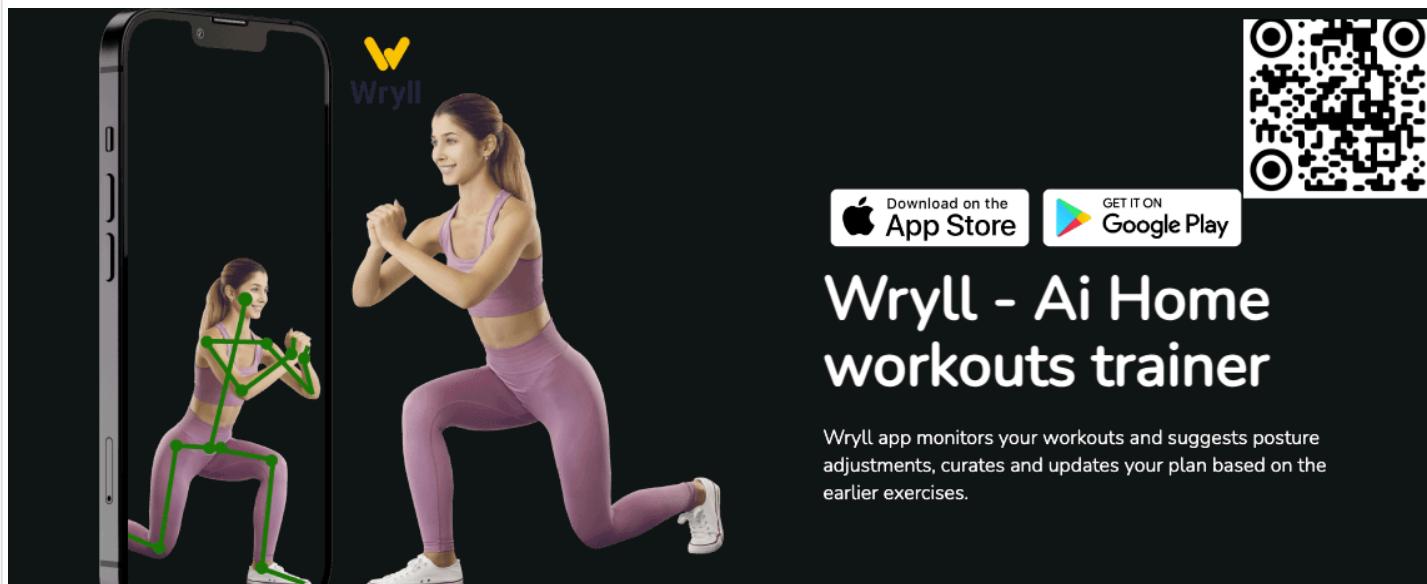


Change enablement (Correct)

Release management

Monitoring and event management

Answer :Change enablement



How should an organization include third-party suppliers in the continual improvement of services?

Options are :

Ensure suppliers include details of their approach to service improvement in contracts (Correct)

Require evidence that the supplier implements all improvements using project management practices

Require evidence that the supplier uses agile development methods

Ensure that all supplier problem management activities result in improvements

Answer :Ensure suppliers include details of their approach to service improvement in contracts





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Which statement about known errors and problems is CORRECT?

Options are :

A known error is the cause of one or more problems

Known error is the status assigned to a problem after it has been analyzed (Correct)

Known errors cause vulnerabilities, problems cause incidents

Known errors are managed by technical staff, problems are managed by service management staff

Answer :Known error is the status assigned to a problem after it has been analyzed

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

Options are :

Progress iteratively with feedback

Focus on value

Start where you are (Correct)

Collaborate and promote visibility

Answer :Start where you are

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

Options are :

Details of how services are measured



An up-to-date balanced scorecard

A recent maturity assessment

Answer :Accurate and carefully analyzed data

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What is the effect of increased automation on the service desk practice?

Options are :

Increased ability to focus on fixing technology instead of supporting people

*Greater ability to focus on customer experience when personal contact is needed
(Correct)*

Elimination of the need to escalate incidents to support teams

Decrease in self-service incident logging and resolution

Answer :Greater ability to focus on customer experience when personal contact is needed

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

Options are :

Focus on value (Correct)

Optimize and automate

Progress iteratively with feedback

Keep it simple and practical



Which guiding principle describes the importance of doing something, instead of spending a long time analyzing different options?

Options are :

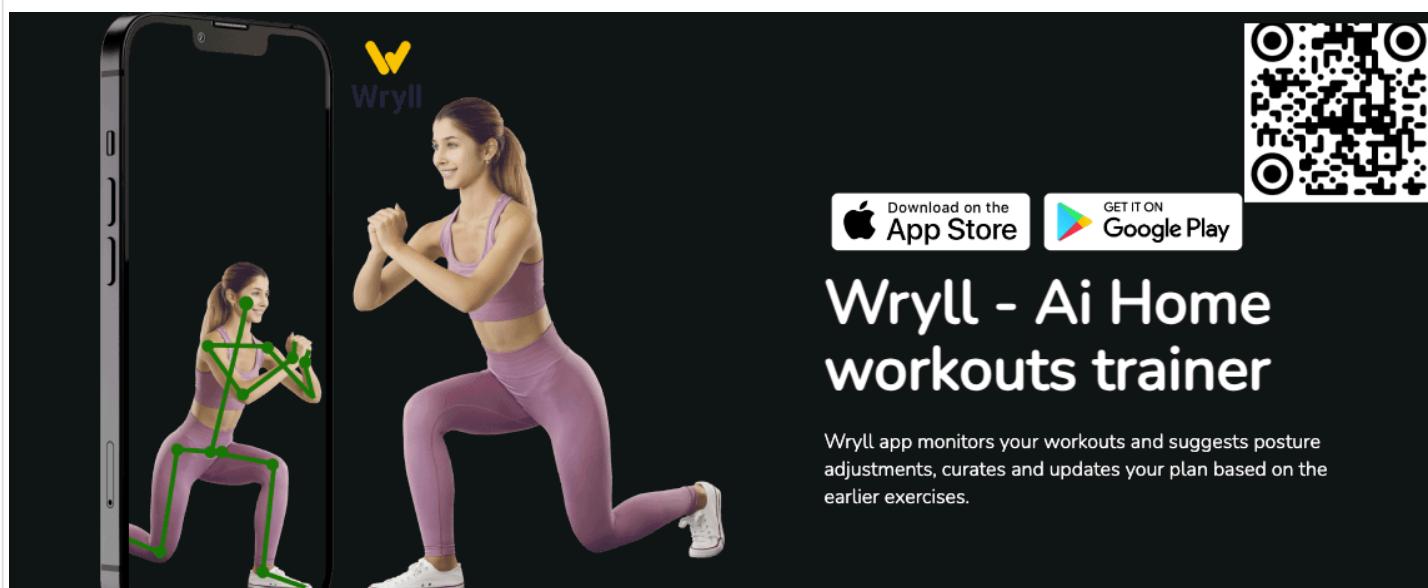
Optimize and automate

Start where you are

Progress iteratively with feedback (Correct)

Focus on value

Answer :Progress iteratively with feedback



Which joint activity performed by a service provider and service consumer ensures continual value co-creation?

Options are :

Service provision

Service offering

Service consumption

Service relationship management (Correct)

Answer :Service relationship management

Why should service desk staff detect recurring issues?

Options are :



To help identify problems (Correct)

To engage the correct change authority

To escalate incidents to the correct support team

Answer :To help identify problems

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

Options are :

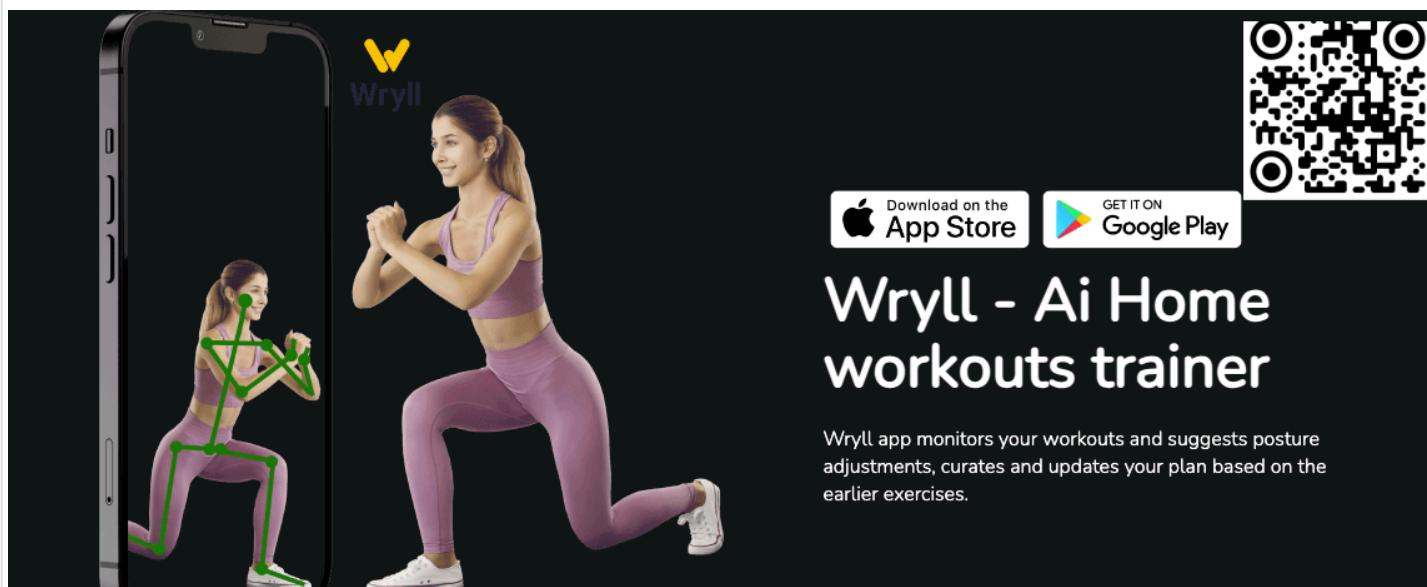
Focus on value

Think and work holistically

Keep it simple and practical

Collaborate and promote visibility (Correct)

Answer :Collaborate and promote visibility



What considerations influence the supplier strategy of an organization?

Options are :

Type of cooperation with suppliers

Level of formality

Corporate culture of the organization (Correct)

Contracts and agreements



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

Options are :

Service desk

Service level management (Correct)

Service configuration management

Service request management

Answer :Service level management

What is an output?

Options are :

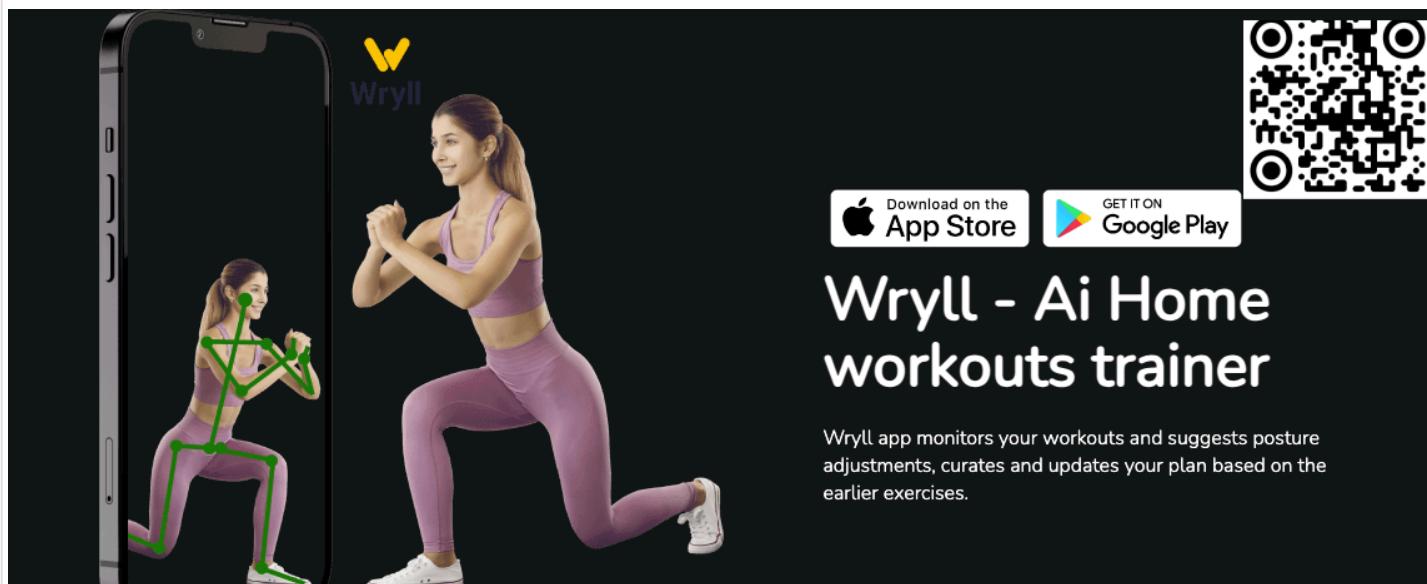
A possible event that could cause harm or loss

A result for a stakeholder

A change of state that has significance for the management of a configuration item

Something created by carrying out an activity (Correct)

Answer :Something created by carrying out an activity



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

Options are :



Practices

The four dimensions of service management

The guiding principles (Correct)

Answer :The guiding principles

Identify the missing word in the following sentence.

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

Options are :

Escalated

Logged

Analyzed (Correct)

Closed

Answer :Analyzed

Which statement about change authorization is CORRECT?

Options are :

Standard changes are high risk and should be authorized by the highest level of change authority

A change authority should be assigned to each type of change and change model (Correct)

Centralizing change authorization to a single person is the most effective means of authorization

The authorization of normal changes should be expedited to ensure they can be implemented quickly

Answer :A change authority should be assigned to each type of change and change model





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Identify the missing word in the following sentence.

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

Options are :

Outputs

Costs

Risks

Outcomes (Correct)

Answer :Outcomes

What type of change is MOST likely to be managed by the "service request management" practice?

Options are :

An application change

An emergency change

A normal change

A standard change (Correct)

Answer :A standard change

What is the starting point for optimization?



Options are :

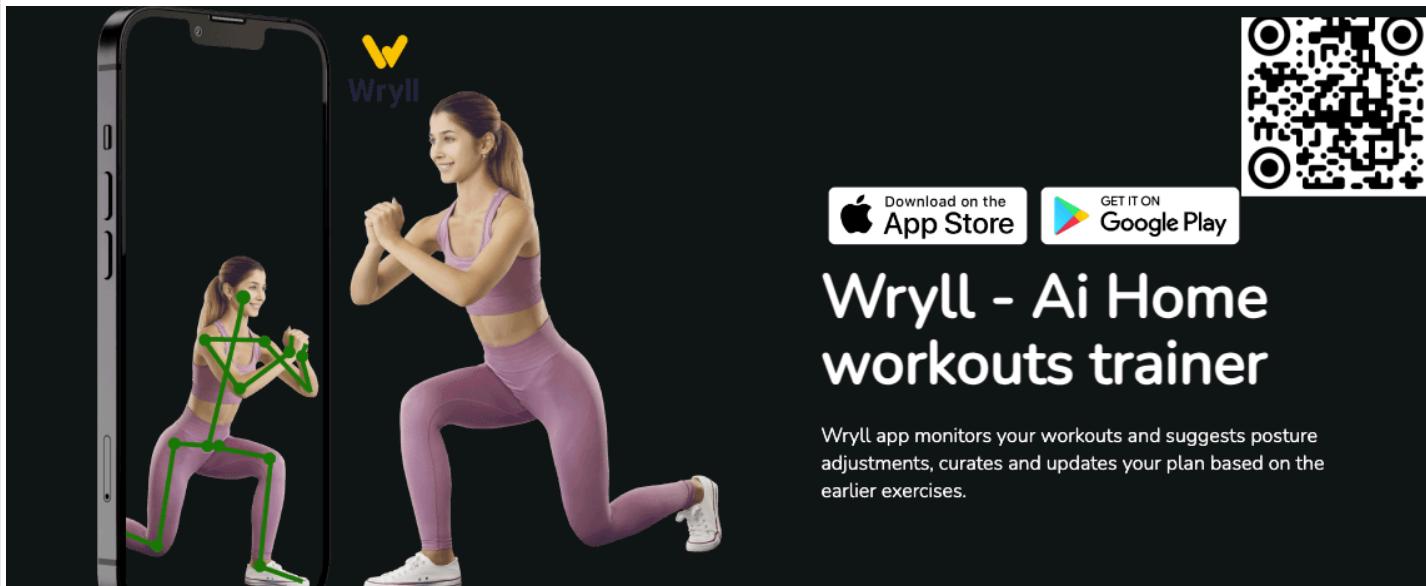
Securing stakeholder engagement

Understanding the vision and objectives of the organization (Correct)

Determining where the most positive impact would be

Standardizing practices and services

Answer :Understanding the vision and objectives of the organization



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

Options are :

To align the organization's practices and services with changing business needs

To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels (Correct)

To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors

Answer :To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels

Which is the BEST example of an emergency change?

Options are :

The implementation of a security patch to a critical software application (Correct)



The implementation of a planned new release of a software application

A low-risk computer upgrade implemented as a service request

Answer :The implementation of a security patch to a critical software application

How do all value chain activities transform inputs to outputs?

Options are :

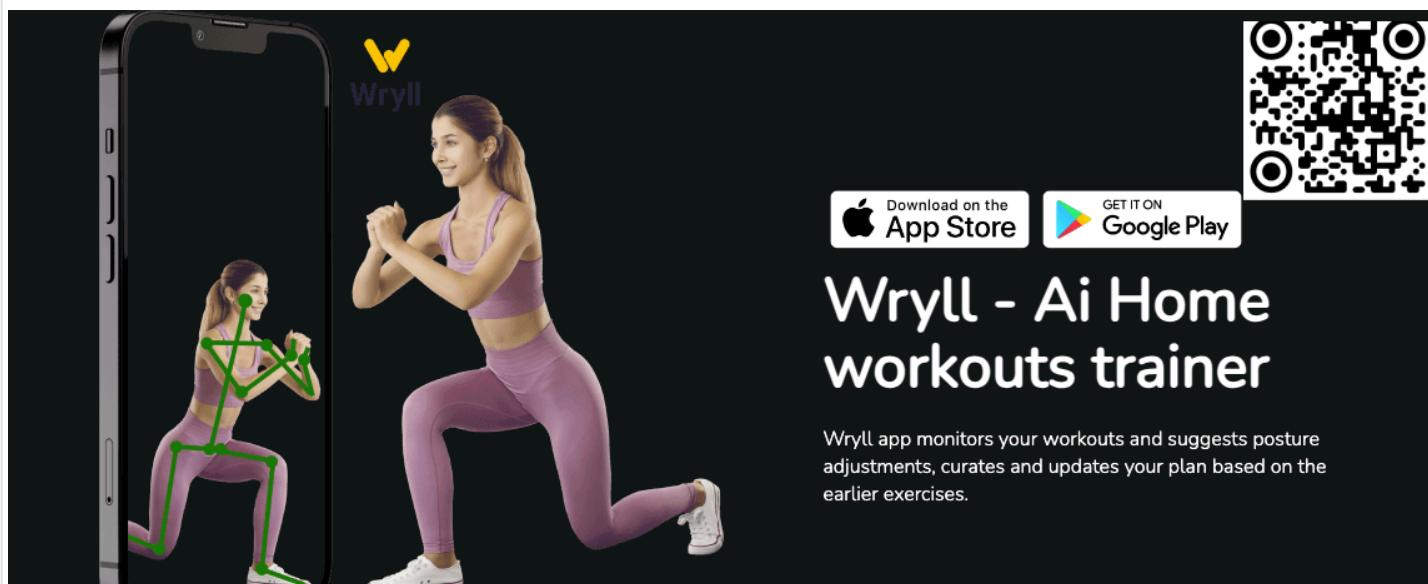
By using a combination of practices (Correct)

By using a single functional team

By determining service demand

By implementing process automation

Answer :By using a combination of practices



What is a problem?

Options are :

An addition or modification that could have an effect on services

Any change of state that has significance for the management of a configuration item

A cause or potential cause of one or more incidents (Correct)

An unplanned reduction in the quality of a service

Answer :A cause or potential cause of one or more incidents



value, control costs and manage risks?

Options are :

Service desk

Release management

Relationship management

IT asset management (Correct)

Answer :IT asset management

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

Options are :

Service request management (Correct)

Incident management

Problem management

Change control

Answer :Service request management

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

Options are :



Deployment management

Incident management (Correct)

Supplier management

Answer :Incident management

Which dimension of service management considers governance, management, and communication?

Options are :

Partners and suppliers

Information and technology

Value streams and processes

Organizations and people (Correct)

Answer :Organizations and people

What should be done for every problem?

Options are :

It should be diagnosed to identify possible solutions

It should be resolved so that it can be closed

It should be prioritized based on its potential impact and probability (Correct)

It should have a workaround to reduce the impact

Answer :It should be prioritized based on its potential impact and probability





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Why should incidents be prioritized?

Options are :

To ensure that incidents with the highest business impact are resolved first (Correct)

To encourage a high level of collaboration within and between teams

To help automated matching of incidents to problems or known errors

To identify which support team the incident should be escalated to

Answer :To ensure that incidents with the highest business impact are resolved first

Which practice may involve the initiation of disaster recovery?

Options are :

IT asset management

Service level management

Incident management (Correct)

Service request management

Answer :Incident management

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.

Options are :

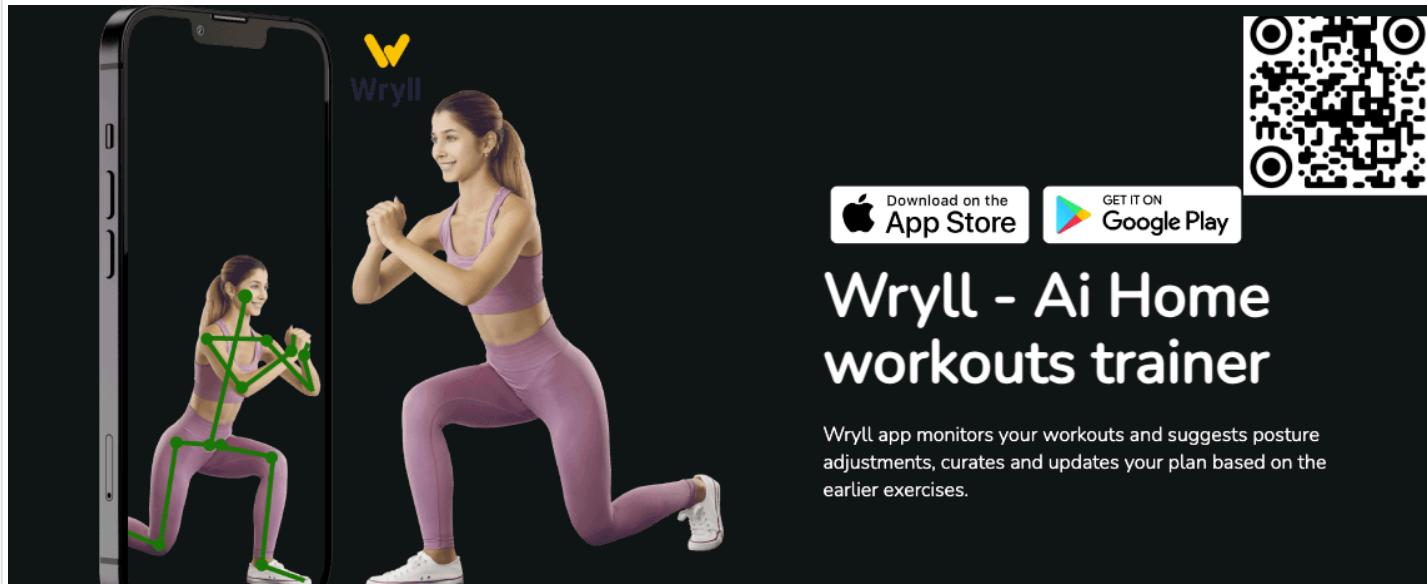


Service value system (Correct)

"Focus on value" guiding principle

Four dimensions of service management

Answer :Service value system



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

Options are :

Incident management

Processes and procedures (Correct)

Compliments and complaints

Self-service tools

Answer :Processes and procedures

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

Options are :

Service configuration management (Correct)

Monitoring and event management

Service desk



What is a means of enabling value co-creation by facilitating outcomes that customers want to achieve?

Options are :

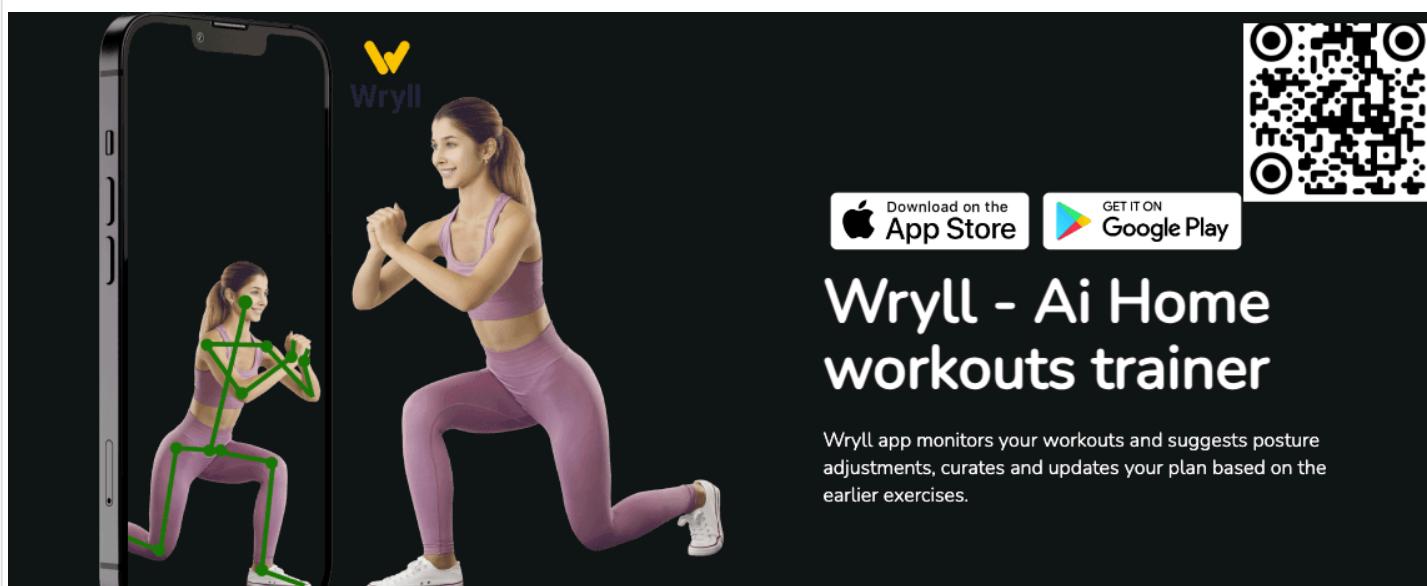
A service (Correct)

An output

A practice

Continual improvement

Answer :A service



How does customer engagement contribute to the "service level management" practice?

1. It captures information that metrics can be based on

2. It ensures the organization meets defined service levels

3. It defines the workflows for service requests

4. It supports progress discussions

Options are :



1 and 2

3 and 4

1 and 4 (Correct)

Answer :1 and 4

Which is the purpose of the "monitoring and event management" practice?

Options are :

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

To ensure that accurate and reliable information about the configuration of services is available when and where it is needed

To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

To systematically observe services and service components, and record and report selected changes of state (Correct)

Answer :To systematically observe services and service components, and record and report selected changes of state

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

Options are :

Plan (Correct)

Engage

Obtain/build

Improve

Answer :Plan





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Which term describes the functionality offered by a service?

Options are :

Warranty

Risk

Cost

Utility (Correct)

Answer :Utility

Which statement about the "service desk" practice is CORRECT?

Options are :

It investigates the cause of incidents

It needs a practical understanding of the business processes (Correct)

It provides a link with stakeholders at strategic and tactical levels

It carries out change assessment and authorization

Answer :It needs a practical understanding of the business processes

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

Options are :

It reduces the number of metrics that need to be collected

It reports each service element separately



It provides an outcome-based view of services (Correct)
Answer :It provides an outcome-based view of services



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Which service management dimension is focused on activities and how these are coordinated?

Options are :

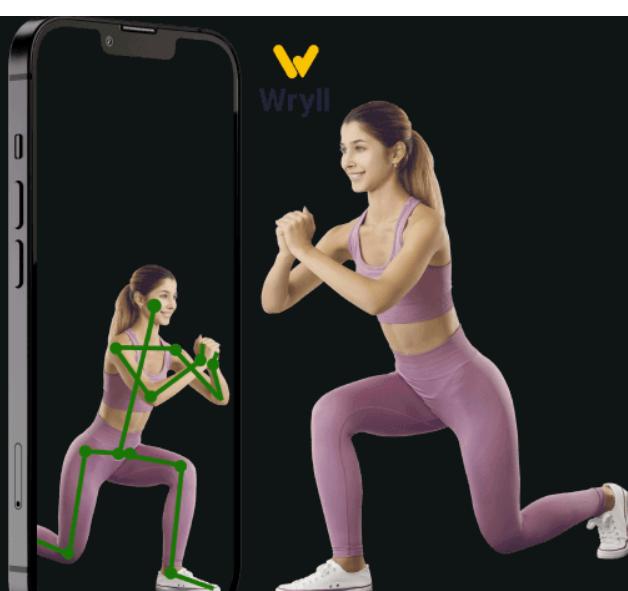
Information and technology

Organizations and people

Partners and suppliers

Value streams and processes (Correct)

Answer :Value streams and processes



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Which practice is the responsibility of everyone in the organization?



Options are :

Continual improvement (Correct)

Change control

Problem management

Service level management

Answer :Continual improvement

What is the definition of an event?

Options are :

Any component that needs to be managed in order to deliver an IT service

The ability of an IT service or other configuration item to perform its agreed function when required

Any valuable component that can contribute to delivery of an IT product or service

Any change of state that has significance for the management of a configuration item or IT service (Correct)

Answer :Any change of state that has significance for the management of a configuration item or IT service

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Recommended Reading

ITIL 4 Foundation Certification 2021 Exam Question Answers Set 8



- ⌚ [ITIL 4 Foundation Practice Certification Exams \(6 Exams\) Set 3](#)
- ⌚ [ITIL 4 Sample Exams \[2021\] Set 3](#)
- ⌚ [ITIL Foundation Certification Exam Mock](#)
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Point our Mistakes and Post Your Suggestions



1. ITIL 4 Foundation Certification 2021 Exam Question Answers Set 4

ITIL 4 Foundation Certification 2021 Exam Question Answers Set 4

What should be included in every service level agreement?

Options are :

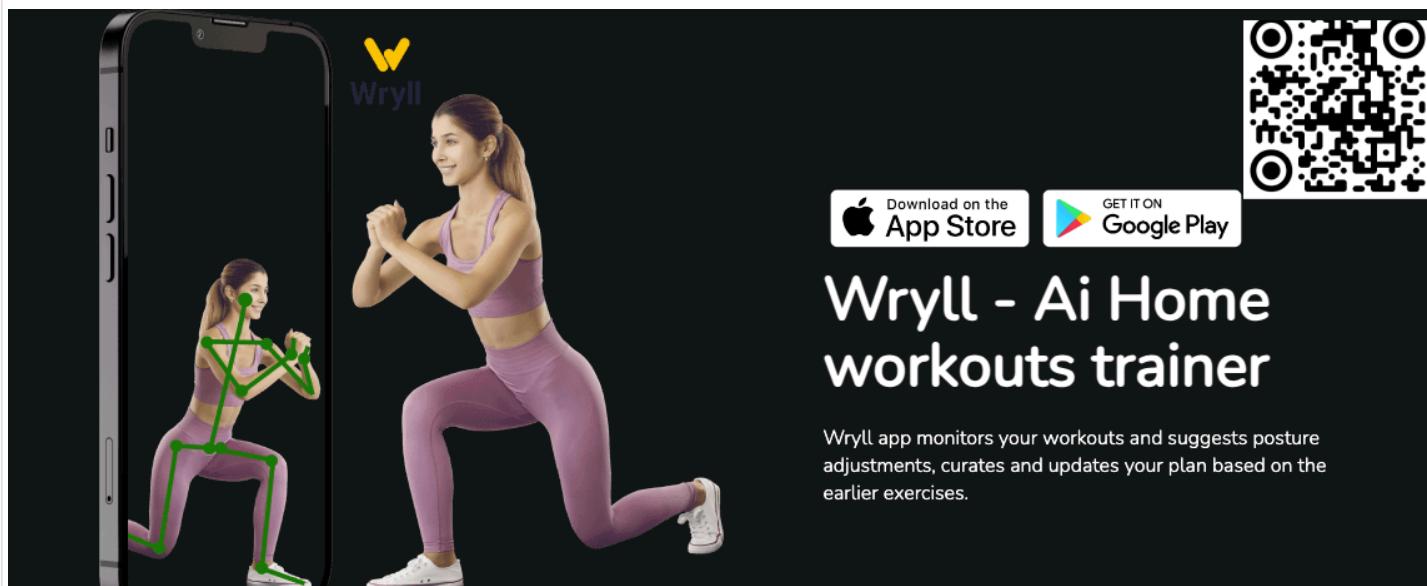
Details of the system-based metrics used

Clearly defined service outcomes (Correct)

A technical description of the service components

Legal language

Answer :Clearly defined service outcomes



Which is a benefit of using an IT service management tool to support incident management?

Options are :

It can ensure that incidents are resolved within agreed times

It can ensure that supplier contracts are aligned with the needs of the service provider

It can provide automated resolution and closure of complex incidents



A service provider describes a package that includes a laptop with software, licenses, and support. What is this package an example of?

Options are :

A service offering (Correct)

An outcome

Warranty of a service

Value

Answer :A service offering

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

Options are :

Try to create a solution for every exception

Ignore conflicting objectives of different stakeholders

Start with a complex solution, then simplify

Understand how each element contributes to value creation (Correct)

Answer :Understand how each element contributes to value creation

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

Options are :

- By collecting user-specific request requirements*
- By initiating standard changes to fulfill service requests (Correct)*
- By providing service request trend and quality information*
- By acquiring pre-approved service components*

Answer :By initiating standard changes to fulfill service requests

Which two needs should "change enablement" balance?

- 1. The need to assess risks and expected benefits**
- 2. The need to manage a change schedule**
- 3. The need to make beneficial changes**
- 4. The need to protect customers and users**

Options are :

- 1 and 4*
- 1 and 2*
- 3 and 4 (Correct)*
- 2 and 3*

Answer :3 and 4

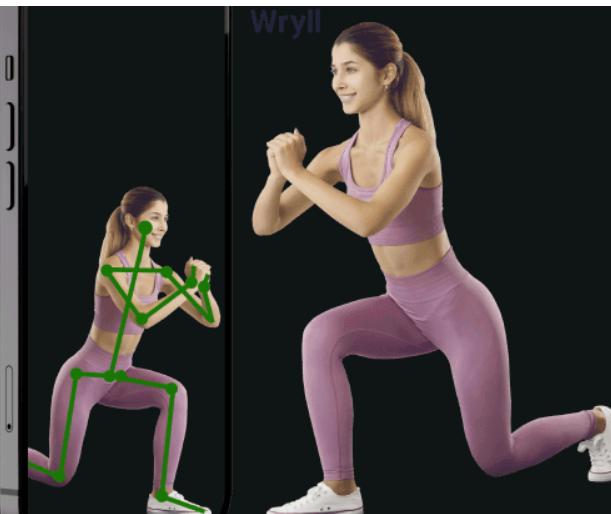
What is the definition of warranty?

Options are :

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

Answer :The assurance that a product or service will meet agreed requirements





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

Options are :

To set clear business-based targets for service performance

To maximize the number of successful IT changes by ensuring risks are properly assessed

To capture demand for incident resolution and service requests (Correct)

To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents

Answer :To capture demand for incident resolution and service requests

Which practice is responsible for moving components to live environments?

Options are :

Change enablement

IT asset management

Deployment management (Correct)

Release management

Answer :Deployment management

Which describes the nature of the guiding principles?

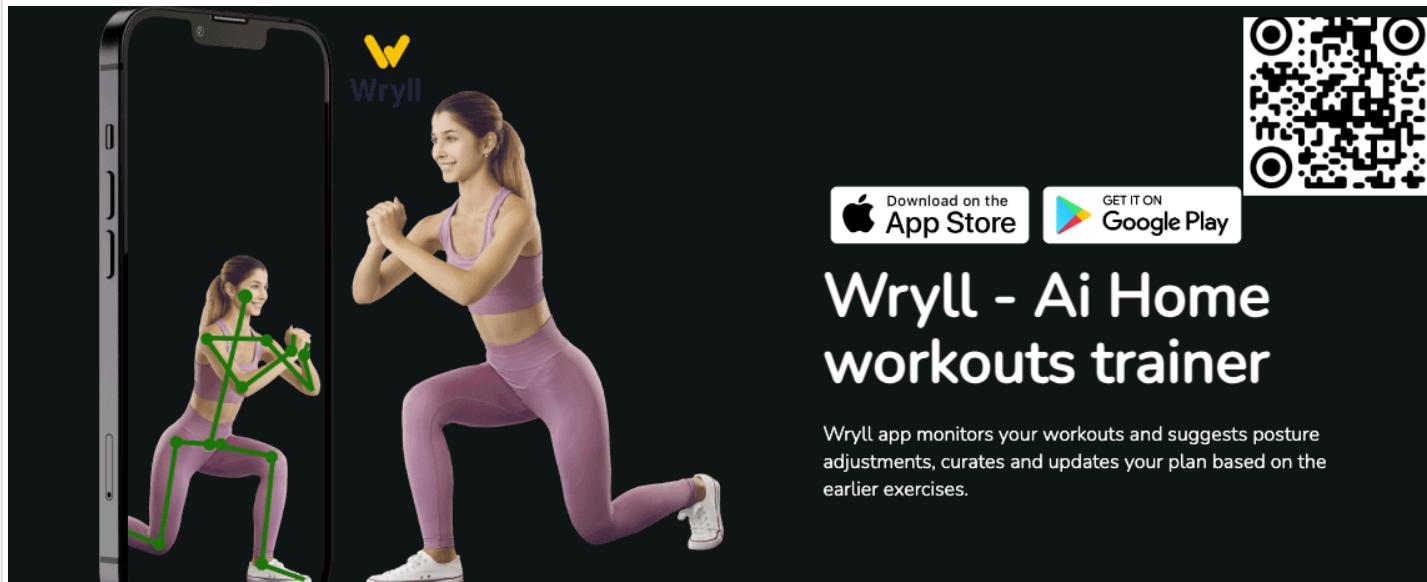
Options are :

An organization will select one of the principles to adopt



Guiding principles describe the processes that all organizations must adopt

A guiding principle can guide an organization in all circumstances (Correct)
Answer :A guiding principle can guide an organization in all circumstances



Which value chain activity ensures people understand the organization's vision?

Options are :

Deliver and support

Plan (Correct)

Obtain/build

Improve

Answer :Plan

How does "service request management" contribute to "obtain/build" value chain activity?

Options are :

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

It acquires pre-approved service components to help fulfil service requests (Correct)

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

It collects user-specific requirements, sets expectations and provides status updates

Answer :It acquires pre-approved service components to help fulfil service requests



portal?

Options are :

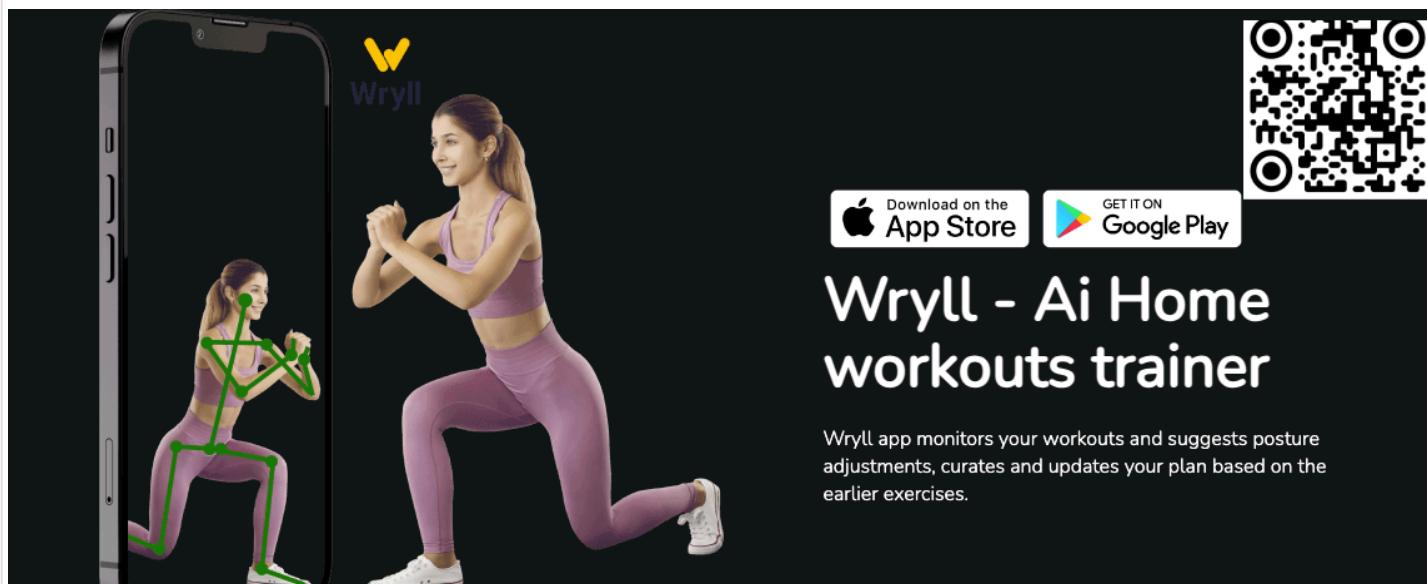
Obtain/build

Engage (Correct)

Improve

Plan

Answer :Engage



Which practice has the purpose of making new and changed services and features available for use?

Options are :

Deployment management

Release management (Correct)

Service request management

Change control

Answer :Release management

Which value chain activity creates service components?

Options are :

Improve



Deliver and support

Obtain/build (Correct)

Answer :Obtain/build

Which is a recommendation of the "continual improvement" practice?

Options are :

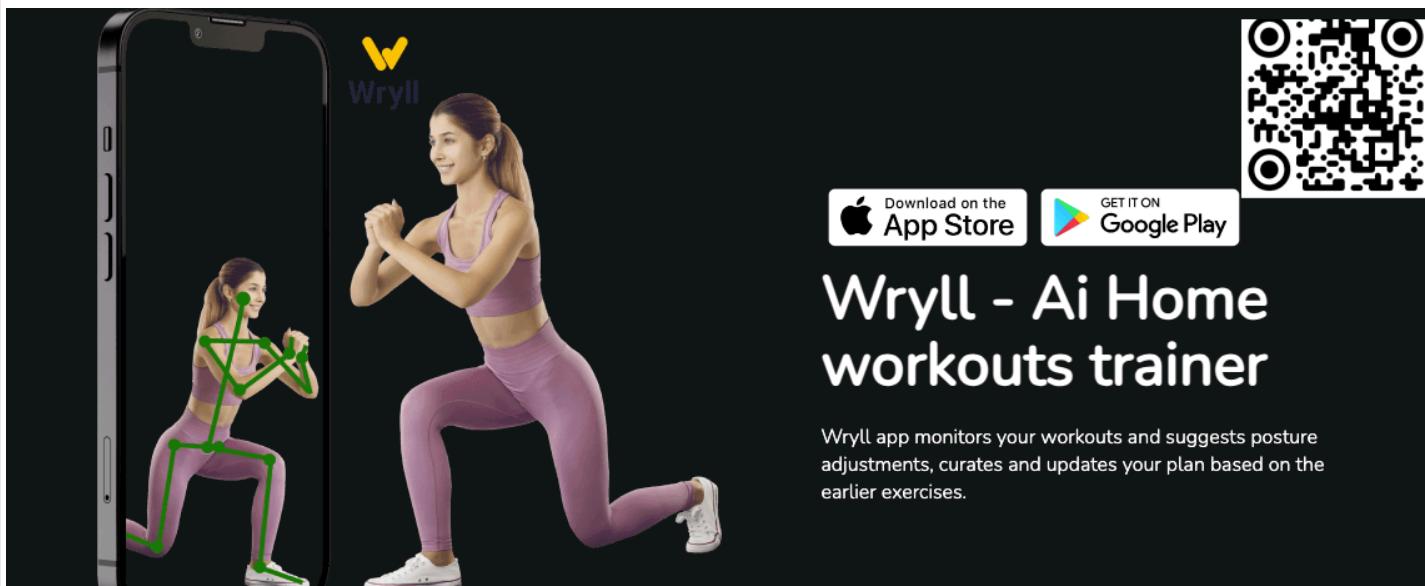
External suppliers should be excluded from improvement initiatives

Continual improvement should be isolated from other practices

All improvements should be managed as multi-phase projects

*There should be a small team dedicated to leading continual improvement efforts
(Correct)*

Answer :There should be a small team dedicated to leading continual improvement efforts



What is a standard change?

Options are :

A change that is assessed, authorized and scheduled as part of "continual improvement"

A change that needs to be assessed, authorized, and scheduled by a change authority

A change that doesn't need risk assessment because it is required to resolve an incident

A change that doesn't need risk assessment because the procedure has been pre-authorized (Correct)



How does categorization of incidents assist incident management?

Options are :

It ensures that incidents are resolved in times agreed with the customer

It helps direct the incident to the correct support area (Correct)

It determines the priority assigned to the incident

It determines how the service provider is perceived

Answer :It helps direct the incident to the correct support area

What are the two types of cost that a service consumer should evaluate?

Options are :

The cost of purchasing software, and the cost of purchasing hardware

The cost of creating the service, and the cost charged for the service

The costs removed by the service, and the costs imposed by the service (Correct)

The cost of provisioning the service, and the cost of improving the service

Answer :The costs removed by the service, and the costs imposed by the service

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What is defined as any valuable component that can contribute to the delivery of an IT product or service?

Options are :



IT asset (Correct)

Configuration item

Outcome

Answer :IT asset

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

Options are :

Security and compliance

Roles and responsibilities (Correct)

Workflow management and inventory systems

Communication systems and knowledge bases

Answer :Roles and responsibilities

What is the first step of the guiding principle "focus on value"?

Options are :

Determine who the service consumer is in each situation (Correct)

Identify all suppliers and partners that are involved in the service

Determine the cost of providing the service

Identify the outcomes that the service facilitates

Answer :Determine who the service consumer is in each situation

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resolution?

- 1. Continual improvement**
- 2. Service request management**
- 3. Service level management**
- 4. Change enablement**

Options are :

1 and 4 (Correct)

3 and 4

1 and 2

2 and 3

Answer :1 and 4

Which is NOT usually included as part of "incident management"?

Options are :

Use of specialized knowledge for complicated incidents

Detailed procedures for the diagnosis of incidents (Correct)

Scripts for collecting initial information about incidents

Formalized processes for logging incidents

Answer :Detailed procedures for the diagnosis of incidents

Which is a recommendation of the "service desk" practice?

Options are :

Service desks should always be a physical team in a single fixed location

Service desks should never use technologies such as SMS and chat functions

Service desks should be highly technical functions

Service desks should have a practical understanding of the wider business (Correct)



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Which value chain activity includes negotiation of contracts and agreements with suppliers and partners?

Options are :

Design and transition

Obtain/build

Deliver and support

Engage (Correct)

Answer :Engage

Which guiding principle recommends organizing work into smaller, manageable sections that can be executed and completed in a timely manner?

Options are :

Focus on value

Start where you are

Progress iteratively with feedback (Correct)

Collaborate and promote visibility

Answer :Progress iteratively with feedback

Which describes outcomes?

Options are :



Functionality offered by a product or service

Results for a stakeholder (Correct)

Configuration of an organization's resources

Answer :Results for a stakeholder

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Which ITIL concept describes governance?

Options are :

The service value chain

The seven guiding principles

The four dimensions of service management

The service value system (Correct)

Answer :The service value system

Which statement about the value chain activities is CORRECT?

Options are :

A specific combination of value chain activities and practices forms a service relationship

Every practice belongs to a specific value chain activity

Service value chain activities form a single flow that enables value creation

Each value chain activity contributes to the value chain by transforming specific inputs into outputs (Correct)



Which practice provides a single point of contact for users?

Options are :

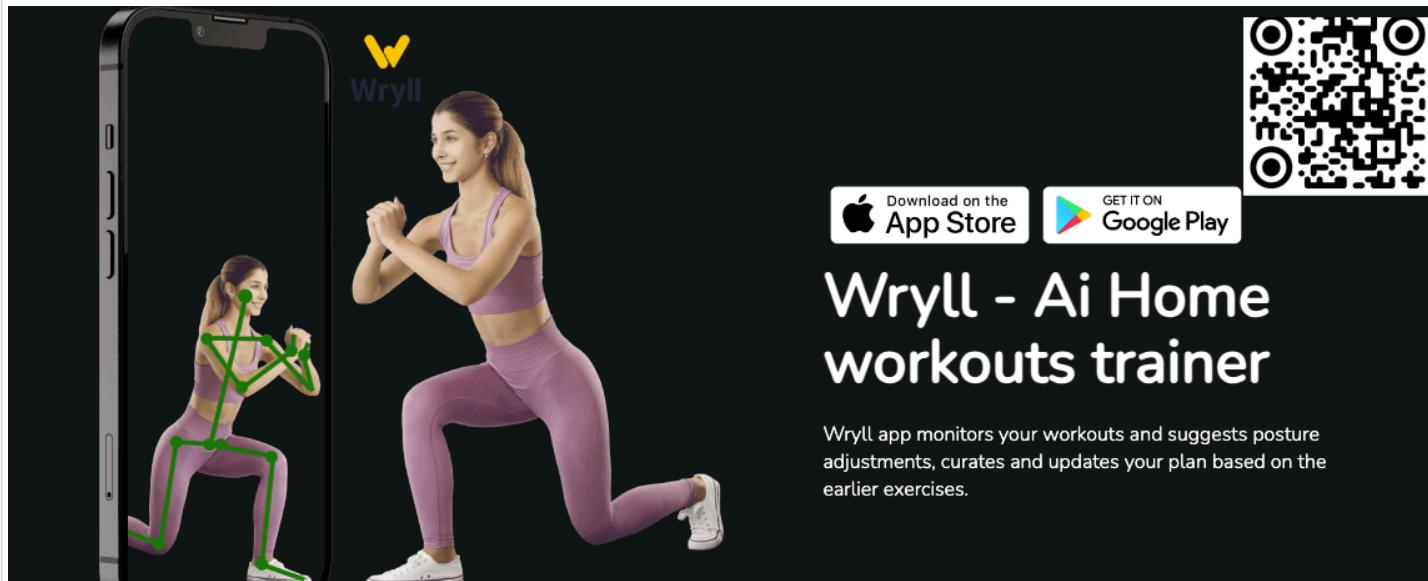
Incident management

Service request management

Service desk (Correct)

Change enablement

Answer :Service desk



Identify the missing word in the following sentence.

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

Options are :

Provide

Audit

Protect (Correct)

Store

Answer :Protect



Options are :

Normal changes are pre-authorized and do not need a change authority

Emergency changes can be implemented without authorization from a change authority

A change authority should be assigned for each type of change and change model (Correct)

A single change authority should be assigned to authorize all types of change and change models

Answer :A change authority should be assigned for each type of change and change model

Which describes the principle "think and work holistically"?

Options are :

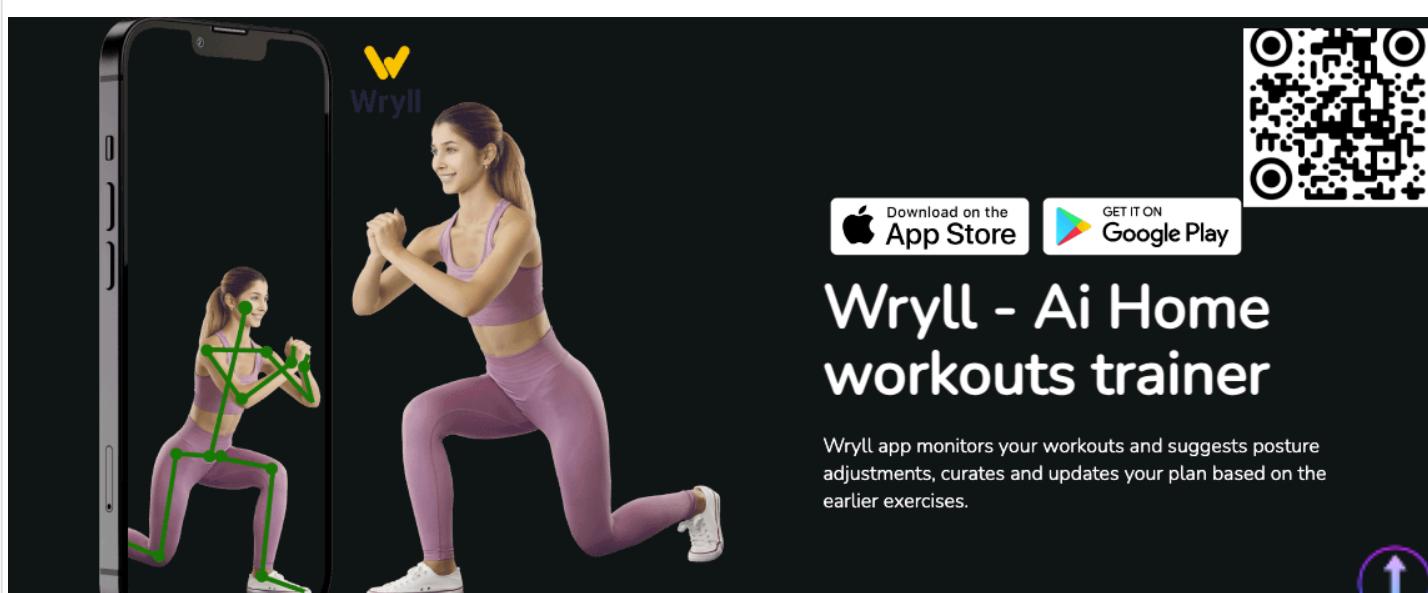
Conducting a review of existing service management practices and decide what to keep and what to discard

Reviewing service management practices and removing any unnecessary complexity

Using the four dimensions of service management to ensure coordination of all aspects of an improvement initiative (Correct)

Reviewing how an improvement initiative can be organized into smaller, manageable sections that can be completed in a timely manner

Answer :Using the four dimensions of service management to ensure coordination of all aspects of an improvement initiative



How should an organization adopt "continual improvement" methods?

Options are :

Select a few key methods to suit the types of improvement that the organization handles (Correct)

Use a new method for each improvement that the organization handles

Select a single method for all improvements that the organization handles

Build the capability to use as many improvement methods as possible

Answer :Select a few key methods to suit the types of improvement that the organization handles

What is the purpose of "supplier management"?

Options are :

To ensure that the organization's suppliers and their performance are managed appropriately to support the provision of seamless, quality products and services (Correct)

To align the organization's practices and services with changing business needs through the ongoing identification and improvement of services

To ensure that accurate and reliable information about the configuration of supplier's services is available when and where it is needed

To ensure that the organization's suppliers and their performance are managed appropriately at strategic and tactical levels through coordinated marketing, selling and delivery activities

Answer :To ensure that the organization's suppliers and their performance are managed appropriately to support the provision of seamless, quality products and services

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

A service is a means of enabling value co-creation by facilitating [?] that customers want to achieve.

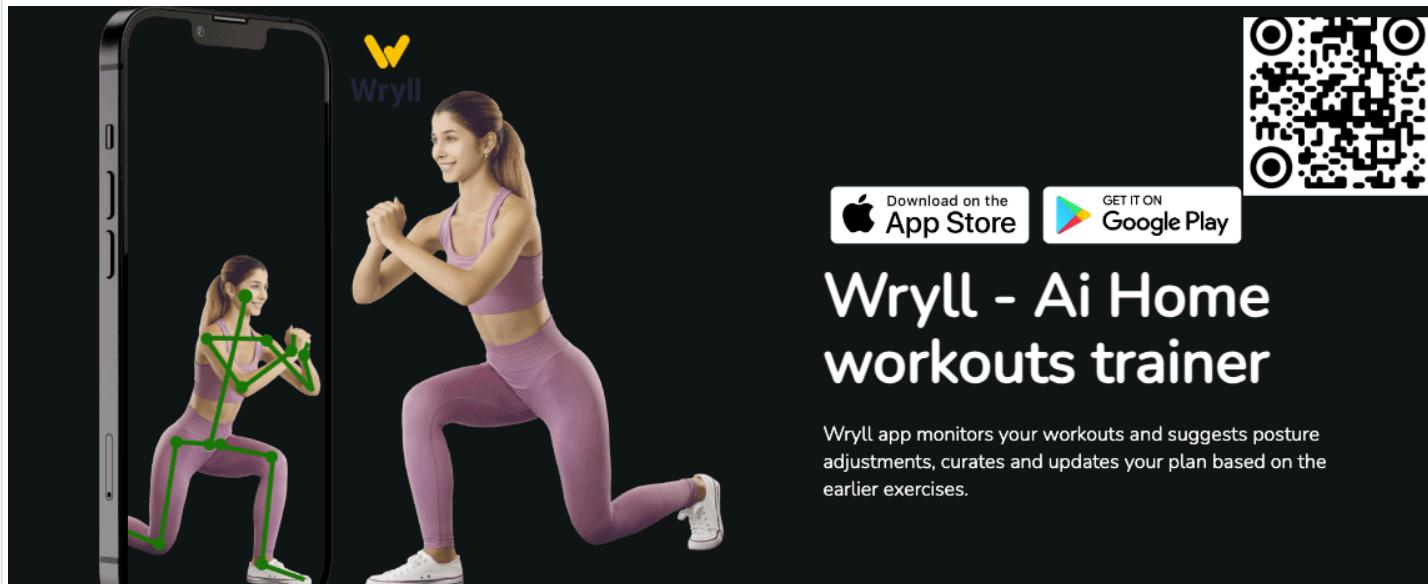
Options are :

Outcomes (Correct)

The utility



Outputs
Answer :Outcomes



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Andrea has been hired by your company to lead the process improvement efforts.

You have shared with her the overall vision for the process improvement and she begins to analyze your current resources, processes, and metrics.

What step of the continual improvement model is Andrea performing?

Options are :

What is the vision

How do we get there

Where do we want to be

Where are we now (Correct)

Answer :Where are we now





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Your laptop was connected to the corporate wireless network this morning but when you came back from lunch, it refuses to connect to the network.

What term best describes this scenario?

Options are :

Incident (Correct)

Event

Request

Problem

Answer :Incident

The users on the fourth floor of your building keep calling the service desk to report that their network connectivity is not working properly.

The service desk logs each of these incidents, but since there are multiple incidents for the same issue, they forward it to the problem management activity for resolution. During your analysis, you determine that the network switch that services the entire fourth floor is broken and will need to be replaced.



It appears this problem will remain for 24 hours until a new switch can be received and installed.

How would you categorize the issue described in this scenario?

Options are :

Problem

Known error (Correct)

Workaround

Incident

Answer :Known error

Fill in the blank.

The purpose of a(n) [?] is to ensure that the organization continually co-creates value with all stakeholders through the use and management of products and services.

Options are :

Practice

Service value chain

Activity

Service value system (Correct)

Answer :Service value system





The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A green overlay shows a 3D wireframe model of her body, highlighting joint angles and posture. The word "Wryll" is visible in the top left corner of the image area.

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You are working as a service desk analyst. You just received a change request to create a new user account.

What type of change would this be considered?

Options are :

Normal

Emergency

Standard (Correct)

Routine

Answer :Standard

Which guiding principle is most affected by the customer experience (CX)?

Options are :

Start where you are

Think and work holistically

Progress iteratively with feedback

Focus on value (Correct)

Answer :Focus on value

What is the purpose of the "service level management" practice?



Options are :

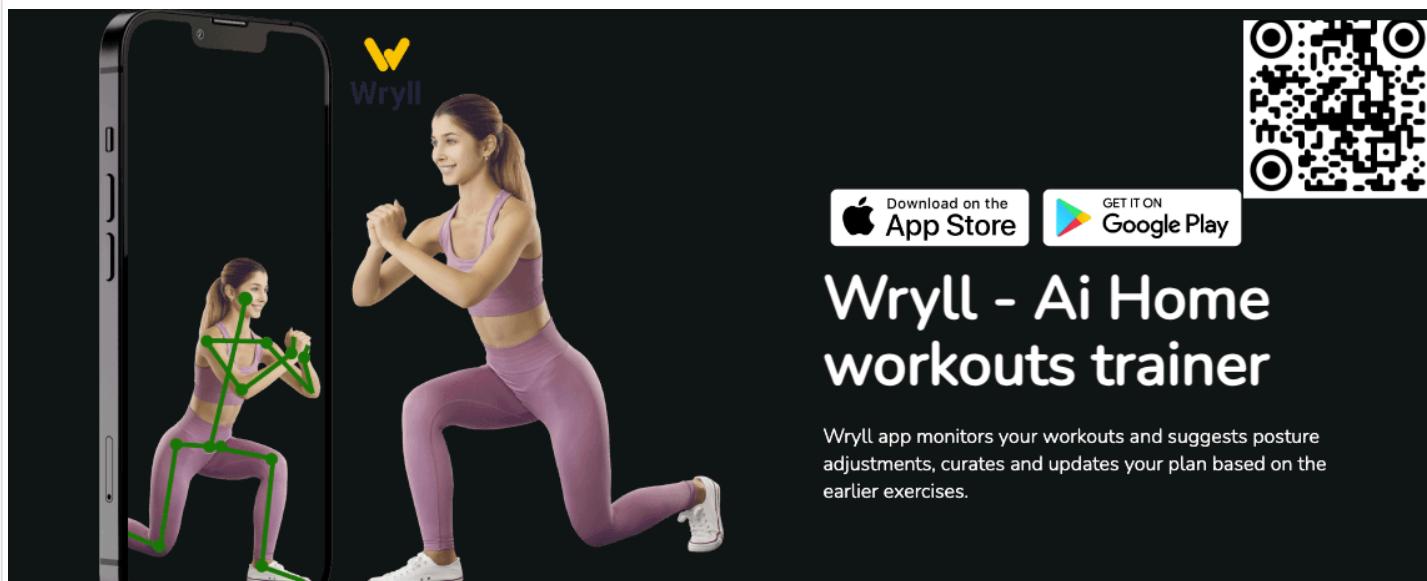
Establishing and nurturing links between an organization and its stakeholders at strategic and tactical levels

Ensuring that an organization's suppliers and their performance levels are managed appropriately to support the provision of seamless quality products and services

*Setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets
(Correct)*

Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner

Answer :Setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets



Your company has five branch offices located across the country.

To support each of these branch offices, a small service desk has been created for each office and it is co-located with the users to whom they are providing service and support.

What model of service desk is your company using?

Options are :



Follow-the-sun

Centralized

Virtual

Answer :Local**What term best describes a service that is "fit for use"?**

Options are :

Warranty (Correct)

Outcome

Value

Utility

Answer :Warranty**Fill in the blank.**

Service requests and their fulfillment should be [?] and automated to the greatest degree possible.

Options are :

Creatively solved

Standardized (Correct)

Ignored

Uniquely handled

Answer :Standardized



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

A user is a person who uses [?].

Options are :

Outputs

Functionality

Services (Correct)

Products

Answer :Services

What is the purpose of the "service request management" practice?

Options are :

Setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets

Establishing and nurturing links between an organization and its stakeholders at strategic and tactical levels

Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner (Correct)

Ensuring that an organization's suppliers and their performance levels are managed appropriately to support the provision of seamless quality products and services



Stark Industries has two departments within the company: Training and Operations.

Which dimension of service management is focused on how a company structures its human resources?

Options are :

Value streams and processes

Partners and suppliers

Organizations and people (Correct)

Information and technology

Answer :Organizations and people

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Which describes the assurance that a product or service will meet agreed requirements?

Options are :

Output

Warranty (Correct)

Value



During incident management, what is it called when the incident is passed on to the next higher level of technician?

Options are :

Escalation (Correct)

Reduction

Promotion

Postponement

Answer :Escalation

You have been assigned to a team that has been asked to identify how your consumers use a particular service, what the service helps them to do, and how the service helps them to identify their goals.

Which of the guiding principles should best be applied in your situation?

Options are :

Collaborate and promote visibility

Progress iteratively with feedback

Think and work holistically

Focus on value (Correct)

Answer :Focus on value





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Which ITIL concept describes continual improvement?

Options are :

Guiding principles

Service value chain

Service value system (Correct)

Four dimensions of service management

Answer :Service value system

Stark Industries has just hired three new staff members.

The IT department at Stark Industries has created new accounts for the new staff members on the domain controller and allocated 10 GB of storage on the company's internal file server per staff member.

What term best describes these activities performed by the IT department?

Options are :

Warranty of a service

Service consumption

Service provision (Correct)



Your laptop only has a 256GB of SSD storage installed.

You have been travelling for work for the last 2 weeks and have downloaded a lot of video files to your internal storage device. Your computer is having issues because there is not enough free space.

You called your service desk, but since you are out of the country, they cannot remotely back up all the files on your laptop. They recommend that you move the large files from your internal storage device (256GB SSD) to an external hard drive to free up some available space.

Unfortunately, you don't have an external hard drive with you, so you will purchase one at the store later today.

How would you classify this situation and the solution recommended?

Options are :

Problem

Workaround

Incident

Known error (Correct)

Answer :Known error





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What is the definition of an incident?

Options are :

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

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

An unplanned interruption to a service or reduction in the quality of a service (Correct)

A problem that has been analyzed but has not been resolved

Answer :An unplanned interruption to a service or reduction in the quality of a service

Identify the missing word in the following sentence.

[?] is the practice of ensuring that risks are properly assessed, authorizing changes to proceed, and managing a change schedule in order to maximize the number of successful IT changes.

Options are :

Service level management

Service configuration management

IT asset management

Change control (Correct)

Answer :Change control



Options are :

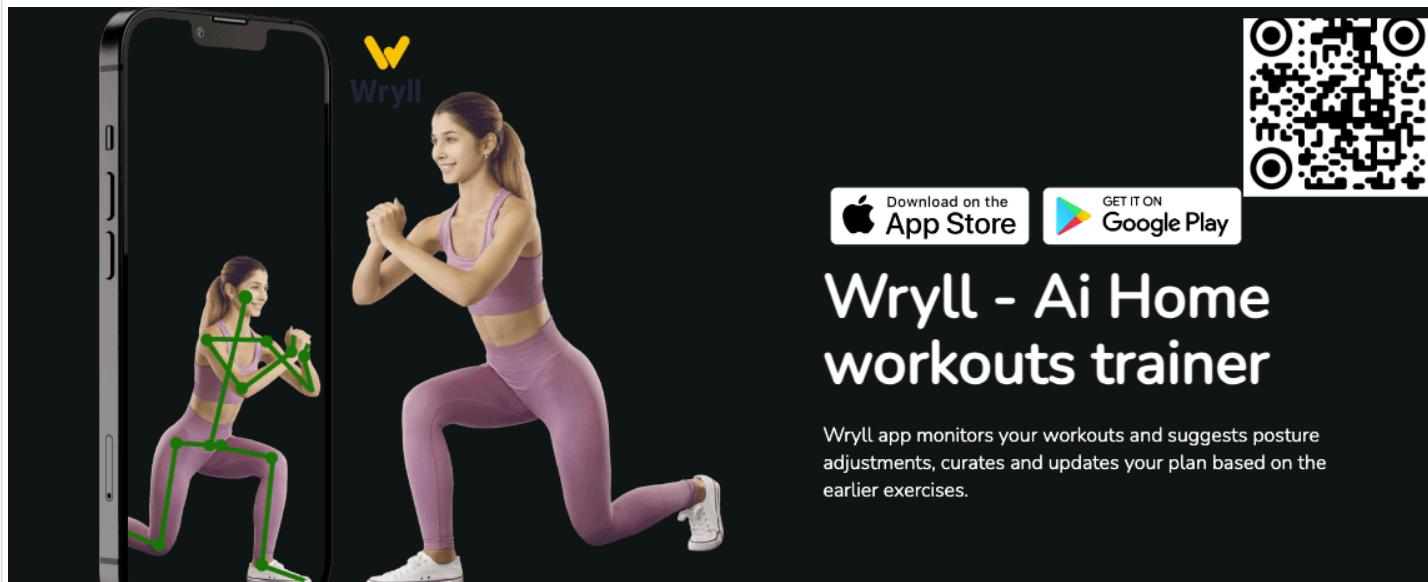
Service desks should have a practical understanding of the wider business (Correct)

Service desks should never use technologies such as SMS and chat functions

Service desks should always be a physical team in a single fixed location

Service desks should be highly technical functions

Answer :Service desks should have a practical understanding of the wider business



How does "service level management" contribute to the "engage" value chain activity?

Options are :

Provides feedback from interactions with customers into new or changed services

Collects feedback during interactions and communicates service performance objectives to the operations and support teams

Provides information about the actual service performance and trends

Collects and processes feedback from customers and users (Correct)

Answer :Collects and processes feedback from customers and users

What is a normal change?

Options are :



understood

A change that needs to be assessed, authorized, and scheduled by a change authority
(Correct)

A change that doesn't need risk assessment because the procedure has been pre-authorized

A change that doesn't need risk assessment because it is required to resolve an incident

Answer :A change that needs to be assessed, authorized, and scheduled by a change authority

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

Options are :

Where are we now

What is the vision (Correct)

How do we get there

Where do we want to be

Answer :What is the vision

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



Options are :

Progress iteratively with feedback

Start where you are (Correct)

Optimize and automate

Focus on value

Answer :Start where you are

What is a documented agreement between a service provider and a customer that identifies both the services required and the expected level of service?

Options are :

Service Level Agreement (Correct)

Business Partnership Agreement

Memorandum of Understanding

Interconnection Service Agreement

Answer :Service Level Agreement

Your company has decided to install a service management tool that provides incident management as one of its functions.

What is the benefit of using an incident management system?

Options are :

It can provide automated matching of incidents to problems or known errors (Correct)

It can provide automated resolution and closure of complex incidents

The system can provide specialized knowledge for solving complicated incidents

It can ensure that incidents are resolved within the agreed upon timeframe in the service level agreement (SLA)

Answer :It can provide automated matching of incidents to problems or known errors





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Andrea is leading an improvement initiative within your company.

She has been told that the company wants to have the highest customer satisfaction in the industry. Currently, the company has a customer satisfaction rating of 92% but the industry leader has an average of 94%. Andrea decides that the company should set their goal of obtaining a 96% customer satisfaction score within the next 12 months.

What step of the continual improvement model is Andrea currently in?

Options are :

Where are we now

What is the vision

Where do we want to be (Correct)

How do we get there

Answer :Where do we want to be

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



Options are :

Start where you are (Correct)

Focus on value

Progress iteratively with feedback

Optimize and automate

Answer :Start where you are

Identify the missing word in the following sentence.

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

Options are :

Level (Correct)

Availability

Request

Capacity

Answer :Level

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with feedback"?

Options are :

Longer periods of time before a product is delivered

Faster responses to customers and business needs (Correct)

Overall lower quality in the project

Reduced flexibility

Answer :Faster responses to customers and business needs

Your organization has recently installed a brand new accounting program.

The program has many functions including one that creates a report that shows the "Profit and Loss (P&L)" metrics for the month.

What term best describes the P&L report that is produced each month?

Options are :

Output (Correct)

Value

Cost

Outcome

Answer :Output

What is a standard change?

Options are :

A change that needs to be assessed, authorized, and scheduled by a change authority

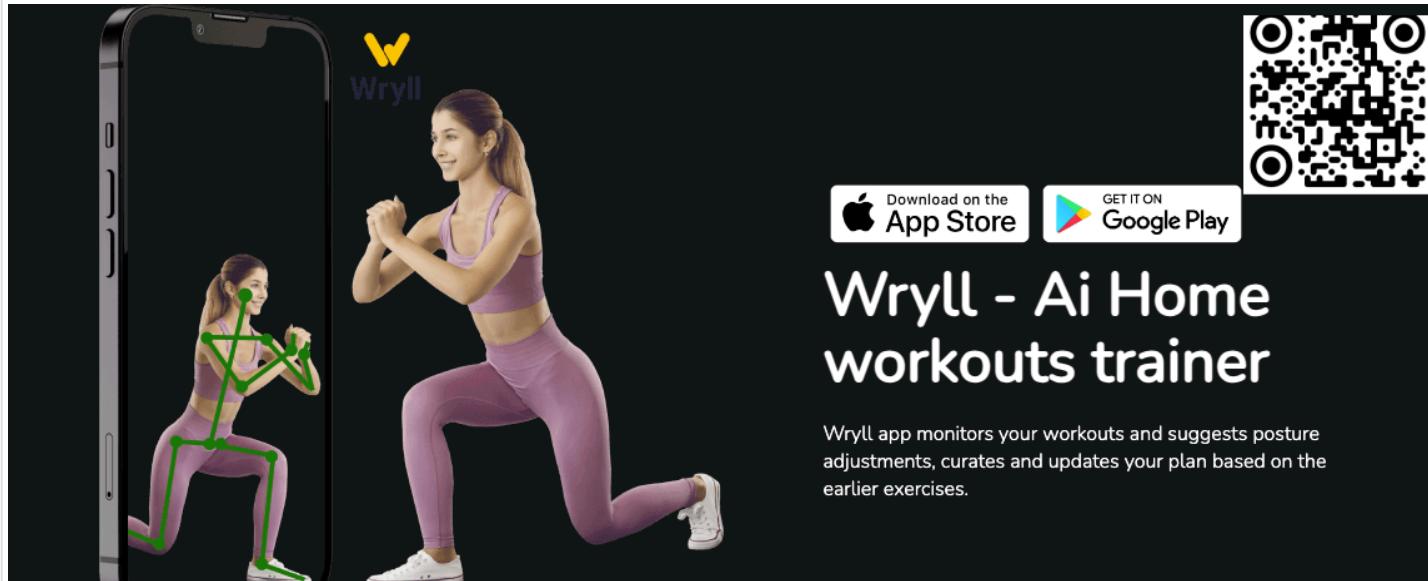
A change that is assessed, authorized, and scheduled as part of "continual improvement"



understood (Correct)

A change that doesn't need risk assessment because it is required to resolve an incident

Answer :A change that is routine in nature, is fully documented, and the risks are well understood



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Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

What does a centralized service desk require?

Options are :

Good workflow systems from routing and escalation (Correct)

Outsourced employees

Robotic process automation

Walk-in service hours

Answer :Good workflow systems from routing and escalation

Your company has recently decided to install a Microsoft SharePoint server to serve as the organization's knowledge base.

Which dimension of service management would this decision best be considered?

Options are :

Information and technology (Correct)

Partners and suppliers



Value streams and processes
Answer :Information and technology

Identify the missing word in the following sentence.

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

Options are :

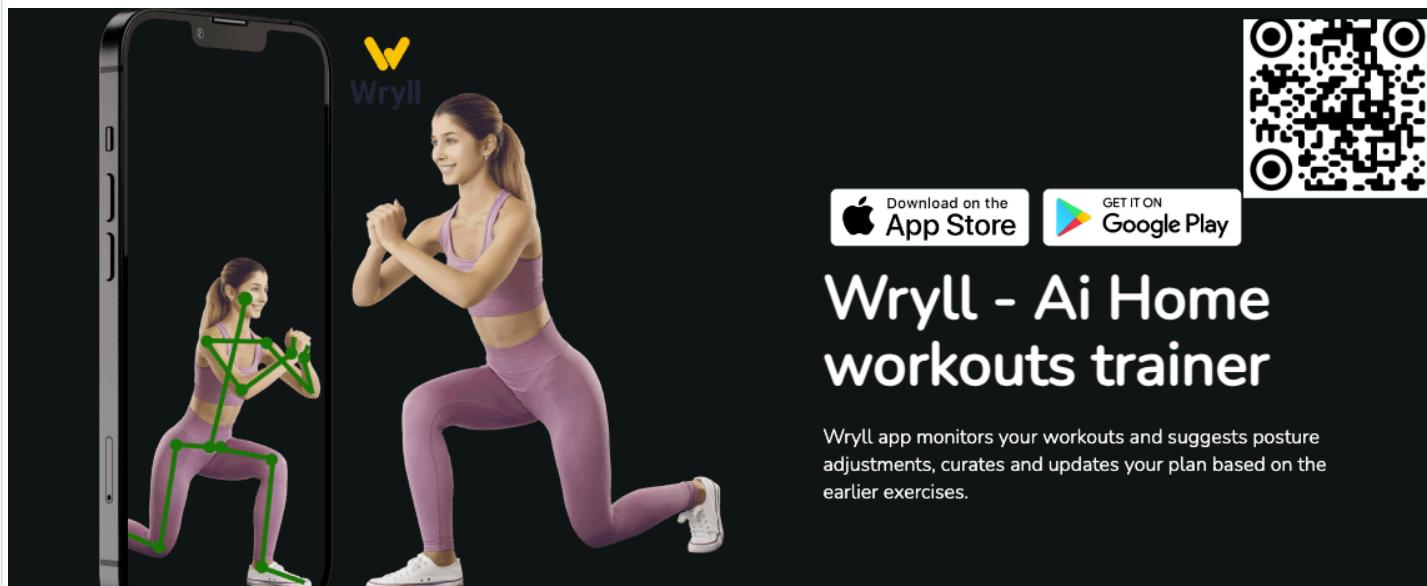
Project (Correct)

Incident

Event

Availability

Answer :Project



What is the purpose of the "change enablement" practice?

Options are :

Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner



managing a change schedule in order to maximize the number of successful IT changes (Correct)

Making new and changed services and features available for use

Aligning an organization's practices and services with changing business needs through the ongoing identification and improvement of all elements involved in the effective management of products and services

Answer :Ensuring that risks are properly assessed, authorizing changes to proceed and managing a change schedule in order to maximize the number of successful IT changes

What should be included in every service level agreement?

Options are :

Suppliers contractual obligations

Partners contractual obligations

Clearly defined service outcomes (Correct)

Detailed metrics to capture availability of the system

Answer :Clearly defined service outcomes

Fill in the blank.

A guiding principle is defined as a(n) [?] that can guide an organization in all circumstances and will guide organizations when adopting service management.

Options are :

Governance

Recommendation (Correct)

Mandatory action

Prescriptive requirement

Answer :Recommendation





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Which joint activity performed by a service provider and service consumer ensures continual value co-creation?

Options are :

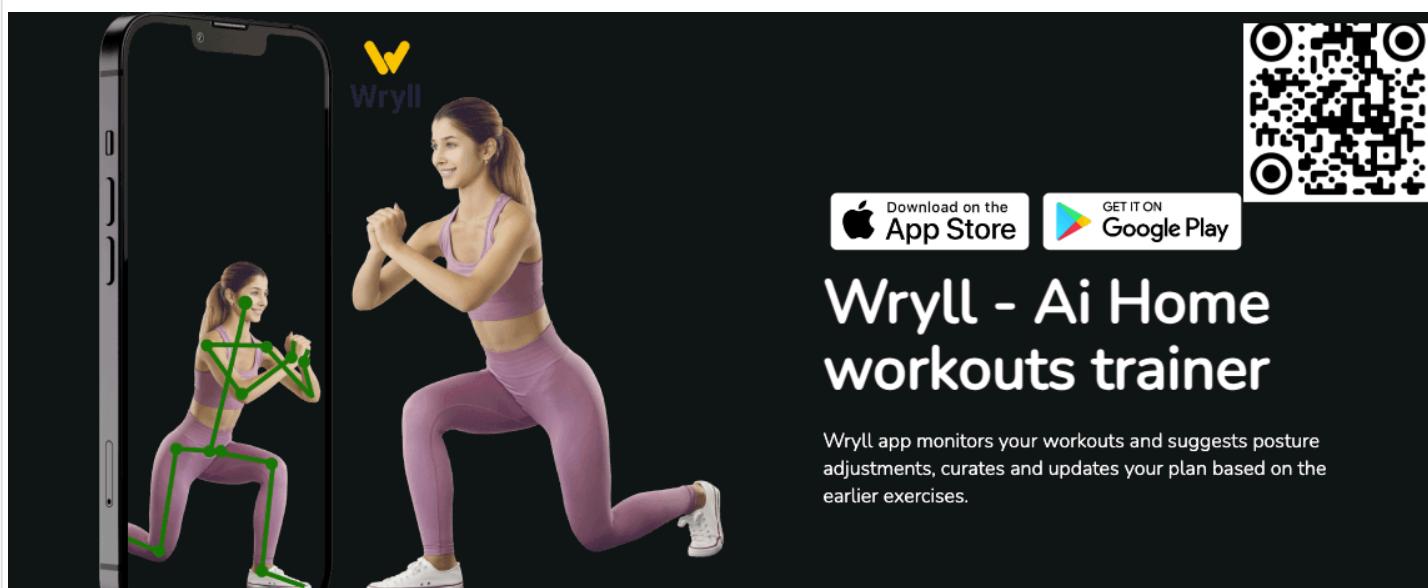
Service consumption

Service provision

Service offering

Service relationship management (Correct)

Answer :Service relationship management



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

Options are :

Keep it simple and practical (Correct)



Start where you are

Optimize and automate

Answer :Keep it simple and practical

What is an IT asset?

Options are :

A request from a user may initiates a service action

The removal of anything that could have a direct or indirect effect on services

Any financially valuable component that can contribute to delivery of an IT product or service (Correct)

Any component that needs to be managed in order to deliver a service

Answer :Any financially valuable component that can contribute to delivery of an IT product or service

Which service management dimension is focused on an organization's relationships with other organizations in order to deliver its services?

Options are :

Value streams and processes

Information and technology

Organizations and people

Partners and suppliers (Correct)

Answer :Partners and suppliers





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Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Fill in the blanks. Service level is defined as one or more metrics that define expected or achieved service [?]

Options are :

Service outcomes

Service output

Service efficiency

Service quality (Correct)

Answer :Service quality

Which one of the following is NOT a valid purpose or objective of problem management?

Options are :

To manage problems throughout their lifecycle

To prevent problems and resultant incidents (Correct)

To restore service to a user

To eliminate recurring incidents

Answer :To prevent problems and resultant incidents

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

Options are :

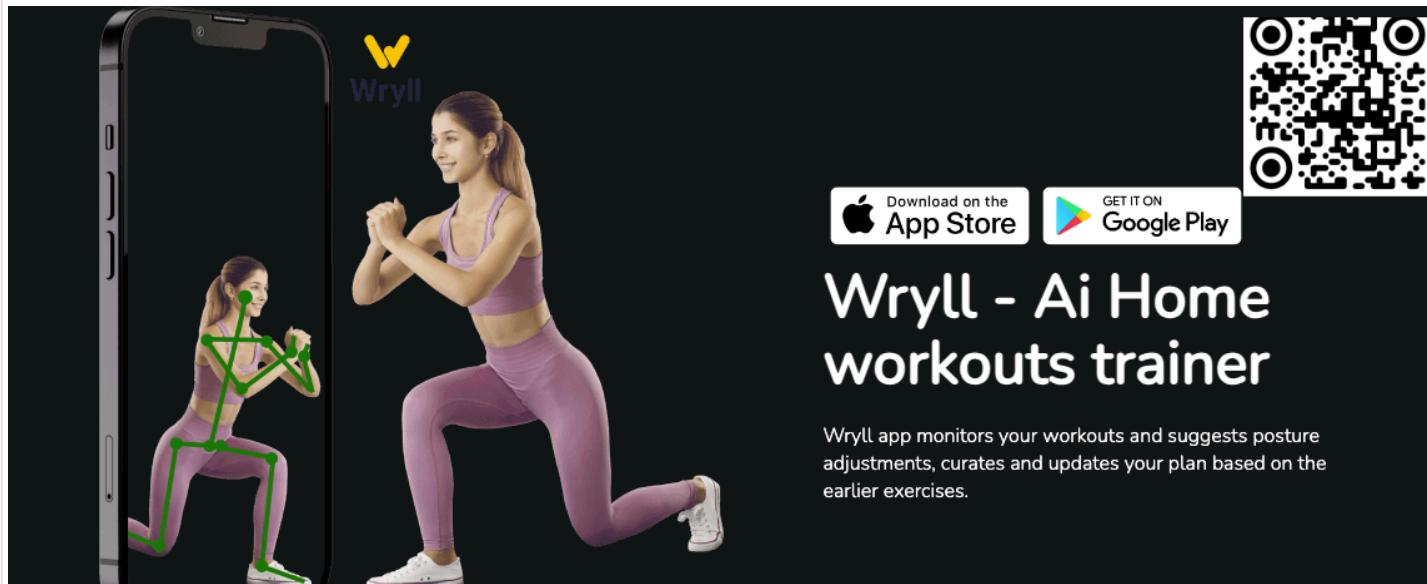
Service level management (Correct)



Problem management

Continual improvement.

Answer :Service level management



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

Options are :

Service request management

Service desk

Service configuration management

Service level management (Correct)

Answer :Service level management

Which guiding principle recommends standardizing and streamlining manual tasks?

Options are :

Collaborate and promote visibility

Focus on value

Optimize and automate (Correct)

Think and work holistically



What are the types of asset management?

Options are :

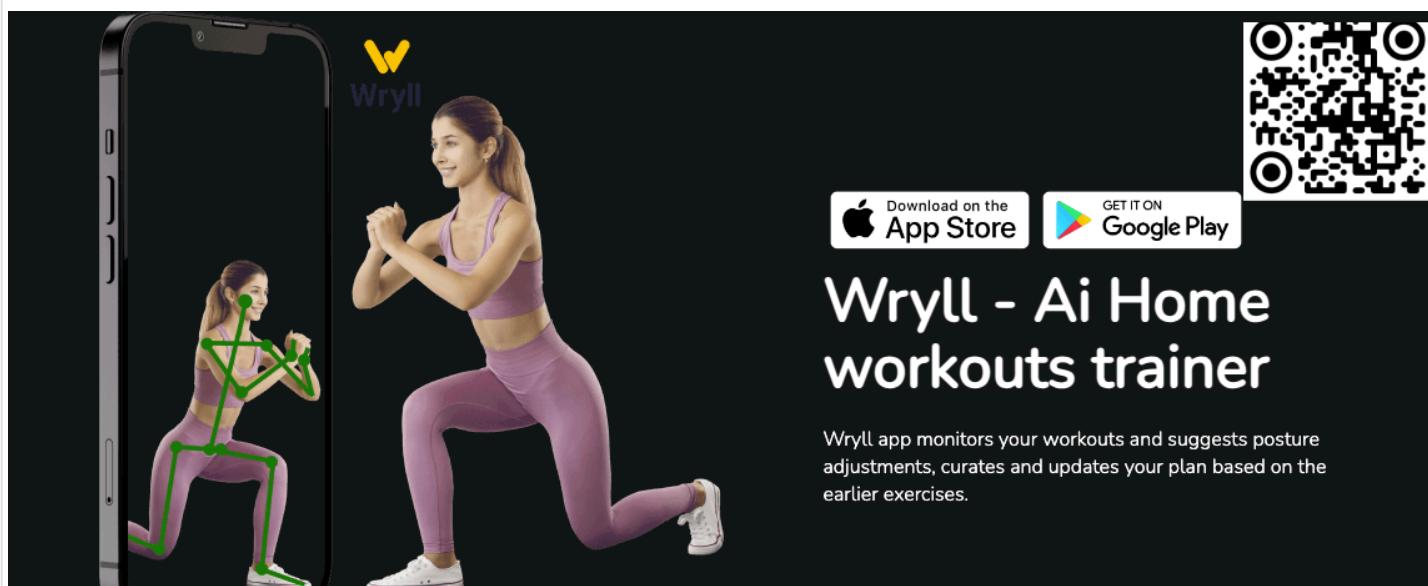
IT asset management and technical management

IT asset management and software asset management (Correct)

Operational management and IT asset management

Operational and technical management

Answer :IT asset management and software asset management



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

Options are :

Problem investigation and resolution

Business analysis and commercial management (Correct)

Balanced scorecard reviews and maturity assessment

Incident analysis and prioritization

Answer :Business analysis and commercial management

What is the effect of increased automation on the 'service desk' practice?

Options are :

Greater ability to focus on customer experience when personal contact is needed (Correct)



Elimination of the need to escalate incidents to support teams

Decrease in self-service incident logging and resolution

Answer :Greater ability to focus on customer experience when personal contact is needed

Which describes normal changes?

Options are :

Changes that must be implemented as soon as possible

Changes that are typically initiated as service requests

Changes that are low-risk and pre-authorized

Changes that need to be scheduled and assessed following a process (Correct)

Answer :Changes that need to be scheduled and assessed following a process

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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

Options are :

Incident management

Monitoring and event management (Correct)

Change control

Information security management

Answer :Monitoring and event management



value for a consumer.

Options are :

Outcome

Value

Service

Product (Correct)

Answer :Product

Identify the missing word(s) in the following sentence. A service is a means of enabling value co-creation by facilitating [?] that customers want to achieve.

Options are :

the warranty

the utility

outputs

outcomes (Correct)

Answer :outcomes

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Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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

Options are :



Change control

Service request management (Correct)

Incident management

Answer :Service request management

What term best describes a person or a group of people that has its own functions with responsibilities, authorities, and relationships to achieve its objectives?

Options are :

Organization (Correct)

Consumer

Service provider

Customer

Answer :Organization

What is NOT a phase in problem management?

Options are :

Error control

Problem classification (Correct)

Problem identification

Problem control

Answer :Problem classification





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Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Which practice has a purpose that includes helping the organization to maximize value, control costs and manage risks?

Options are :

Service desk

Release management

Relationship management

IT asset management (Correct)

Answer :IT asset management

What are the two types of cost that a service consumer should evaluate?

Options are :

The cost of creating the service, and the cost charged for the service

The cost of provisioning the service, and the cost of improving the service

The costs removed by the service, and the costs imposed by the service (Correct)

The cost of purchasing software, and the cost of purchasing hardware

Answer :The costs removed by the service, and the costs imposed by the service

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

Options are :

It removes the need for regular customer updates



It enables the reassessment of known errors

It removes the need for collaboration during incident resolution

Answer :It enables quick and efficient diagnosis of incidents



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

Options are :

Emergency

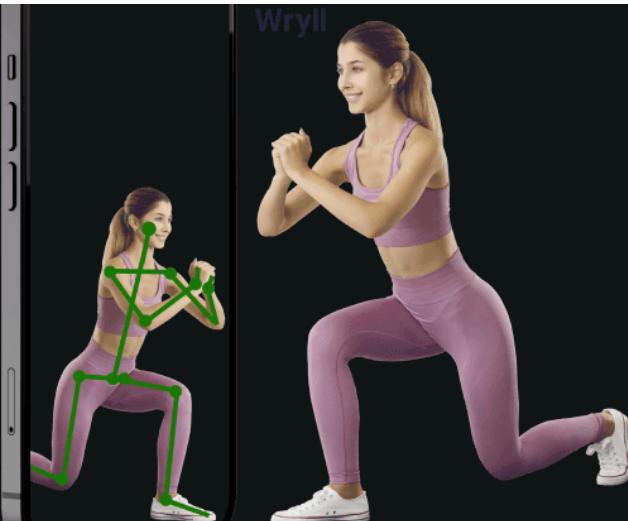
Normal (Correct)

Routine

Standard

Answer :Normal





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Recommended Reading

- ⌚ [ITIL 4 Foundation Certification 2021 Exam Question Answers Set 4](#)
- ⌚ [ITIL 4 Sample Exams \[2021\] Set 1](#)
- ⌚ [ITIL 4 Foundation Certification 2021 Exam Question Answers Set 5](#)
- ⌚ [ITIL 4 Foundation Practice Certification Exams \(6 Exams\) Set 1](#)
- ⌚ [ITIL 4 Sample Exams \[2021\] Set 3](#)
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Comment / Suggestion Section



1. ITIL 4 Foundation Certification 2021 Exam Question Answers Set 5

ITIL 4 Foundation Certification 2021 Exam Question Answers Set 5

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

Options are :

Change control

Service desk (Correct)

Service catalogue management

Problem management

Answer :Service desk

What is a means of enabling value co-creation by facilitating outcomes that customers want to achieve?

Options are :

A practice

An output

Continual improvement

A service (Correct)

Answer :A service





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Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

You have just been promoted to the role of the Service Desk manager. The manager before you loved metrics, and the Service Desk is currently spending numerous hours per week creating reports based on over 150 different metrics they call 'measures of effectiveness'. You believe there are simply too many metrics being collected and begin an analysis of each one to determine if it is providing valuable information. For the ones you find without value, you eliminate the requirement to track and report on those metrics. Which guiding principle are you following in this scenario?

Options are :

Collaborate and promote visibility

Keep it simple and practical (Correct)

Optimize and automate

Progress iteratively with feedback

Answer :Keep it simple and practical

What is warranty?

Options are :

The functionality offered by a product or service to meet a particular need

The perceived benefits, usefulness and importance of something

Assurance that a product or service will meet agreed requirements (Correct)

The amount of money spent on a specific activity or resource



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

Options are :

Understand how each element contributes to value creation (Correct)

Start with a complex solution, then simplify

Try to create a solution for every exception

Ignore conflicting objectives of different stakeholders

Answer :Understand how each element contributes to value creation

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Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Which ITIL practice has a purpose that includes reducing the likelihood of incidents?

Options are :

Service desk

Change control

Continual improvement

Problem management (Correct)

Answer :Problem management

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

Options are :



Service desks should be highly technical functions

Service desks should never use technologies such as SMS and chat functions

Service desks should have a practical understanding of the wider business (Correct)

Answer :Service desks should have a practical understanding of the wider business

What are the ITIL guiding principles used for?

Options are :

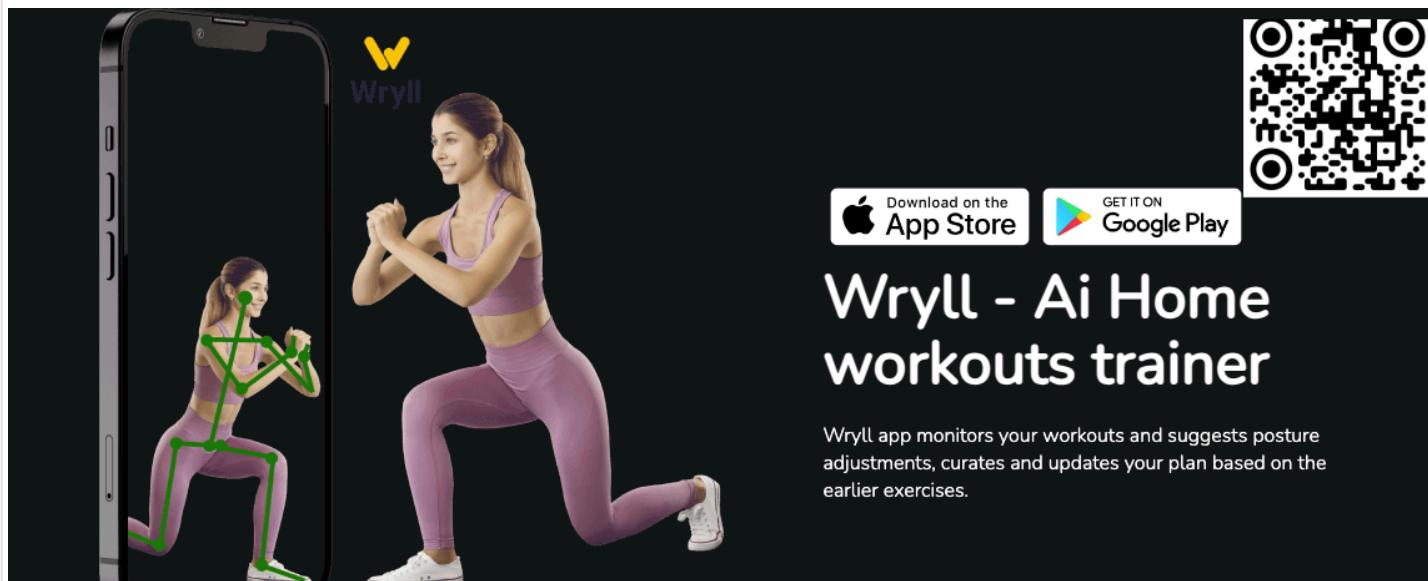
To direct and control an organization

To identify activities that an organization must perform in order to deliver a valuable service

To help an organization make good decisions (Correct)

To ensure that an organization's performance continually meets stakeholders' expectations

Answer :To help an organization make good decisions



Which value chain activity includes negotiation of contracts and agreements with suppliers and partners?

Options are :

Design and transition

Engage (Correct)

Deliver and support



Change Control manages the people aspects of changes to ensure that improvements and organizational transformation initiatives are implemented successfully.

Options are :

FALSE (Correct)

TRUE

Answer :FALSE

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

Options are :

To align the organization's practices and services with changing business needs

To support the agreed quality of a service handling all agreed, user-initiated service requests

To set clear business-based targets for service performance

*To establish and nurture the links between the organization and its stakeholders
(Correct)*

Answer :To establish and nurture the links between the organization and its stakeholders

The advertisement features a woman in a purple athletic outfit performing a lunge exercise. On the left, a smartphone screen shows the Wryll app interface with a similar exercise. The app interface includes a yellow 'Wryll' logo, download links for the App Store and Google Play, and a QR code. The promotional text reads: "Wryll - Ai Home workouts trainer. Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises."

Identify the missing word in the following sentence. The purpose of the service configuration management practice is to ensure that accurate and reliable



available when and where it is needed.

Options are :

suppliers

assets

customers

CIs (Correct)

Answer :CIs

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

Options are :

To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents

To capture demand for incident resolution and service requests (Correct)

To maximize the number of successful IT changes by ensuring risks are properly assessed

To set clear business-based targets for service performance

Answer :To capture demand for incident resolution and service requests

Which value chain activity includes presenting workarounds to users via a service portal?

Options are :

Improve

Obtain/build

Plan

Engage (Correct)

Answer :Engage





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Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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

Options are :

Email

Phone calls

Text and social media messaging

All of the above (Correct)

Answer :All of the above

Which practice updates information relating to symptoms and business impact?

Options are :

Change control

Service request management

Incident management (Correct)

Service level management

Answer :Incident management

How does 'service request management' contribute to the 'obtain/build' value chain activity?

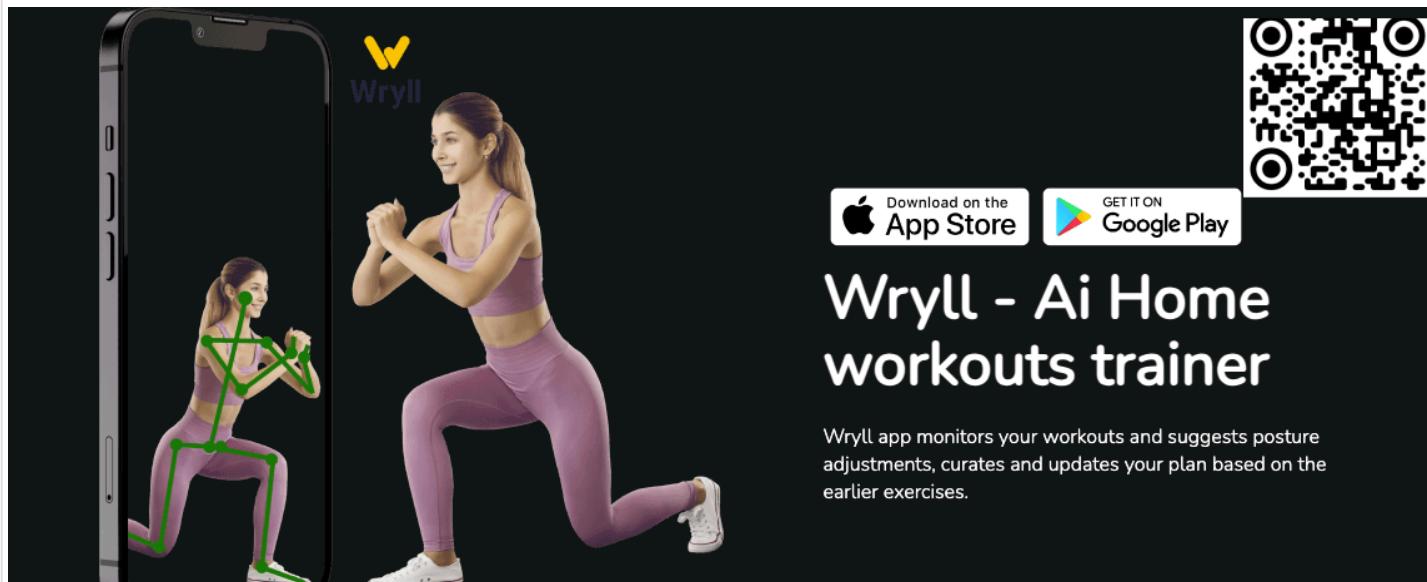
Options are :

By initiating standard changes to fulfill service requests

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



It acquires pre-approved service components to help fulfill service requests (Correct)
Answer :It acquires pre-approved service components to help fulfill service requests



The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A green motion capture overlay shows her joint angles and movement path. To the left is a smartphone displaying the same scene. The Wryll logo is at the top left, and a QR code is at the top right. Buttons for 'Download on the App Store' and 'GET IT ON Google Play' are at the bottom left. The text 'Wryll - Ai Home workouts trainer' is prominently displayed in the center.

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

What includes governance as a component?

Options are :

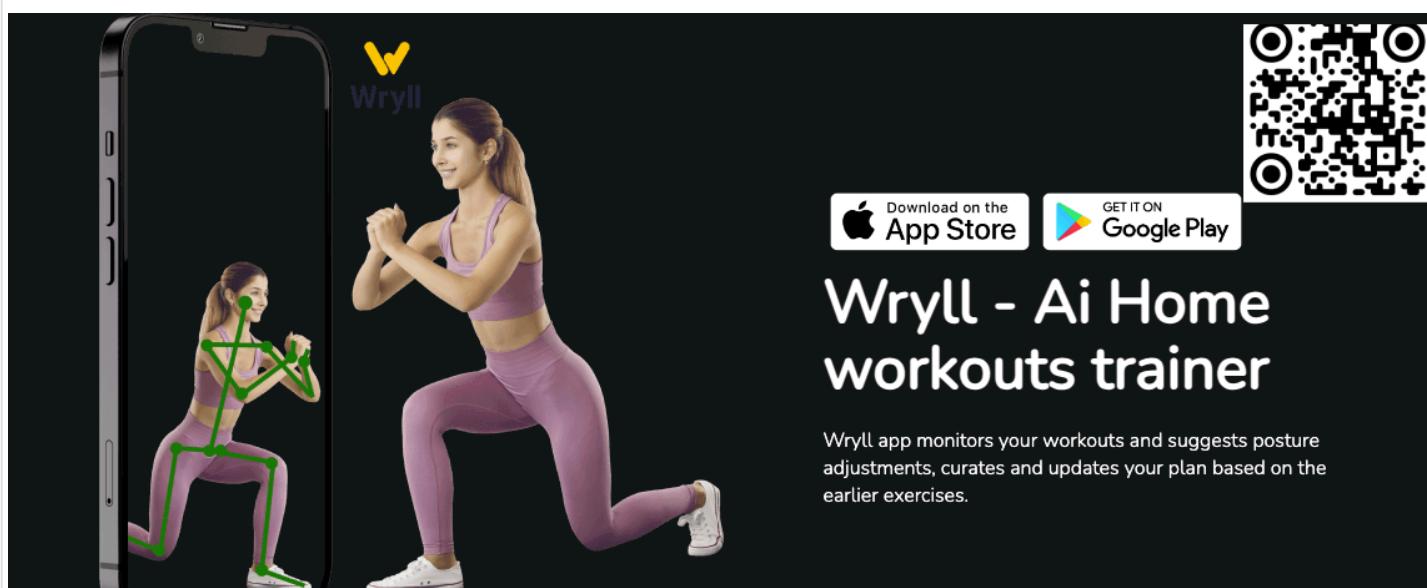
The guiding principles

The service value system (Correct)

Practices

The service value chain

Answer :The service value system



The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A green motion capture overlay shows her joint angles and movement path. To the left is a smartphone displaying the same scene. The Wryll logo is at the top left, and a QR code is at the top right. Buttons for 'Download on the App Store' and 'GET IT ON Google Play' are at the bottom left. The text 'Wryll - Ai Home workouts trainer' is prominently displayed in the center.

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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



Options are :

Creating incident records

Trend analysis of incident records (Correct)

Diagnosing and resolving incidents

Escalating incidents to a support team for resolution

Answer :Trend analysis of incident records

Which is handled as a service request?

Options are :

An investigation to identify the cause of an incident

An emergency change to implement a security patch

A compliment about an IT support team (Correct)

The failure of an IT service

Answer :A compliment about an IT support team

Which guiding principle considers customer and user experience?

Options are :

Keep it simple and practical

Focus on value (Correct)

Collaborate and promote visibility

Start where you are

Answer :Focus on value





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Why should incidents be prioritized?

Options are :

To encourage a high level of collaboration within and between teams

To ensure that incidents with the highest business impact are resolved first (Correct)

To help automated matching of incidents to problems or known errors

To identify which support team the incident should be escalated to

Answer :To ensure that incidents with the highest business impact are resolved first

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

Options are :

Problems

Events (Correct)

Requests

Incidents

Answer :Events

Which dimension considers data security and privacy?

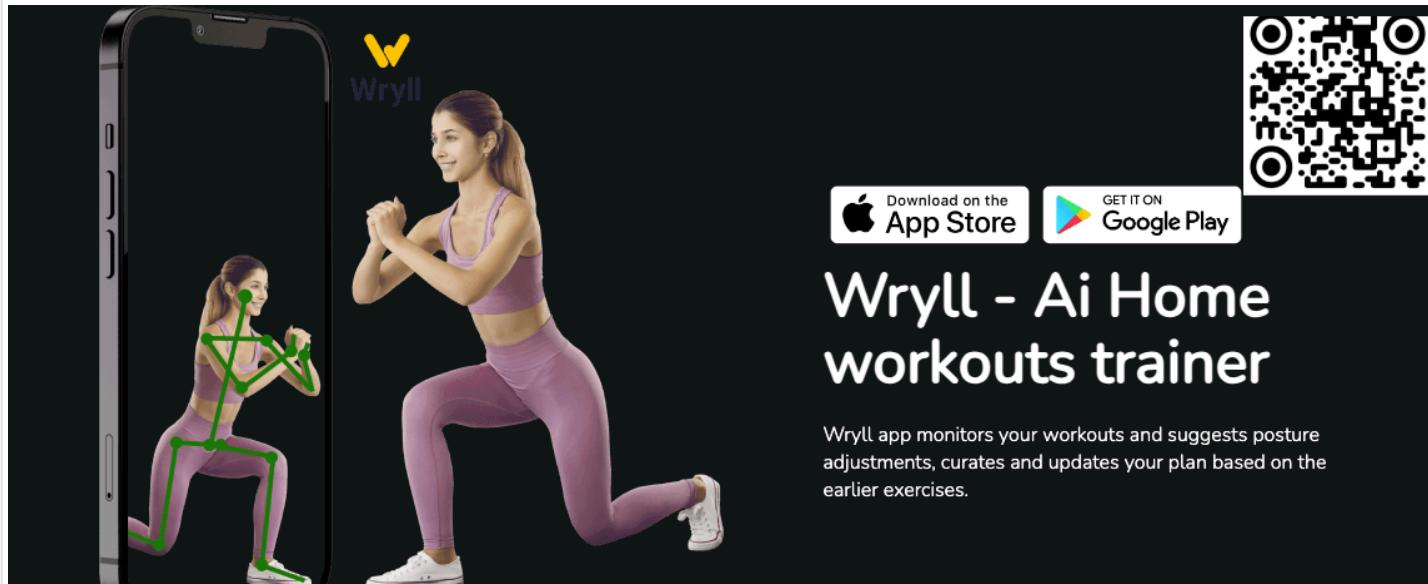
Options are :

Organizations and people

Value streams and processes



Partners and suppliers
Answer :Information and technology



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

Options are :

Cost

Utility

Warranty (Correct)

Service management

Answer :Warranty

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

Options are :

Use of shift working patterns

Fulfilment of service requests

Creation of a temporary team

Scripts for collecting user information (Correct)

Answer :Scripts for collecting user information

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



Options are :

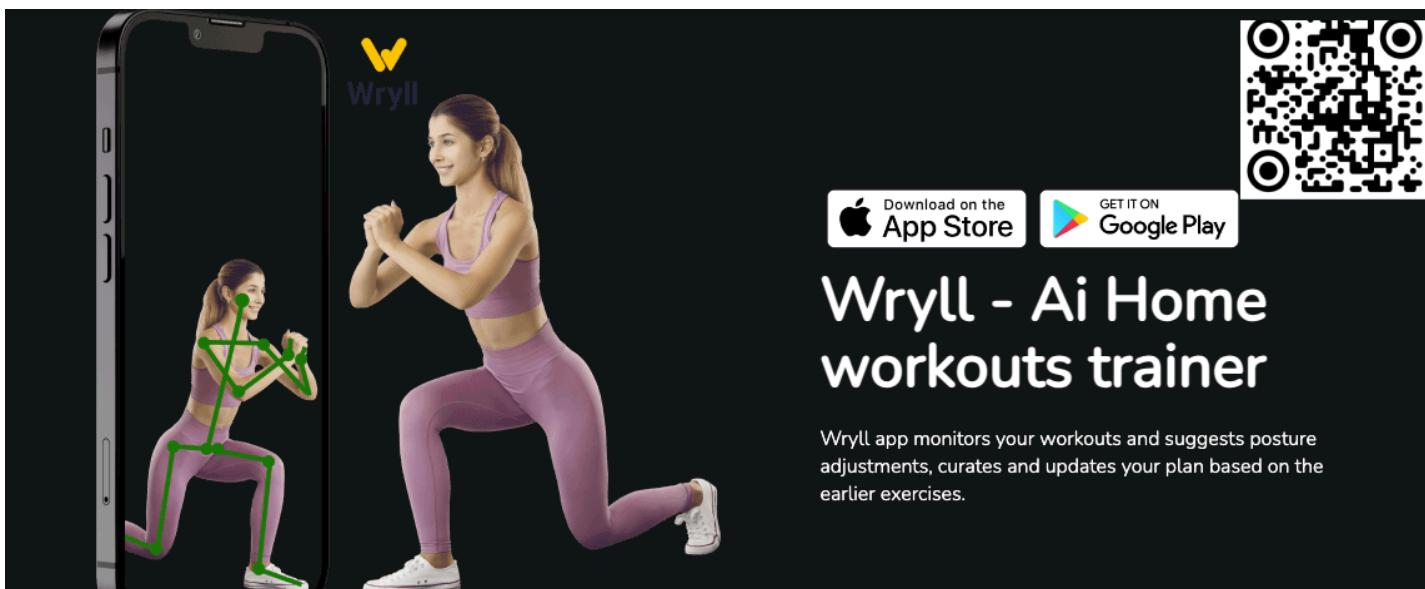
Asset

Cost (Correct)

Outcome

Utility

Answer :Cost



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

Options are :

Define measurable targets

Perform baseline assessments

Evaluate measurements and metrics (Correct)

Execute improvement actions

Answer :Evaluate measurements and metrics

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

Options are :

Focus on value

Optimize and automate



Think and work holistically (Correct)
Answer :Think and work holistically

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

Options are :

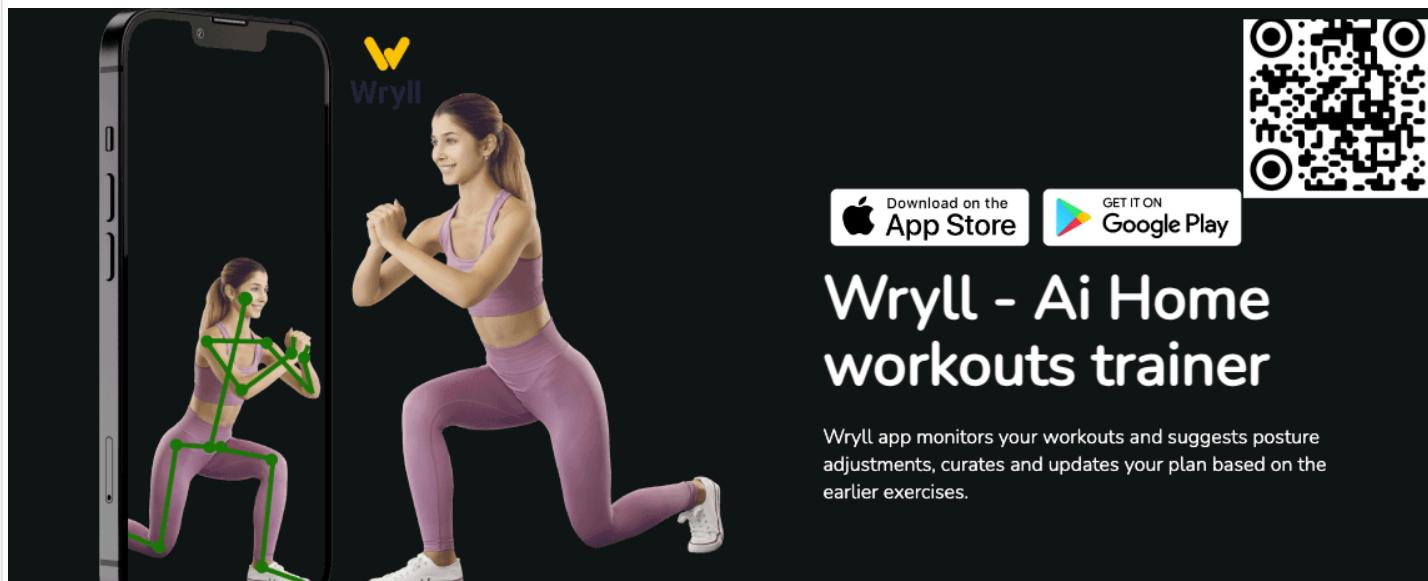
To ensure that information security requirements are met

To streamline the fulfilment workflow (Correct)

To ensure that spending is properly accounted for

To set user expectations for fulfilment times

Answer :To streamline the fulfilment workflow



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Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Which describes the utility of a service?

Options are :

A service that meets its service level targets

A service that increases constraints on the consumer

A service that supports the performance of the consumer (Correct)

A service that is fit for use

Answer :A service that supports the performance of the consumer

What is the first step of guiding principle "focus on value"?



Options are :

Identify all suppliers and partners that are involved in the service

Determine the cost of provisioning the service

Determine who the service consumer is in each situation (Correct)

Identify the outcomes that service facilitates

Answer :Determine who the service consumer is in each situation

Which will NOT be handled as a service request?

Options are :

The replacement of a toner cartridge

The degradation of a service (Correct)

A complaint about a support team

The provision of a laptop

Answer :The degradation of a service

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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

Options are :

To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors (Correct)

To minimize the negative impact of incidents by restoring normal service operation as quickly as possible



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

Answer :To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors

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

Options are :

Standard changes are changes that need to be scheduled, assessed and authorized following a standard process

Emergency changes are changes that must be implemented as soon as possible and therefore authorization is expedited (Correct)

Service requests are usually normal changes that can be implemented quickly without authorization

Emergency changes are changes that must be fully tested and fully documented prior to implementation

Answer :Emergency changes are changes that must be implemented as soon as possible and therefore authorization is expedited

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

Options are :

Information security management (Correct)

Monitoring and event management

Service level management

Continual improvement

Answer :Information security management





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Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Which is a purpose of release management?

Options are :

To make new and changed services available for use (Correct)

To move hardware and software to live environments

To handle user-initiated service requests

To protect the organization's information

Answer :To make new and changed services available for use

What does 'change enablement' PRIMARILY focus on?

Options are :

Changes to products and services (Correct)

Changes to service levels

Changes to skills and competencies

Changes to organizational structure

Answer :Changes to products and services

What are guiding principles?

Options are :

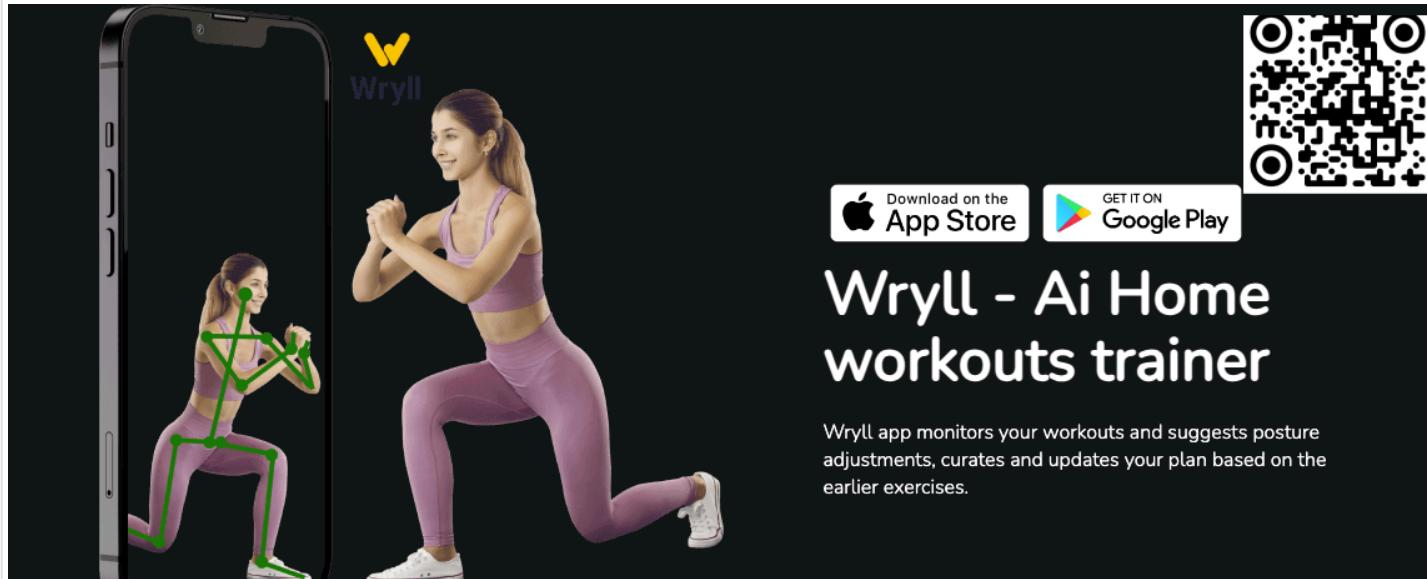
A description of one or more services that help address the needs of a target consumer group

A set of specialized organizational capabilities for enabling value for customers



Recommendations that help an organization when adopting a service management approach (Correct)

Answer :Recommendations that help an organization when adopting a service management approach



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Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Which ITIL practice recommends performing service reviews to ensure that services continue to meet the needs of the organization?

Options are :

Service desk

Service request management

Service configuration management

Service level management (Correct)

Answer :Service level management

Which practice recommends using tools for collaboration and the automated matching of symptoms?

Options are :

Service level management

Incident management (Correct)

Problem management

Service request management



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

Options are :

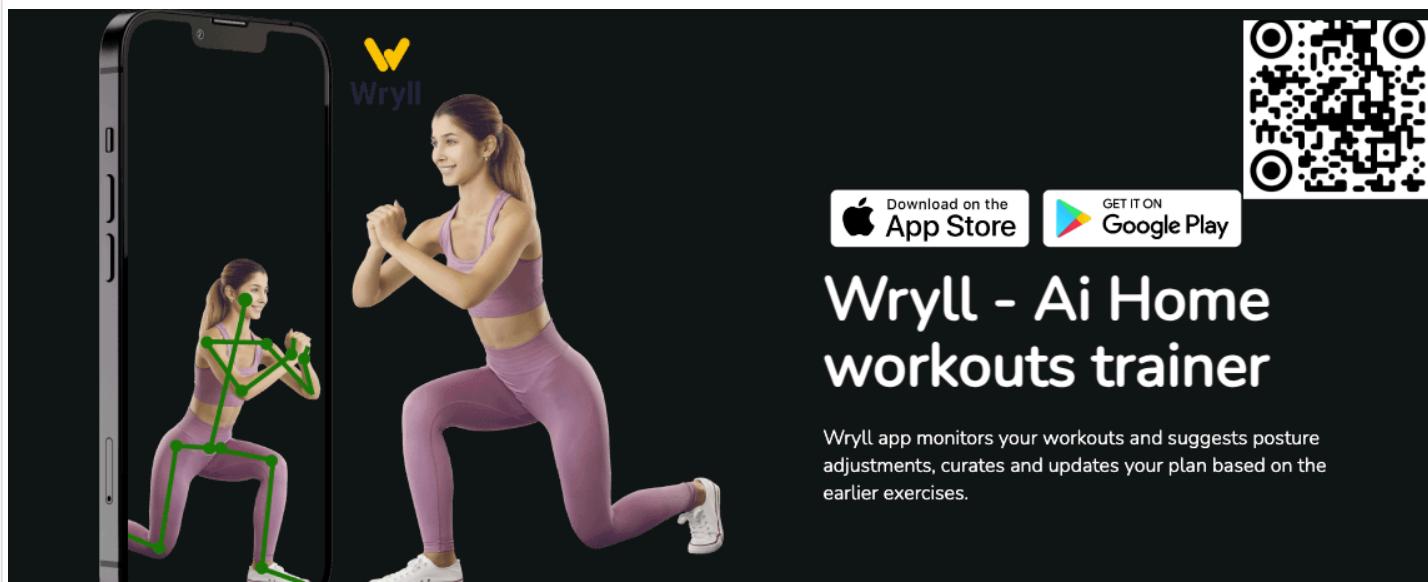
An improvement initiative that is broken into a number of manageable sections (Correct)

The identification of all interested parts at the start of a improvement initiative

A current state assessment that is carried out at the start of an improvement initiative

An assessment of how all the parts of an organization will affect an improvement initiative

Answer :An improvement initiative that is broken into a number of manageable sections



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

Options are :

Initiate, approve, fulfil

Schedule, assess, authorize

Diagnose, investigate, resolve

Acknowledge, classify, own (Correct)

Answer :Acknowledge, classify, own



services?

Options are :

Problem management

Service desk (Correct)

Service level management

Change enablement

Answer :Service desk

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

Options are :

Problem management (Correct)

Service level management

Service request management

Change enablement

Answer :Problem management

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Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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

Options are :



Obtain/build (Correct)

Plan

Deliver and support

Answer :Obtain/build

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

Options are :

Using formal roles and responsibilities

Working with an integrator to manage relationships (Correct)

Defining controls and procedures

Using artificial intelligence

Answer :Working with an integrator to manage relationships

Which approach is CORRECT when applying the guiding principle 'keep it simple and practical'?

Options are :

Only add controls and metrics that are required for compliance

Only add controls and metrics when they are needed (Correct)

Design controls and metrics and add them individually until all are implemented

Design controls and metrics first, then remove those not adding value

Answer :Only add controls and metrics when they are needed





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Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Identify the missing word(s) in the following sentence. The service desk should be the entry point and single point of contact for the [?] with all of its users.

Options are :

Service provider (Correct)

Supplier

Service consumer

Customer

Answer :Service provider

Which is a key requirement for a successful service level agreement (SLA)?

Options are :

Using single-system-based metrics that relate to outputs

Using bundled metrics to relate performance to outcomes (Correct)

Using an agreement between the service provider and service supplier

Using individual metrics that relate to the service catalogue

Answer :Using bundled metrics to relate performance to outcomes

Which is an external input to the service value chain?

Options are :

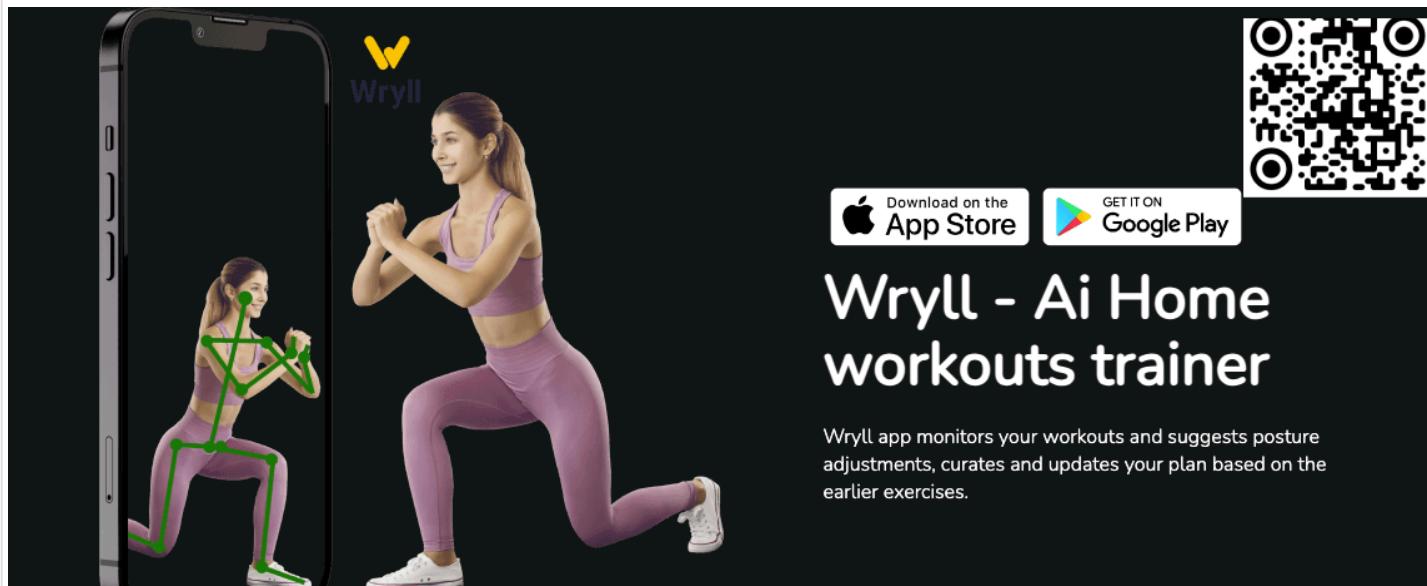
Customer requirements (Correct)

The 'improve' value chain activity



Feedback loops

Answer :Customer requirements



The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A smartphone on the left displays the Wryll app interface, showing the same exercise with green motion capture lines overlaid. The Wryll logo is at the top. At the bottom right, there's a QR code, download links for the App Store and Google Play, and the text "Wryll - Ai Home workouts trainer". Below that, a descriptive text reads: "Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises."

Identify the missing words in the following sentence. A user is [?] that uses services.

Options are :

a team

a supplier

a role (Correct)

an organization

Answer :a role

Which ITIL practice has the purpose to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels?

Options are :

Service desk

Change enablement

Supplier management

Relationship management (Correct)

Answer :Relationship management



Options are :

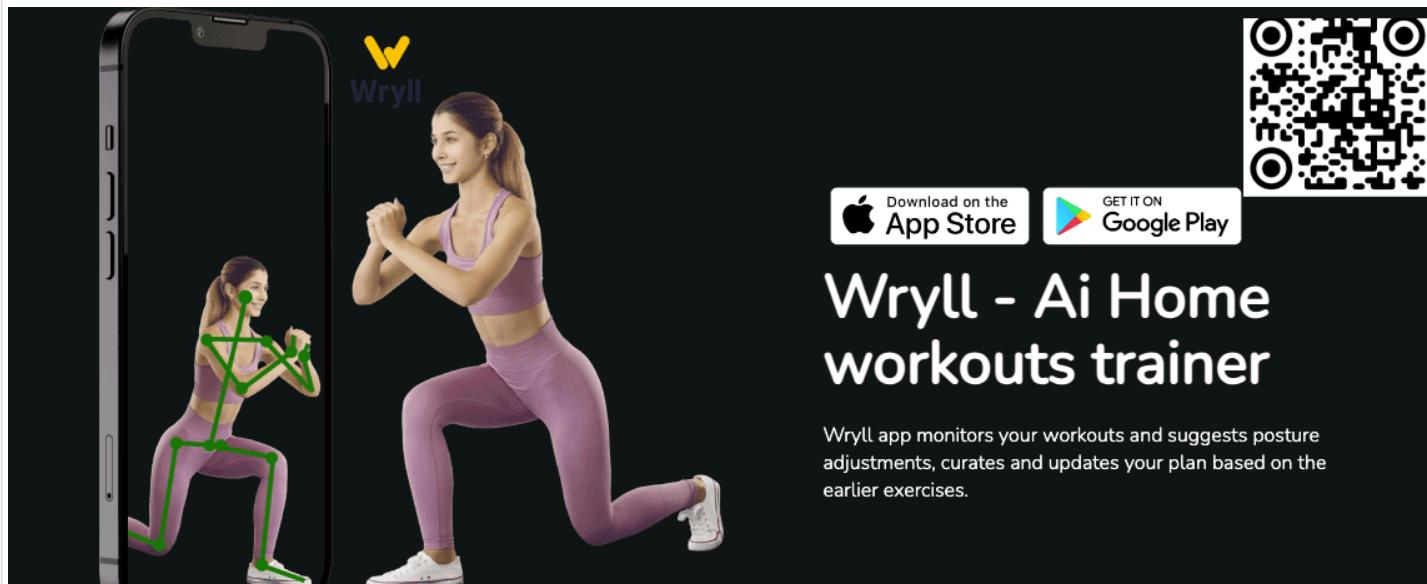
Check that the activity has already been optimized (Correct)

Ensure the solution removes the need for human intervention

Ensure that DevOps has been successfully implemented

Check that suitable new technology has been purchased

Answer :Check that the activity has already been optimized



What is a change schedule used for?

Options are :

To help manage normal changes (Correct)

To help authorize standard changes

To help plan emergency changes

To help assign a change authority

Answer :To help manage normal changes

What is the definition of a known error?

Options are :

A problem that has been analysed and has not been resolved (Correct)

Any change of state that has significance for the management of a service or other configuration item (CI)



An unplanned interruption to a service, or reduction in the quality of a service
Answer :A problem that has been analysed and has not been resolved

Which role approves the cost of services?

Options are :

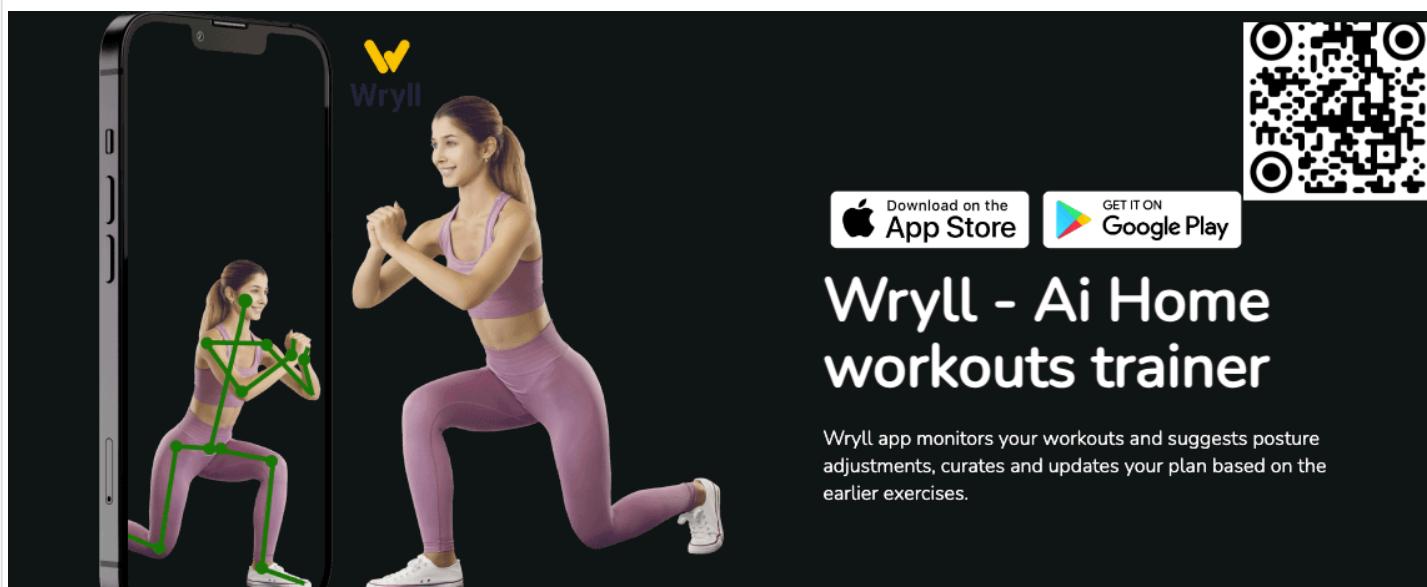
Sponsor (Correct)

Change authority

User

Customer

Answer :Sponsor



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

Options are :

Focus on value at every step of the improvement (Correct)

Make "focus on value" a responsibility of the management

Focus on value for the service provider first

Focus on the value of new and significant projects first

Answer :Focus on value at every step of the improvement





Wryll

Download on the App Store GET IT ON Google Play

QR code

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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

Options are :

Obtain/Build

Improve

Design and Transition

Service relationships (Correct)

Answer :Service relationships

Which term describes the functionality offered by a service?

Options are :

Warranty

Utility (Correct)

Cost

Risk

Answer :Utility

What type of change is MOST likely to be managed by the 'service request management' practice?

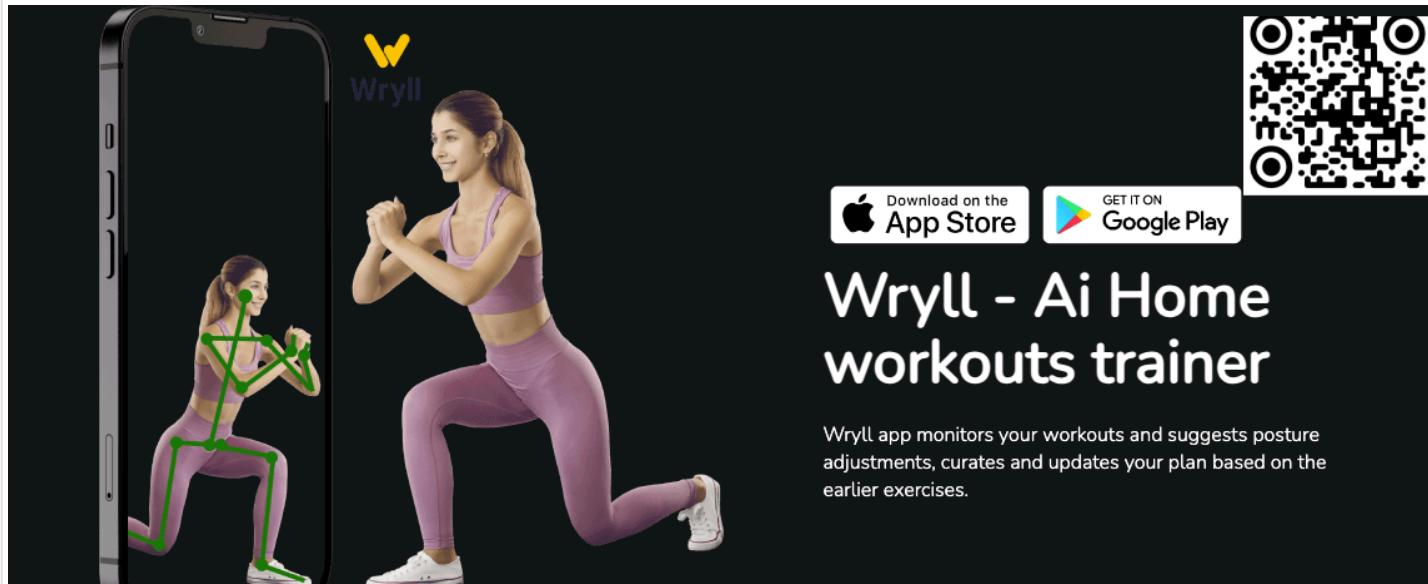
Options are :

A normal change

An emergency change



An application change
Answer :A standard change



The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A smartphone on the left displays the Wryll app interface, showing the same exercise with green motion capture lines overlaid. The Wryll logo is at the top. At the bottom right are download links for the App Store and Google Play, and a QR code.

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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

Options are :

Incident management

Compliments and complaints

Self-service tools

Processes and procedures (Correct)

Answer :Processes and procedures

Which statement about service desks is CORRECT?

Options are :

The service desk should rely on self-service portals instead of escalation to support teams

The service desk should escalate all technical issues to support and development teams

The service desk should remain isolated from technical support teams

The service desk should work in close collaboration with support and development teams (Correct)



Fill in the blank.

The [?] is used to help plan changes, assist in communication, avoid conflicts, and assign resources.

Options are :

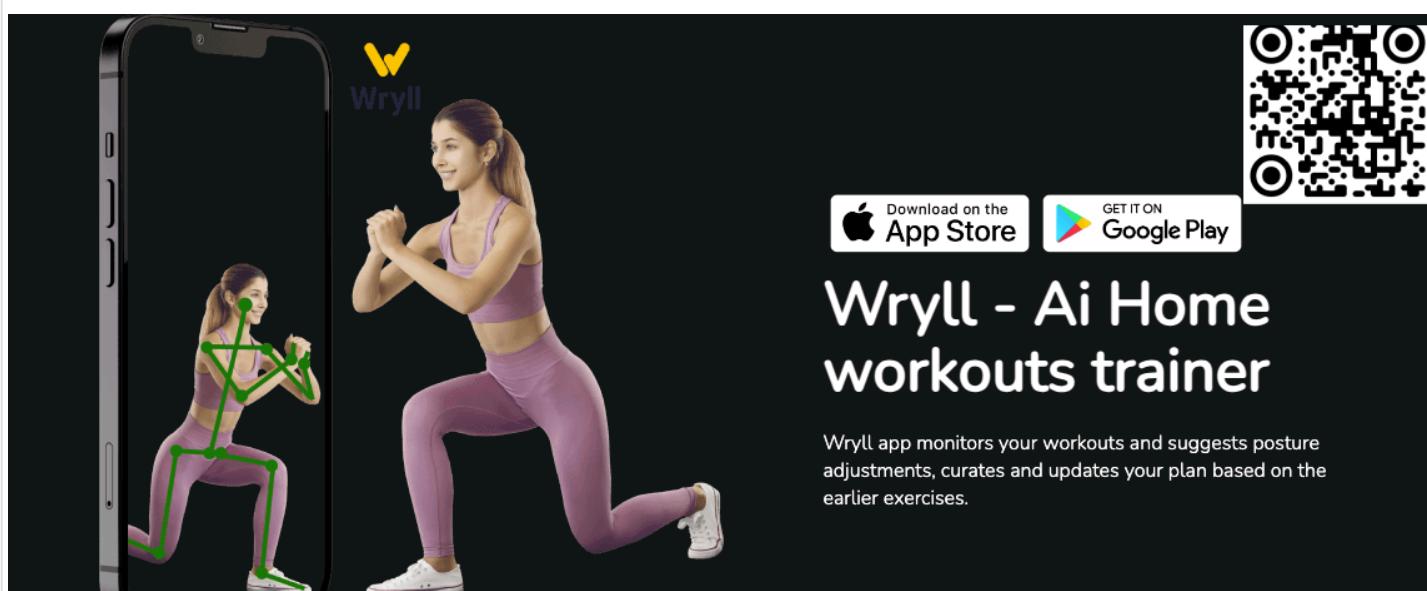
Continual Improvement

Change Control

Change Authority

Change Schedule (Correct)

Answer :Change Schedule



Which practice seeks to minimize the negative impact of unplanned outages by restoring normal service operation as quickly as possible?

Options are :

Service level management

Incident management (Correct)

Problem management

Change management

Answer :Incident management



Options are :

Reviewing service management practices and removing any unnecessary complexity

Conducting a review of existing service management practices and decide what to keep and what to discard

Reviewing how an improvement initiative can be organized into smaller, manageable sections that can be completed in a timely manner

Using the four dimensions of service management to ensure coordination of all aspects of an improvement initiative (Correct)

Answer :Using the four dimensions of service management to ensure coordination of all aspects of an improvement initiative

Which statement about a change authority is CORRECT?

Options are :

Emergency changes can be implemented without authorization from a change authority

A single change authority should be assigned to authorize all types of change and change models

Normal changes are pre-authorized and do not need a change authority

A change authority should be assigned for each type of change and change model (Correct)

Answer :A change authority should be assigned for each type of change and change model

The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A green overlay shows a skeletal framework of her body, indicating joint angles or movement paths. To the left, a smartphone displays the same scene, with the 'Wryll' logo in the top right corner of its screen. In the top right corner of the main advertisement, there is a QR code. Below the QR code, there are download links for the App Store and Google Play. The text 'Wryll - Ai Home workouts trainer' is prominently displayed in large white letters. At the bottom, a descriptive text states: 'Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.' A small circular icon with a blue arrow pointing upwards is located in the bottom right corner.

CORRECT?

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

Options are :

2 and 3

3 and 4

1 and 4

1 and 2 (Correct)

Answer :1 and 2

What should be done for every problem?

Options are :

It should be resolved so that it can be closed

It should be prioritized based on its potential impact and probability (Correct)

It should have a workaround to reduce the impact

It should be diagnosed to identify possible solutions

Answer :It should be prioritized based on its potential impact and probability

Which guiding principle recommends coordinating all dimensions of service management?

Options are :

Think and work holistically (Correct)

Start where you are



Progress iteratively with feedback
Answer :Think and work holistically

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Which of the following is an outcome?

Options are :

All incidents reported to the service desk

The results specific to the clauses in a service level agreement(SLA)

All the accumulated knowledge of the service provider

*The result of carrying out an activity, following a process or delivering a service
(Correct)*

Answer :The result of carrying out an activity, following a process or delivering a service

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

Options are :

Known error

Problem (Correct)

Event

Change

Answer :Problem

What is a workaround?



Options are :

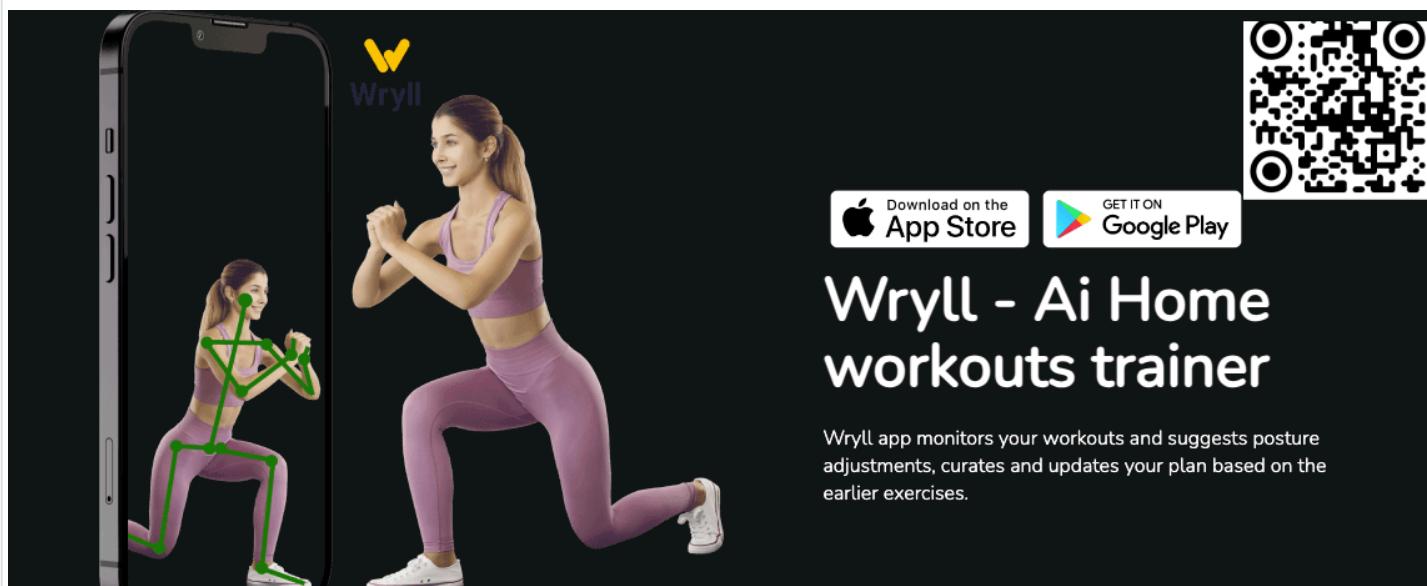
A possible event that could cause harm or loss or make it more difficult to achieve objectives

Problem control activities that includes problem analysis and documenting workarounds and known errors.

A tangible or intangible deliverable that is produced by carrying out an activity.

Temporary solutions aimed at reducing or eliminating the impact of Known Errors (and thus Problems) for which a full resolution is not yet available. (Correct)

Answer :Temporary solutions aimed at reducing or eliminating the impact of Known Errors (and thus Problems) for which a full resolution is not yet available.



Which stakeholders co-create value in a service relationship?

Options are :

Consumer and provider (Correct)

Investor and supplier

Provider and supplier

Investor and consumer

Answer :Consumer and provider

How does customer engagement contribute to the 'service level management' practice?

1. It captures information that metrics can be based on



3. It defines the workflows for service requests

4. It supports progress discussions

Options are :

3 and 4

1 and 4 (Correct)

1 and 2

2 and 3

Answer :1 and 4

What is a problem?

Options are :

Any change of state that has significance for the management of a configuration item

An addition or modification that could have an effect on services

A cause or potential cause of one or more incidents (Correct)

An unplanned reduction in the quality of a service

Answer :A cause or potential cause of one or more incidents

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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



Options are :

Relationship management

Supplier management

Problem management

Service desk (Correct)

Answer :Service desk

A major incident has been closed, but there is a risk that it might happen again.

How should this be logged and managed?

Options are :

As a service request

As an event

As a change request

As a problem (Correct)

Answer :As a problem

What helps diagnose and resolve a simple incident?

Options are :

Formation of a temporary team

The use of scripts (Correct)

Rapid escalation

Problem prioritization

Answer :The use of scripts





Wryll

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Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Which statement about the value chain activities is CORRECT?

Options are :

Each value chain activity contributes to the value chain by transforming specific inputs into outputs (Correct)

Service value chain activities form a single flow that enables value creation

Every practice belongs to a specific value chain activity

A specific combination of value chain activities and practices forms a service relationship

Answer :Each value chain activity contributes to the value chain by transforming specific inputs into outputs

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

Options are :

Providing a clear path for users to report issues, queries, and requests

Identifying and logging opportunities (Correct)

Delivering tactical and operational engagement with customers

Populating and maintaining the asset register

Answer :Identifying and logging opportunities

Which of the following is NOT a key skillset required for service desk agents?

Options are :

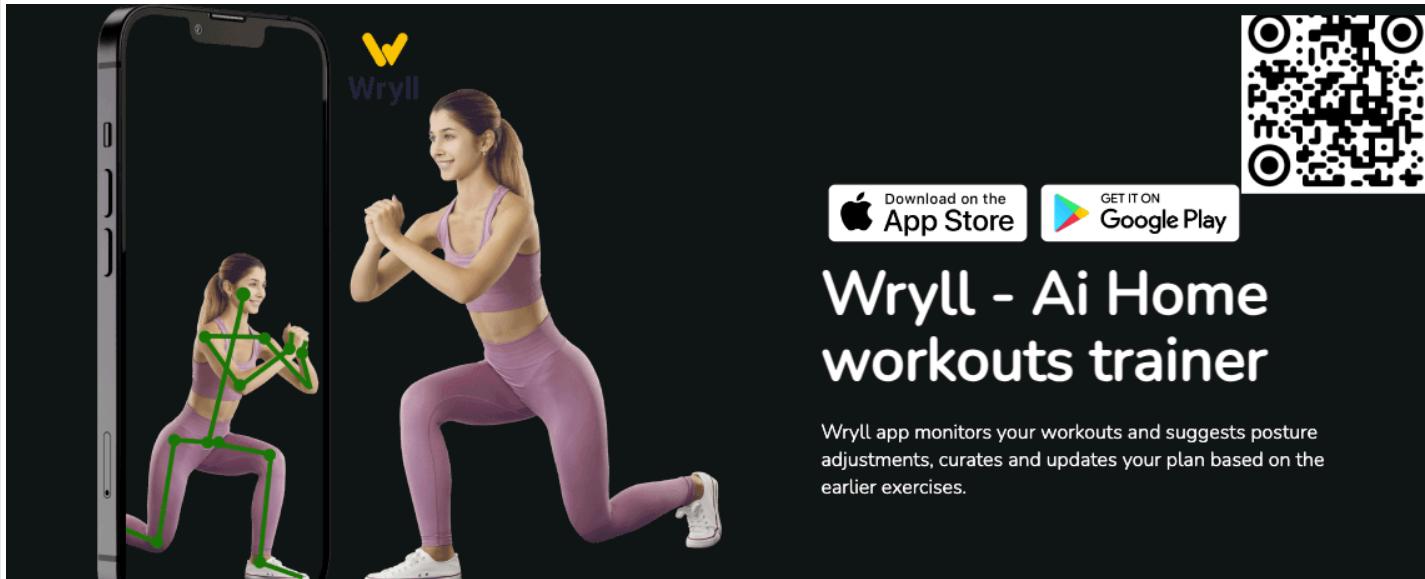
Effective communication



Empathy

Customer service skills

Answer :Technical skills



Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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

Options are :

Uses feedback from users about the service and requirements from customers to make the service better

Provides information about the actual service performance and trends (Correct)

Collects and processes feedback from customers and users

Collects feedback during interactions and communicates service performance objectives to the operations and support teams

Answer :Provides information about the actual service performance and trends

What is defined as any valuable component that can contribute to the delivery of an IT product or service?

Options are :

IT asset (Correct)

output

configuration item

outcome

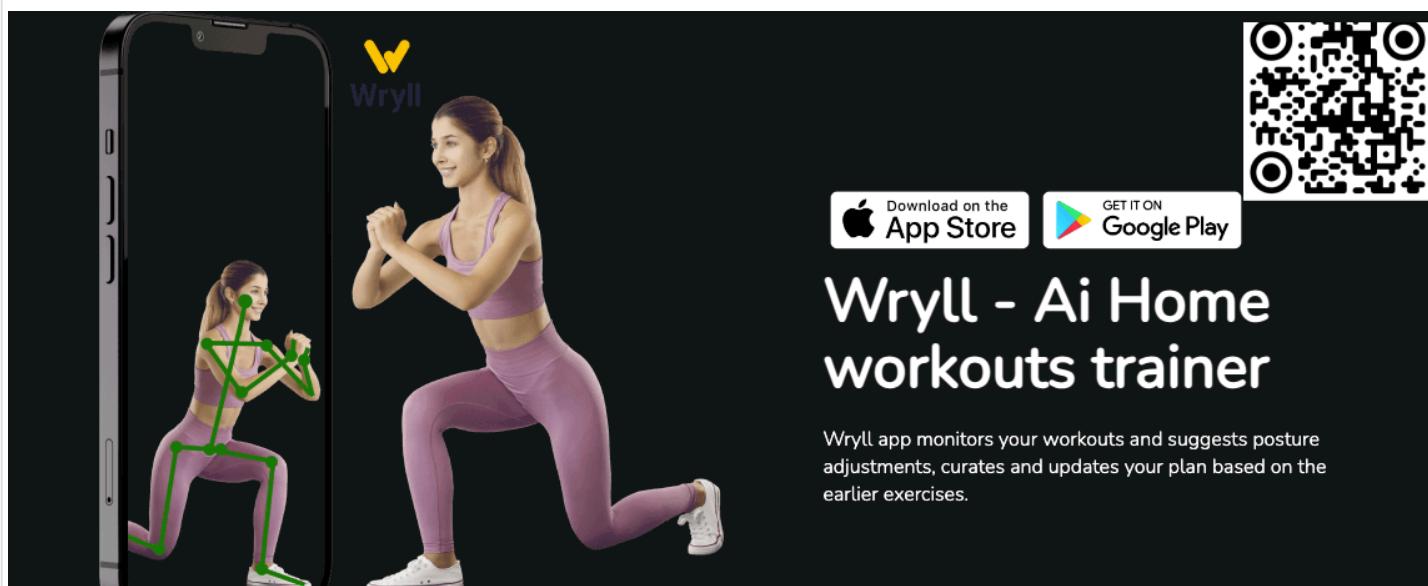


Which statement about the 'service desk' practice is CORRECT?

Options are :

- It provides a link with stakeholders at strategic and tactical levels*
- It investigates the cause of incidents*
- It needs a practical understanding of the business processes (Correct)*
- It carries out change assessment and authorization*

Answer :It needs a practical understanding of the business processes



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

Options are :

- Compliments and complaints*
- Incident management*
- Processes and procedures (Correct)*
- Self-service tools*

Answer :Processes and procedures

What is the definition of a customer?

Options are :

- A person who uses services*



A person who authorizes budget for service consumption

A person who defines the requirements for a service and takes responsibility for the outcomes of service consumption (Correct)

Answer :A person who defines the requirements for a service and takes responsibility for the outcomes of service consumption

Identify the missing words in the following sentence. The management of information security incidents usually requires [?].

Options are :

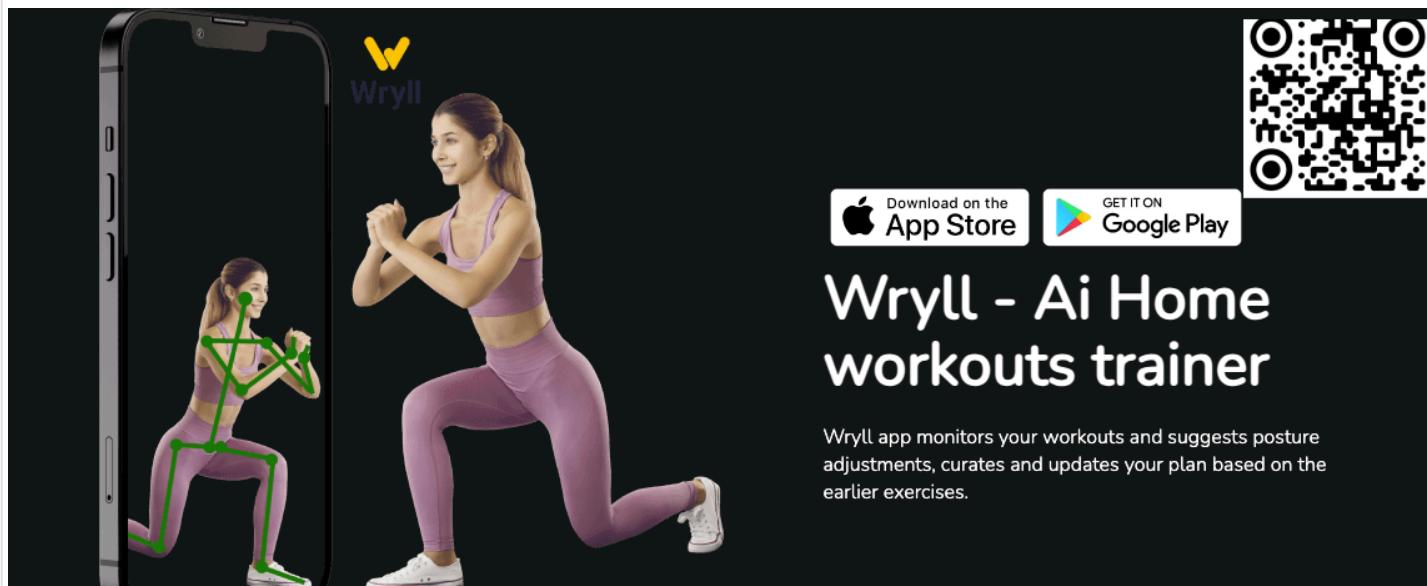
A separate process (Correct)

Specialist teams

Third party support

Immediate escalation

Answer :A separate process



Which of the following is a standard change?

Options are :

Uninstalling a new patch that has caused a high-priority incident

Increasing the memory of a server to avoid an incident

Moving a desktop for a single user (Correct)

Resolving an incident or implementing a security patch



How does categorization of incidents assist incident management?

Options are :

It ensures that incidents are resolved in times agreed with the customer

It determines how the service provider is perceived

It helps direct the incident to the correct support area (Correct)

It determines the priority assigned to the incident

Answer :It helps direct the incident to the correct support area

What is the definition of an event?

Options are :

Any component that needs to be managed in order to deliver an IT service

The ability of an IT service or other configuration item to perform its agreed function when required

Any change of state that has significance for the management of a configuration item or IT service (Correct)

Any valuable component that can contribute to delivery of an IT product or service

Answer :Any change of state that has significance for the management of a configuration item or IT service

The advertisement features a smartphone on the left displaying a woman performing a lunge exercise. A green overlay shows a 3D wireframe model of her body, highlighting joint angles and movement paths. To the right of the phone, a woman in a pink tank top and leggings is shown in a lunge pose. The Wryll logo is at the top right. Below the phone are download links for the App Store and Google Play. A QR code is in the top right corner. The text "Wryll - Ai Home workouts trainer" is prominently displayed, followed by a description: "Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises."

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



Options are :

Keep it simple and practical

Think and work holistically

Optimize and automate

Collaborate and promote visibility (Correct)

Answer :Collaborate and promote visibility

Which service management dimension is focused on activities and how these are coordinated?

Options are :

Organizations and people

Information and technology

Partners and suppliers

Value streams and processes (Correct)

Answer :Value streams and processes

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

Options are :

Ensuring the continual improvement of services

Ensuring that the organization's vision is understood

Providing transparency and good relationships (Correct)

Meeting expectations for quality, costs and time-to-market

Answer :Providing transparency and good relationships





The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A green digital overlay shows a 3D model of her body with joint markers and a star-shaped trajectory line, indicating the app's tracking capabilities. The word "Wryll" is visible in the top left corner of the image area.

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Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

QR code for download.

What is the definition of utility?

Options are :

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

A tangible or intangible deliverable that is produced by carrying out an activity

The assurance that a product or service will meet agreed requirements

The functionality offered by a product or service to meet a particular need (Correct)

Answer :The functionality offered by a product or service to meet a particular need

What is a service level agreement used for?

Options are :

To measure the performance of services from a customer's point of view (Correct)

To measure the performance of the service from the service provider's point of view.

To measure the performance of the service capability

To measure the performance of the service availability

Answer :To measure the performance of services from a customer's point of view

What is an example of business related measure?

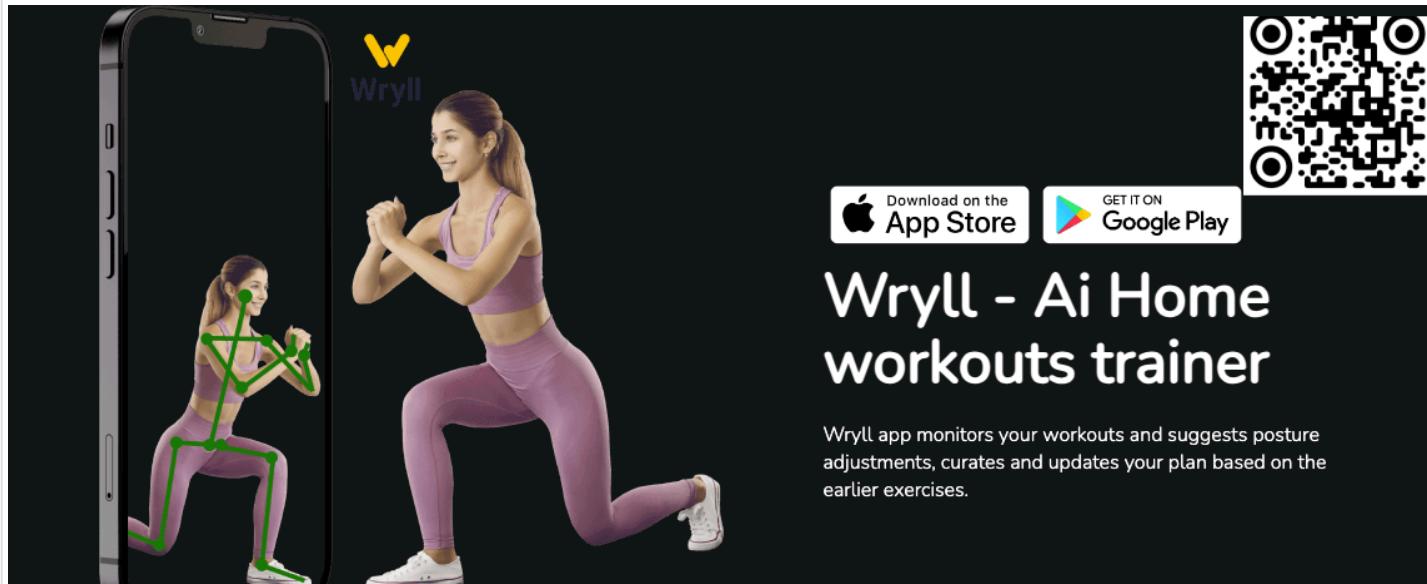
Options are :

Time taken to resolve a Problem

Number of Service requests/day



Time taken to resolve an incident
Answer :Number of visitors for your website



The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A green wireframe overlay shows the movement path of her legs and torso. The Wryll logo is in the top right corner of the phone screen. Below the phone are download links for the App Store and Google Play, and a QR code. The text "Wryll - Ai Home workouts trainer" is prominently displayed.

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

**A standard change has been initiated to create an email account for a new user.
Who should authorize this change?**

Options are :

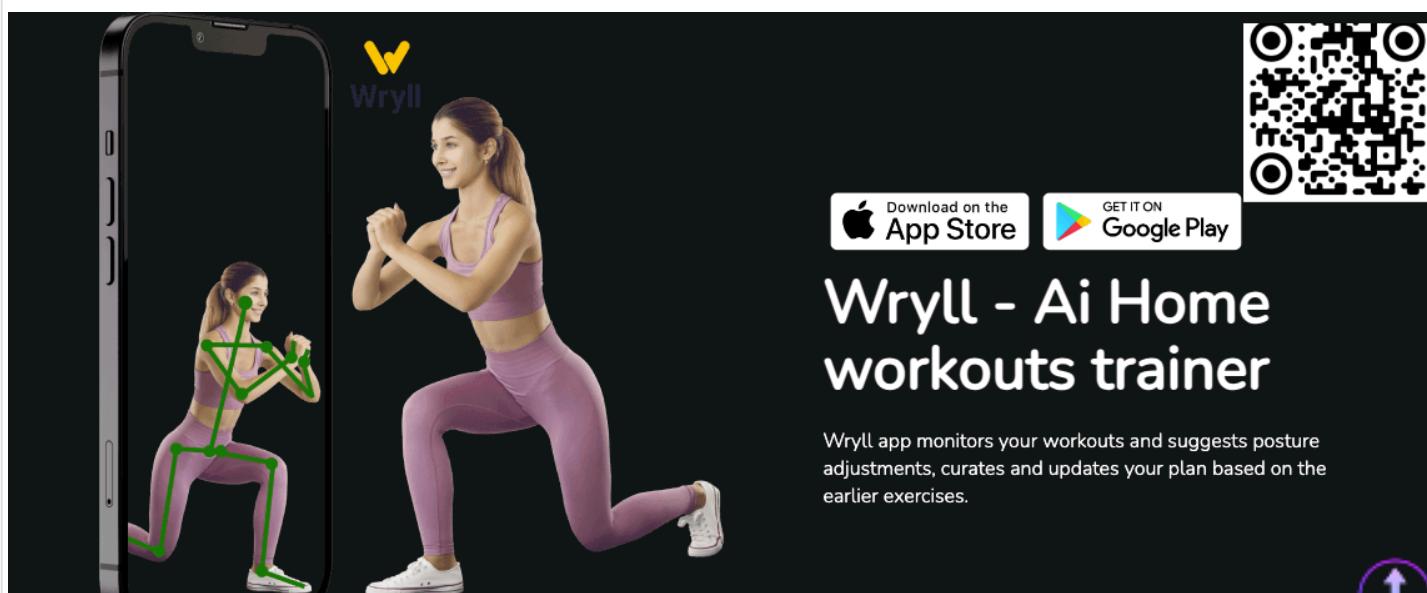
The change authority must authorize all changes

Standard changes are already pre-authorized (Correct)

The user can authorize it themselves

The user's manager should authorize the change

Answer :Standard changes are already pre-authorized



The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A green wireframe overlay shows the movement path of her legs and torso. The Wryll logo is in the top right corner of the phone screen. Below the phone are download links for the App Store and Google Play, and a QR code. The text "Wryll - Ai Home workouts trainer" is prominently displayed.

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Which ITIL concept describes governance



Options are :

The service value chain

The service value system (Correct)

The four dimensions of service management

The seven guiding principles

Answer :The service value system

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

Options are :

3 and 4

1 and 4

1 and 2 (Correct)

2 and 3

Answer :1 and 2





The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A green wireframe overlay shows the correct posture and alignment. The word "Wryll" is written vertically above her head. At the top left, there's a small image of a smartphone. On the right, there are download links for the App Store and Google Play, and a QR code.

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Recommended Reading

- ⌚ [ITIL 4 Foundation Practice Certification Exams \(6 Exams\) Set 2](#)
- ⌚ [ITIL 4 Foundation Practice Certification Exams \(6 Exams\) Set 3](#)
- ⌚ [ITIL 4 Sample Exams \[2021\] Set 2](#)
- ⌚ [ITIL 4 Foundation Certification 2021 Exam Question Answers Set 4](#)
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1. ITIL 4 Foundation Certification 2021 Exam Question Answers Set 7

ITIL 4 Foundation Certification 2021 Exam Question Answers Set 7

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.

Options are :

warranty

costs (Correct)

information

utility

Answer :costs

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 [?].

Options are :

elements

assets

services (Correct)

values

Answer :services





Wryll

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QR code

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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

Options are :

How do we get there (Correct)

Where do we want to be

Take action

Where are we now

Answer :How do we get there

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

Options are :

To make new or changed services available for use

To set clear business-based targets for service performance

To ensure services achieve agreed and expected performance

To move new or changed components to live environments (Correct)

Answer :To move new or changed components to live environments

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

Options are :

The service levels of the supplier



The consumer demand for the service

The time that the customer indicates for service delivery

Answer :The time needed to realistically deliver the service

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

How does 'service request management' contribute to 'obtain/build' value chain activity?

Options are :

It collects user-specific requirements, sets expectations and provides status updates

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

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

It acquires pre-approved service components to help fulfil service requests (Correct)

Answer :It acquires pre-approved service components to help fulfil service requests

What is the definition of service management?

Options are :

A set of specialized organizational capabilities for enabling value to customers (Correct)

A method for visualizing work, identifying potential blockages and resource conflicts, and managing work in progress

The means by which an organization is directed and controlled



achieve, without the customer having to manage specific costs and risks

Answer :A set of specialized organizational capabilities for enabling value to customers

Which ITIL concept describes the service value chain?

Options are :

Service value system (Correct)

Four dimensions of service management

Practices

Seven guiding principles

Answer :Service value system

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

What is the best way to track and manage improvements?

Options are :

Don't track and manage improvements

Appoint a leader for managing the improvements

Ask everyone to track and manage improvements initiated by them

Use a structured document called a continual improvement register (Correct)

Answer :Use a structured document called a continual improvement register

Which of the following is an example of incident?

Options are :

A user has requested access to a shared repository



An application is not available during the business hours (Correct)

A user wants to reset the password of a server

Answer :An application is not available during the business hours

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

Options are :

Known error (Correct)

Workaround

Problem

Incident

Answer :Known error

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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



Options are :

Focus on the value of new and significant projects first

Make 'focus on value' a responsibility of the management

Focus on value for the service provider first

Focus on value at every step of the improvement (Correct)

Answer :Focus on value at every step of the improvement

Which statement about costs is CORRECT?

Options are :

Costs removed from the consumer are part of service consumption

Costs removed from the consumer are part of the value proposition (Correct)

Costs imposed on the consumer are costs of service utility

Costs imposed on the consumer are costs of service warranty

Answer :Costs removed from the consumer are part of the value proposition

Why should service desk staff detect recurring issues?

Options are :

To ensure effective handling of service requests

To help identify problems (Correct)

To escalate incidents to the correct support team

To engage the correct change authority

Answer :To help identify problems





The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A green overlay shows a 3D wireframe model of her body, highlighting joint angles and posture. The word "Wryll" is written vertically above her head. At the top right is a QR code. Below the QR code are download links for the App Store and Google Play. The main title "Wryll - Ai Home workouts trainer" is displayed prominently in white text. A subtitle explains: "Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises."

Identify the missing word in the following sentence. A known error is a problem that has been [?] and has not been resolved.

Options are :

Escalated

Logged

Closed

Analyzed (Correct)

Answer :Analyzed

What is the purpose of service level management?

Options are :

To obtain/build activity that ensures the service components are available when and where they are needed and meet agreed specifications.

To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels.

To track and manage improvement ideas from identification to final action, organizations use a database or structured document called a continual improvement register (CIR).

To ensure that all current and planned IT services are delivered to agreed achievable targets. (Correct)

Answer :To ensure that all current and planned IT services are delivered to agreed achievable targets.



Options are :

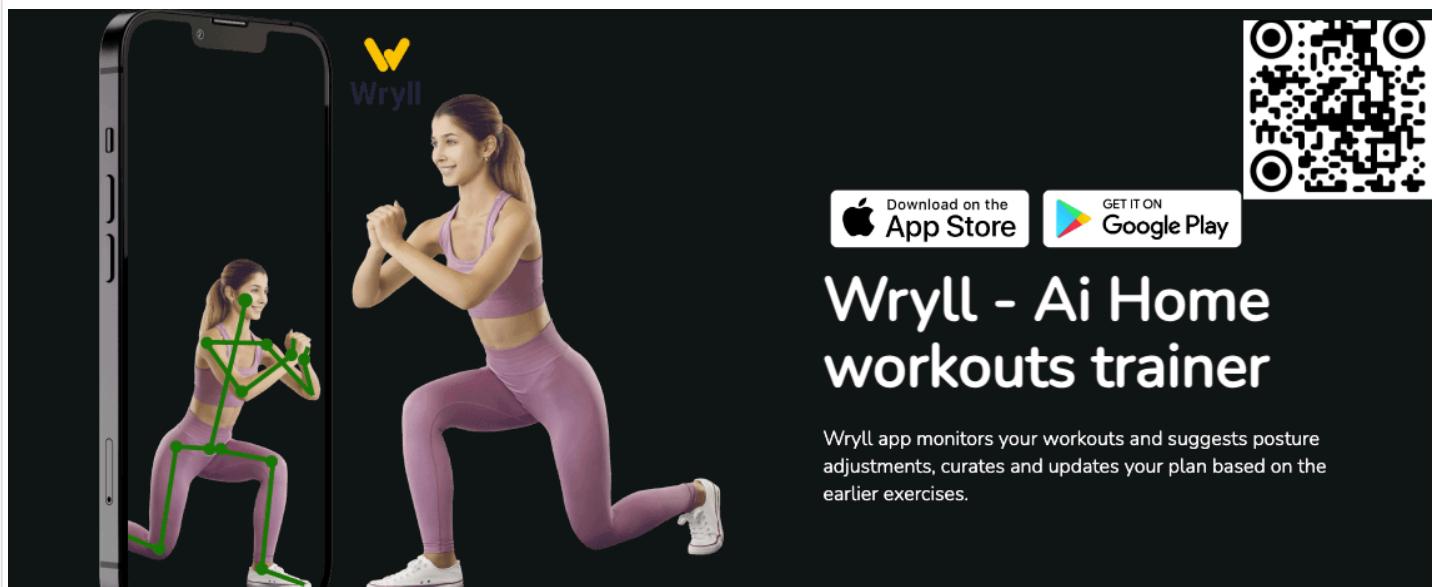
To plan and manage the full lifecycle of all IT assets

To protect the information needed by the organization to conduct its business (Correct)

To ensure that accurate and reliable information about the configuration of services is available when and where it is needed

To observe services and service components

Answer :To protect the information needed by the organization to conduct its business



Which two practices use workarounds?

Options are :

Incident management and continual improvement

Change enablement and problem management

Change enablement and continual improvement

Problem management and incident management (Correct)

Answer :Problem management and incident management





Wryll

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QR code

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Which gives a user access to a system?

Options are :

Service consumption

Service agreement

Service provision (Correct)

Service requirement

Answer :Service provision

Which role approves the cost of services?

Options are :

Change authority

User

Sponsor (Correct)

Customer

Answer :Sponsor

Which statement about the use of measurement in the 'start where you are' guiding principle is CORRECT?

Options are :

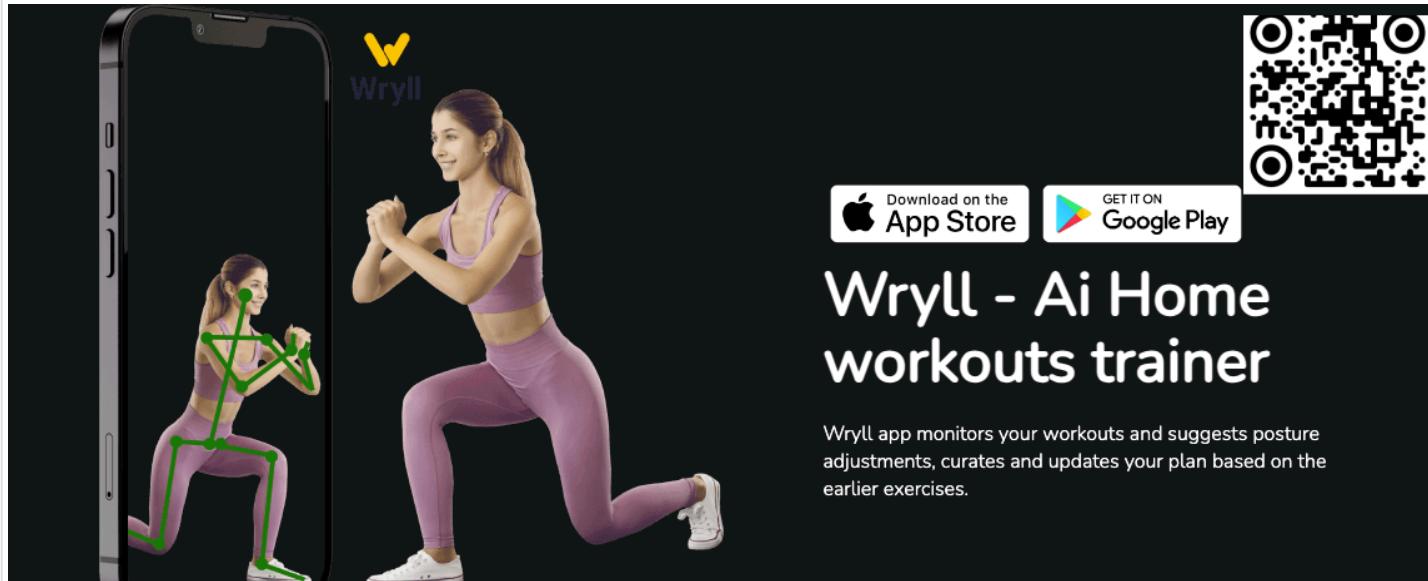
The act of measuring always positively impacts results



It should always be used to support direct observation (Correct)

It should always be used instead of direct observation

Answer :It should always be used to support direct observation



Which guiding principle focuses on reducing costs and human errors?

Options are :

Focus and value

Optimize and automate (Correct)

Collaborate and promote visibility

Think and work holistically

Answer :Optimize and automate

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

Options are :

Event (Correct)

Problem

Incident

Known error



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

Options are :

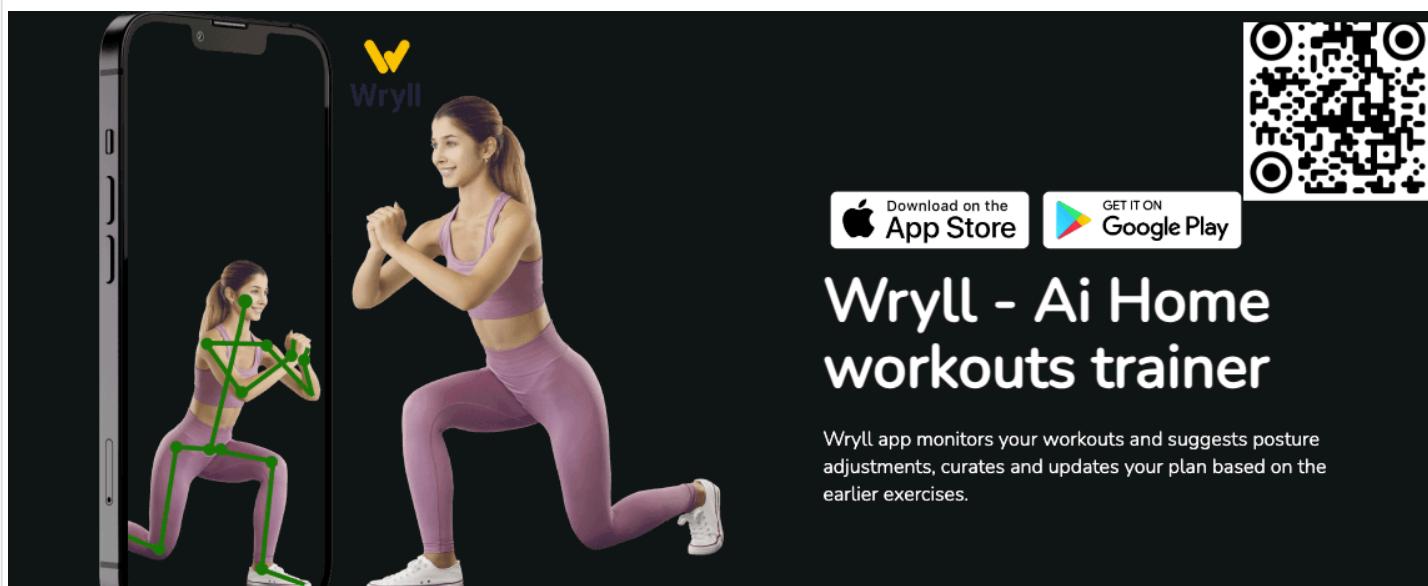
Asset

Utility

Outcome

Cost (Correct)

Answer :Cost



What are guiding principles?

Options are :

A set of specialized organizational capabilities for enabling value for customers

A set of interconnected activities that help an organization deliver a valuable service

Recommendations that help an organization when adopting a service management approach (Correct)

A description of one or more services that help address the needs of a target consumer group

Answer :Recommendations that help an organization when adopting a service management approach

What is a change schedule used for?



Options are :

To help manage normal changes (Correct)

To help authorize standard changes

To help assign a change authority

To help plan emergency changes

Answer :To help manage normal changes

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

Options are :

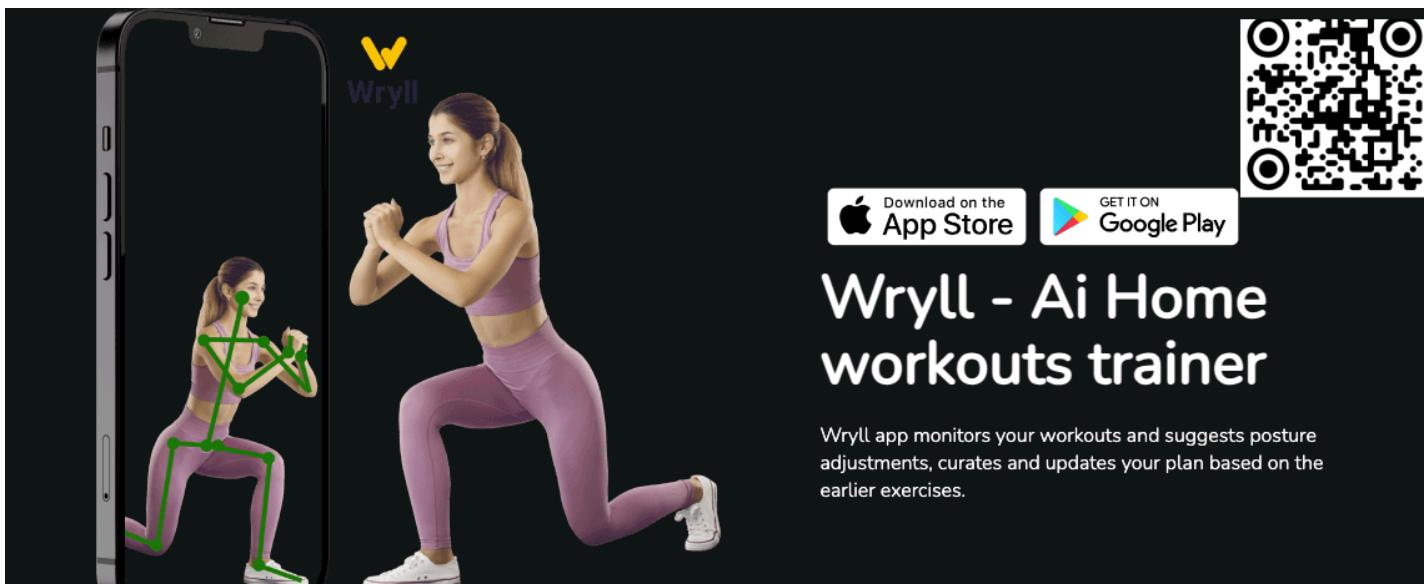
To ensure that spending is properly accounted for

To ensure that information security requirements are met

To set user expectations for fulfillment times

To streamline the fulfillment workflow (Correct)

Answer :To streamline the fulfillment workflow



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

Options are :

Providing services to agreed specifications (Correct)

Understanding stakeholder needs

Understanding the organization's service vision



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

Options are :

Focus on value

Optimize and automate

Collaborate and promote

Think and work holistically (Correct)

Answer : Think and work holistically

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

Options are :

Standard changes are those that need to be scheduled, assessed and authorized following a standard process

There should be a separate change authority for standard changes which includes senior managers who understand the risks involved

Assessment and authorization of normal changes should be expedited to ensure they can be implemented quickly

Normal changes are triggered by the creation of a change request which can be created manually or automated (Correct)

Answer : Normal changes are triggered by the creation of a change request which can be created manually or automated





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Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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

Options are :

Inputs, outputs and triggers (Correct)

Service desk

Service level agreements

Opportunity, demand and value

Answer :Inputs, outputs and triggers

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

Options are :

A problem

A change

An event

An incident (Correct)

Answer :An incident

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

Options are :

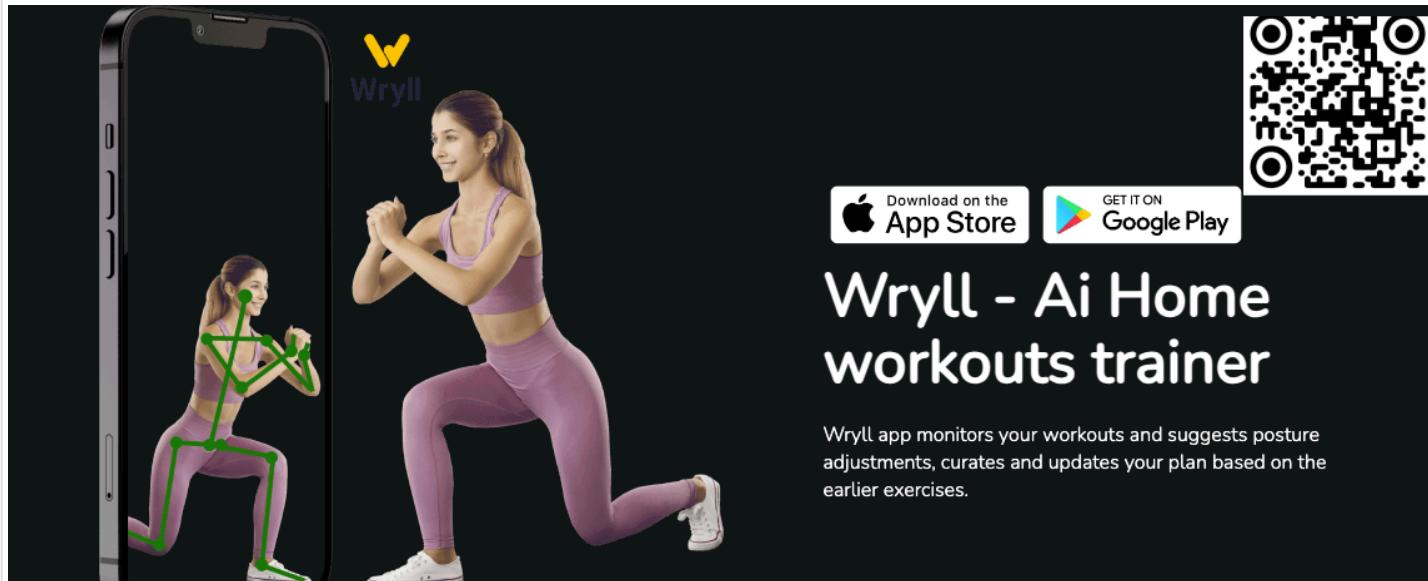


Monitoring and event management

Service level management

Information security management (Correct)

Answer :Information security management



Which ITIL practice recommends performing service reviews to ensure that services continue to meet the needs of the organization?

Options are :

Service configuration management

Service desk

Service request management

Service level management (Correct)

Answer :Service level management

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

Options are :

Collaborate and promote visibility

Progress iteratively with feedback (Correct)



Think and work holistically
Answer :Progress iteratively with feedback

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

Options are :

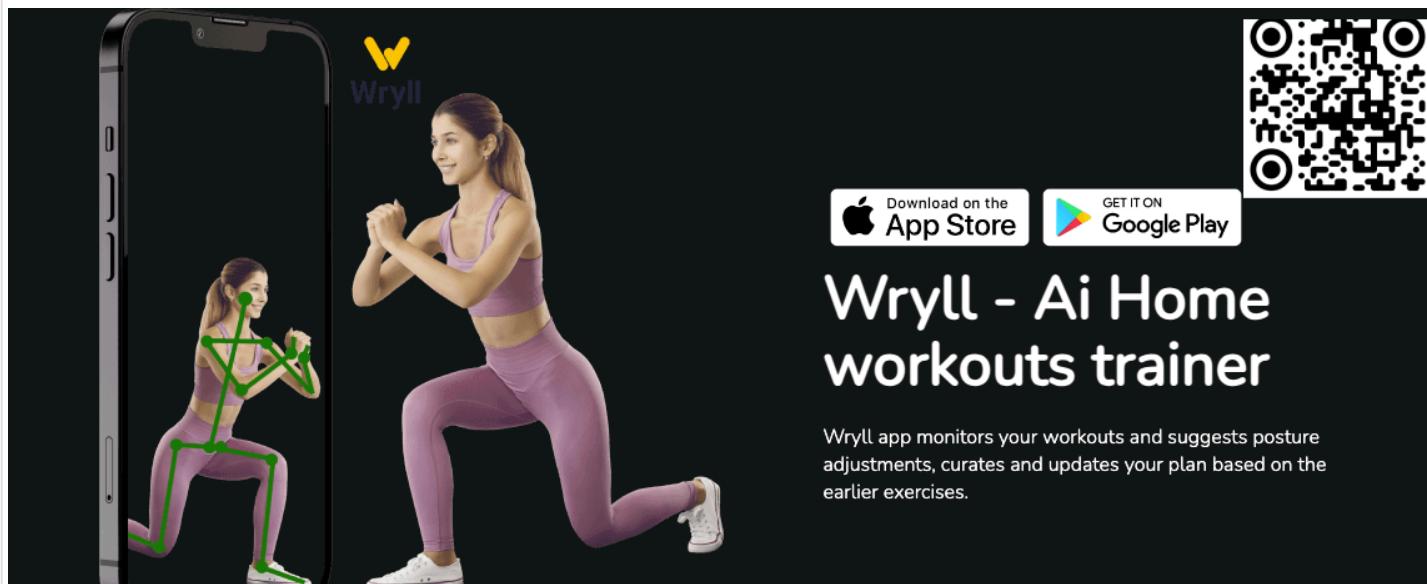
Define measurable targets

Execute improvement actions

Perform baseline assessments

Evaluate measurements and metrics (Correct)

Answer :Evaluate measurements and metrics



Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

What is an incident?

Options are :

A possible future event that could cause harm

A service interruption resolved by the use of self-help tools (Correct)

The planned removal of an item that might affect a service

A result enabled by one or more outputs

Answer :A service interruption resolved by the use of self-help tools



consumer?

Options are :

A value stream (Correct)

Service management

Practices

Service level management

Answer :A value stream**Which dimension includes the knowledge needed for the management of services?**

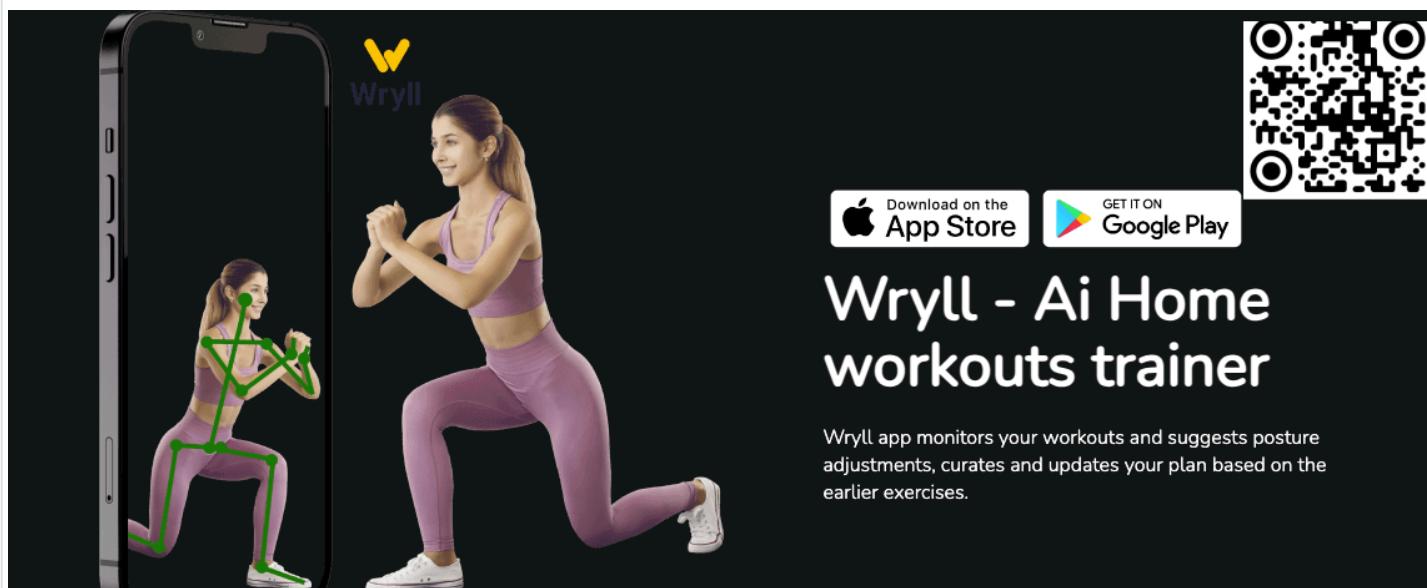
Options are :

Information and technology (Correct)

Organizations and people

Value streams and processes

Partners and suppliers

Answer :Information and technology**Which is an example of a business related measurement?**

Options are :



The number of passengers checked in (Correct)

The number of problems resolved

The average resolution time for incidents

Answer :The number of passengers checked in

What is a change schedule PRIMARILY used for?

Options are :

To help plan changes, assist in communication and avoid conflicts (Correct)

To help plan, authorize and schedule emergency changes

To publish a list of service requests that users can select

To ensure that a single change authority reviews every change

Answer :To help plan changes, assist in communication and avoid conflicts

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

Options are :

Service configuration management

Change enablement

Service request management (Correct)

Service level management

Answer :Service request management





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What must always be done before an activity is automated?

Options are :

Check that suitable new technology has been purchased

Ensure that DevOps has been successfully implemented

Ensure the solution removes the need for human intervention

Check that the activity has already been optimized (Correct)

Answer :Check that the activity has already been optimized

What is the PRIMARY use of a change schedule?

Options are :

To manage standard changes

To plan changes and help avoid conflicts (Correct)

To support the 'incident management' practice and improvement planning

To manage emergency changes

Answer :To plan changes and help avoid conflicts

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

Options are :

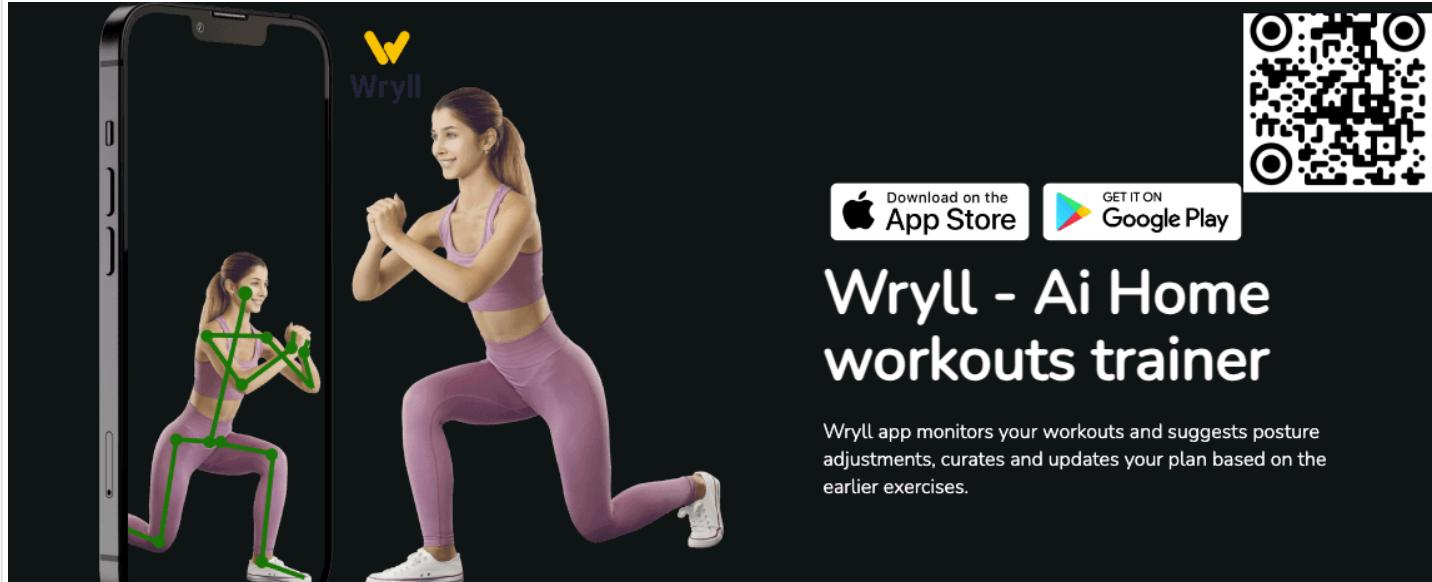
Service provision



Service management (Correct)

Service offering

Answer :Service management



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

Options are :

To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels

To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

To support the agreed quality of a service by handling all pre-defined, user-initiated service requests

To be the entry point and single point of contact for the service provider with all of its users (Correct)

Answer :To be the entry point and single point of contact for the service provider with all of its users

In which step of the 'continual improvement model' is an improvement plan implemented?

Options are :

Did we get there?



What is the vision?

Take action (Correct)

Answer :Take action

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

Options are :

To align the organization's practices and services with changing business needs through the ongoing identification and improvement of services

To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors (Correct)

To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

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

Answer :To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors

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Which statement about the automation of service requests is CORRECT?

Options are :

Service requests and their fulfillment should be automated as much as possible (Correct)

Service requests and their fulfillment should be carried out by service desk staff without automation



Service requests that cannot be automated should be handled as incidents

Answer :Service requests and their fulfillment should be automated as much as possible

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

Options are :

To capture demand for incident resolution and service requests

To support the agreed service quality by effective handling of all agreed user-initiated service requests

To minimize the negative impact of incidents by restoring normal service operation as quickly as possible (Correct)

To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents

Answer :To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

Identify the missing word in the following sentence.

A user is [____] that uses services.

Options are :

an organization

a person (Correct)

a team

a supplier

Answer :a person





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Which guiding principle considers the importance of customer loyalty?

Options are :

Start where you are

Focus on value (Correct)

Optimize and automate

Progress iteratively with feedback

Answer :Focus on value

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

Options are :

To establish and nurture the links between the organization and its stakeholders

To ensure that the organization's suppliers and their performance are managed appropriately

To support the agreed quality of a service handling all agreed, user-initiated service requests

To set clear business-based targets for service levels (Correct)

Answer :To set clear business-based targets for service levels

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

Options are :

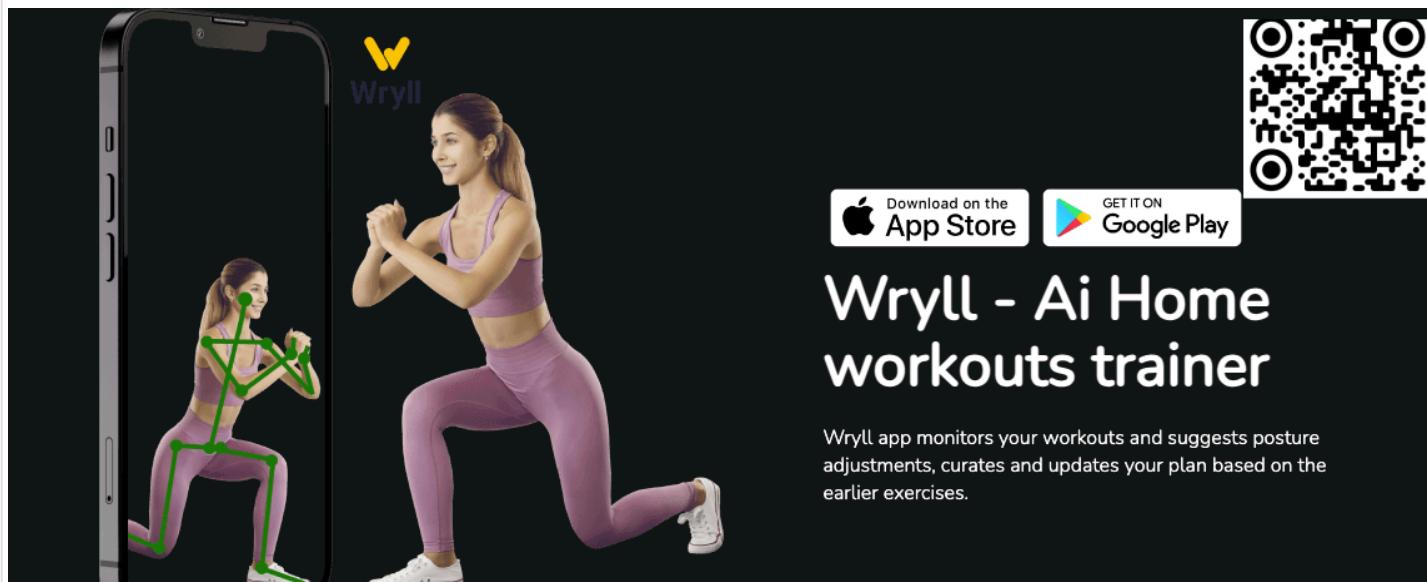


Improvement ideas that are not being actioned immediately are removed from the CIR

Improvement ideas are tested, funded and agreed

Improvement ideas from many sources are kept in a single CIR

Answer :Improvement ideas are documented, assessed and prioritized



Which are elements of the service value system?

Options are :

Customer value, stakeholder value, organization

Governance, service value chain, practices (Correct)

Outcomes, utility, warranty

Service provision, service consumption, service relationship management

Answer :Governance, service value chain, practices

Which practice makes new services available for use?

Options are :

Deployment management

IT asset management

Change enablement

Release management (Correct)



Which describes the utility of a service?

Options are :

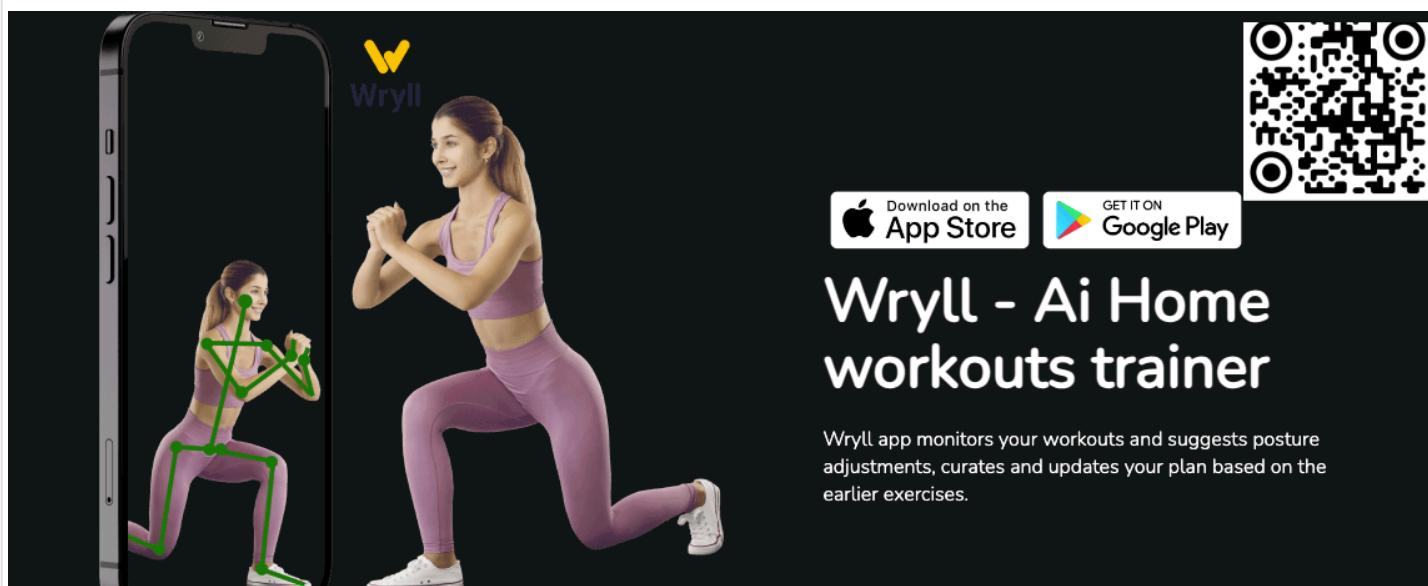
A service that increases constraints on the consumer

A service that supports the performance of the consumer (Correct)

A service that meets its service level targets

A service that is fit for use

Answer :A service that supports the performance of the consumer



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

Options are :

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

It collects user-specific requirements, sets expectations, and provides status updates

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

By acquiring pre-approved service components

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





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Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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

Options are :

Service desks should never use technologies such as SMS and chat functions

Service desks should be highly technical functions

Service desks should have a practical understanding of the wider business (Correct)

Service desks should always be a physical team in a single fixed location

Answer :Service desks should have a practical understanding of the wider business

What does a centralized service desk require?

Options are :

Walk-in service hours

Robotic process automation

Good workflow systems for routing and escalation (Correct)

Outsourced employees

Answer :Good workflow systems for routing and escalation

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

Options are :

Provides objectives for component and service performance for products and services

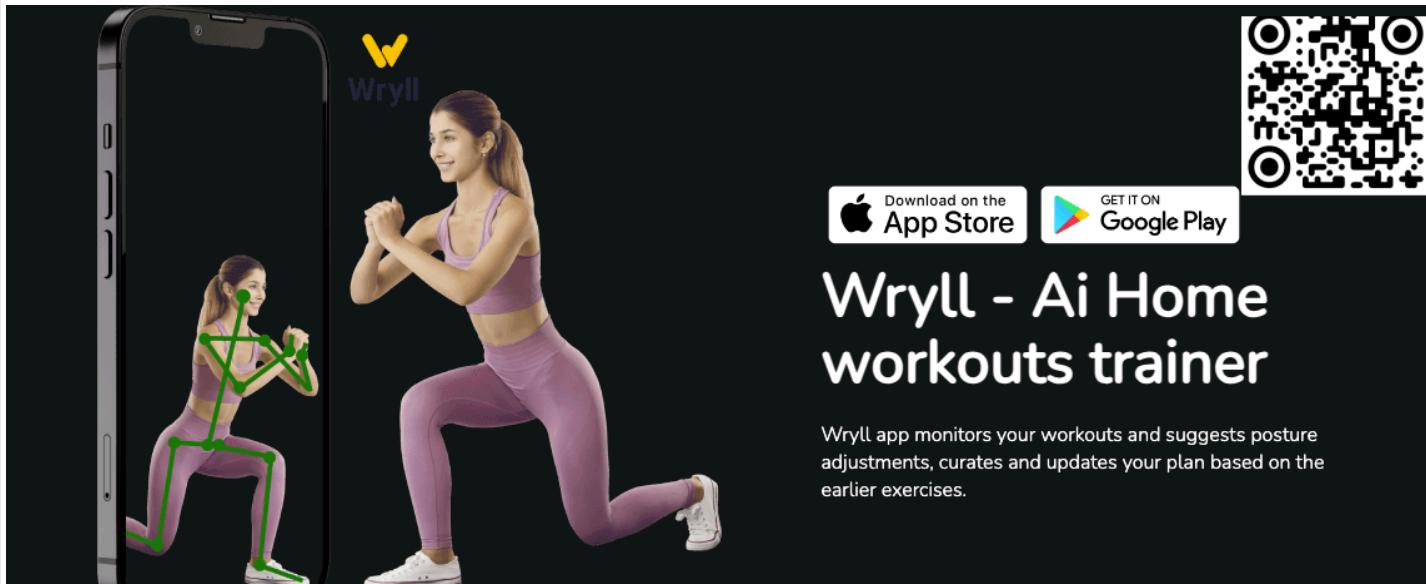


objectives to the operations and support teams (Correct)

Provides information about the actual service performance and trends

Provides feedback from interactions with customers into new or changed services

Answer :Collects feedback during interactions and communicates service performance objectives to the operations and support teams



What is a documented agreement between a service provider and a customer that identifies both the services required and the expected level of service?

Options are :

Memorandum of Understanding

Business Partnership Agreement

Service Level Agreement (Correct)

Interconnection Service Agreement

Answer :Service Level Agreement

Your company has five branch offices located across the country. To support each of these branch offices, a small service desk has been created for each office and it is co-located with the users to whom they are providing service and support.

What model of service desk is your company using?

Options are :

Virtual

Centralized



Local (Correct)
Answer :Local

What is the definition of a sponsor?

Options are :

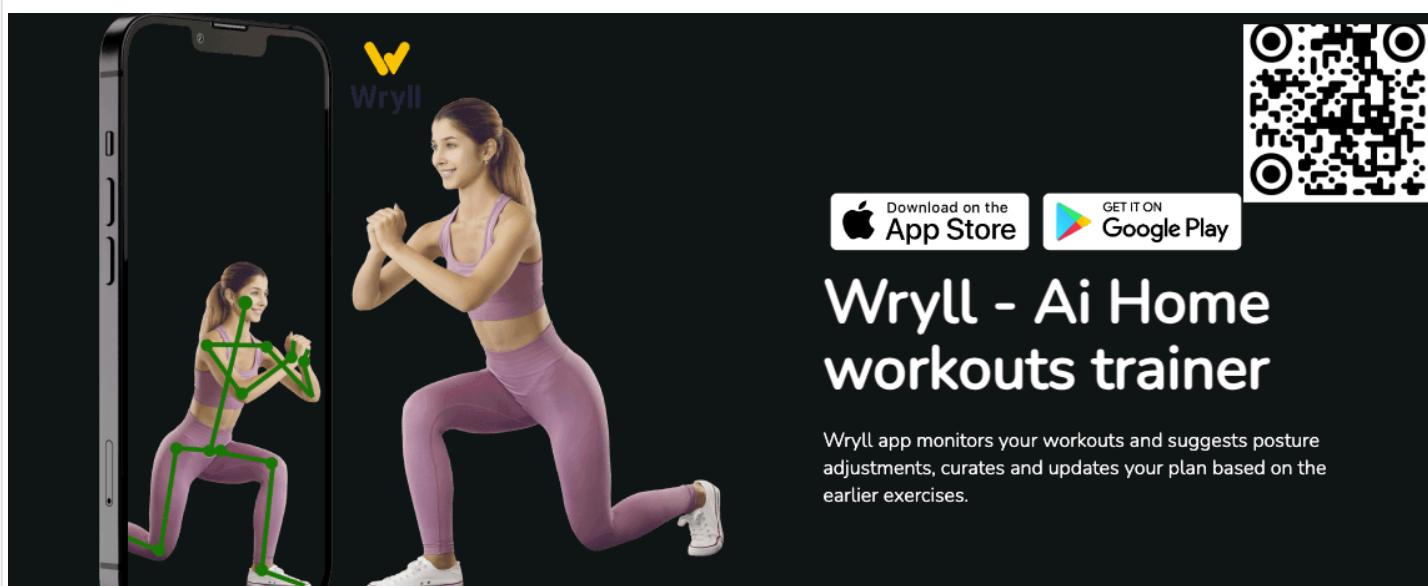
A person who uses services

A person who authorizes budget for service consumption (Correct)

A person who works for an organization other than the service provider

A person who defines the requirements for a service and takes responsibility for the outcomes of service consumption

Answer :A person who authorizes budget for service consumption



The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A smartphone on the left displays the same exercise with green motion capture lines overlaid on her body to show form. The Wryll logo is at the top left. At the bottom right, there's a QR code, download links for the App Store and Google Play, and a description of the app's purpose: "Wryll - Ai Home workouts trainer". It claims the app monitors workouts, suggests posture adjustments, and curates plans based on earlier exercises.

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

Options are :

The contracted

Established

Inexpensive

Agreed (Correct)

Answer :Agreed



Options are :

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

An unplanned interruption to a service or reduction in the quality of a service (Correct)

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

A problem that has been analyzed but has not been resolved

Answer :An unplanned interruption to a service or reduction in the quality of a service

Identify the missing word(s) in the following sentence. A known error is a(n) [?] that has been analyzed but has not been resolved.

Options are :

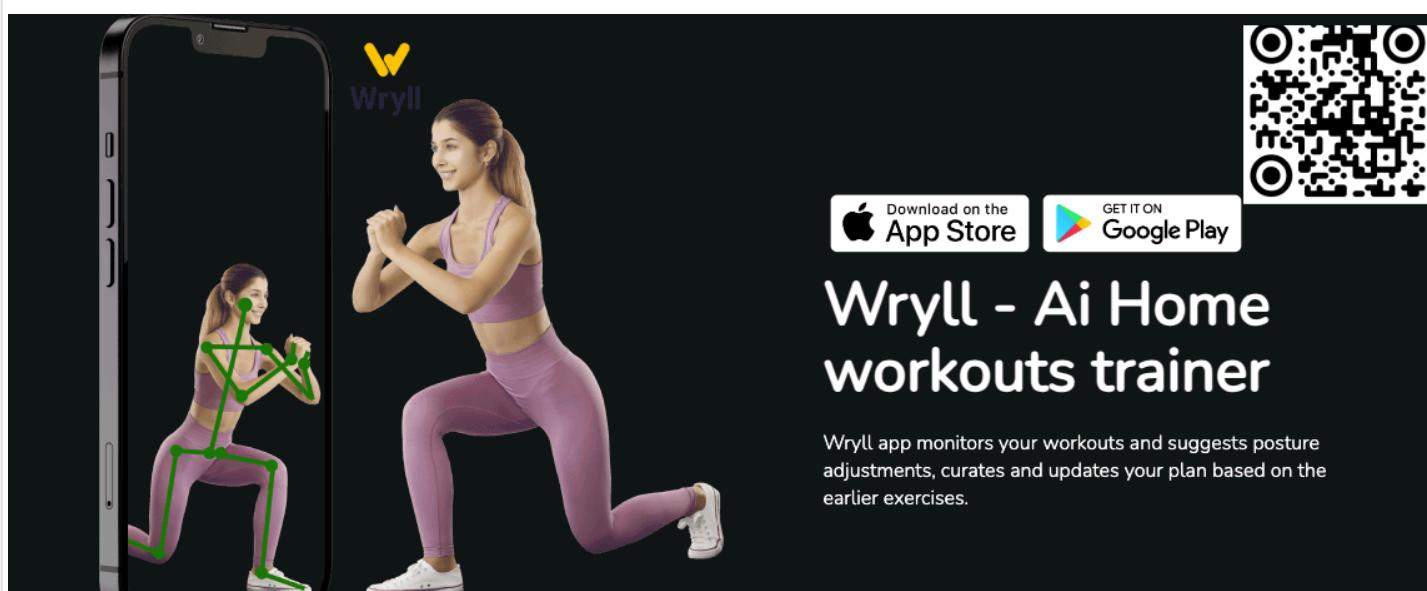
Change

Incident

Event

Problem (Correct)

Answer :Problem



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

Options are :

Moving new or changed hardware, software, documentation, processes, or any other service component to live environments



Ensuring that risks are properly assessed, authorizing changes to proceed and managing a change schedule in order to maximize the number of successful IT changes

Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner

Answer :Making new and changed services and features available for use

What is the purpose of the 'change enablement' practice?

Options are :

Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner

Making new and changed services and features available for use

Ensuring that risks are properly assessed, authorizing changes to proceed and managing a change schedule in order to maximize the number of successful IT changes (Correct)

Aligning an organization's practices and services with changing business needs through the ongoing identification and improvement of all elements involved in the effective management of products and services

Answer :Ensuring that risks are properly assessed, authorizing changes to proceed and managing a change schedule in order to maximize the number of successful IT changes

What is defined as the practice of establishing and nurturing links between an organization and its stakeholders at strategic and tactical levels?

Options are :

Relationship management (Correct)

Service request management

Service level management

Service desk

Answer :Relationship management





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Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

What is defined as the practice of systematically observing services and service components, and recording and reporting selected changes of state identified as events?

Options are :

Problem management

Monitoring and event management (Correct)

Service level management

Incident management

Answer :Monitoring and event management

Identify the missing word(s) in the following sentence. [?] is the practice of supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner.

Options are :

Problem management

Service desk

Service level management

Service request management (Correct)

Answer :Service request management

As a Dion Training student, your desired outcome from taking the course is to pass your ITIL 4 Foundation exam. As the service provider, Dion Training also measures



training. What best describes the activities performed by the service provider (Dion Training) and the service consumer (student) in order to co-create value and reach the desired outcome (the student passing their exam)?

Options are :

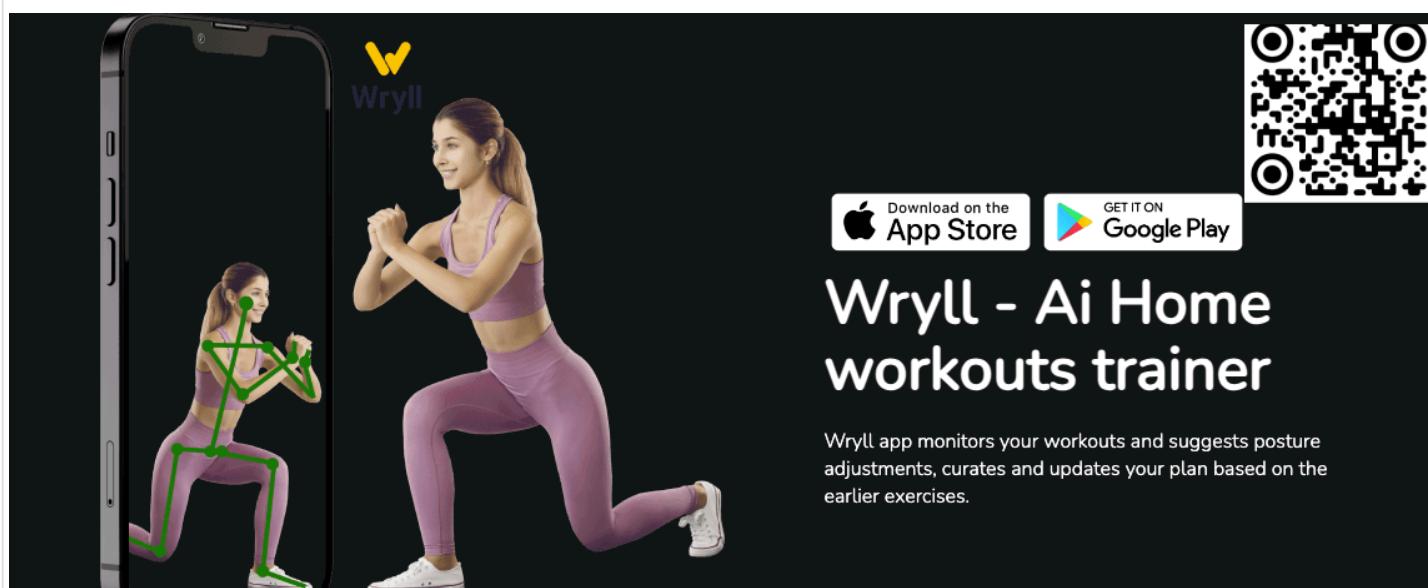
Service offering

Service relationship management (Correct)

Service provision

Service consumption

Answer :Service relationship management



Fill in the blank. A service enables [?] co-creation by facilitating outcomes that customers want to achieve.

Options are :

Utility

Value (Correct)

Output

Warranty

Answer :Value

Which describes the assurance that a product or service will meet agreed requirements?



Options are :

Utility

Warranty (Correct)

Value

Output

Answer :Warranty

How often should the guiding principles be changed within your organization?

Options are :

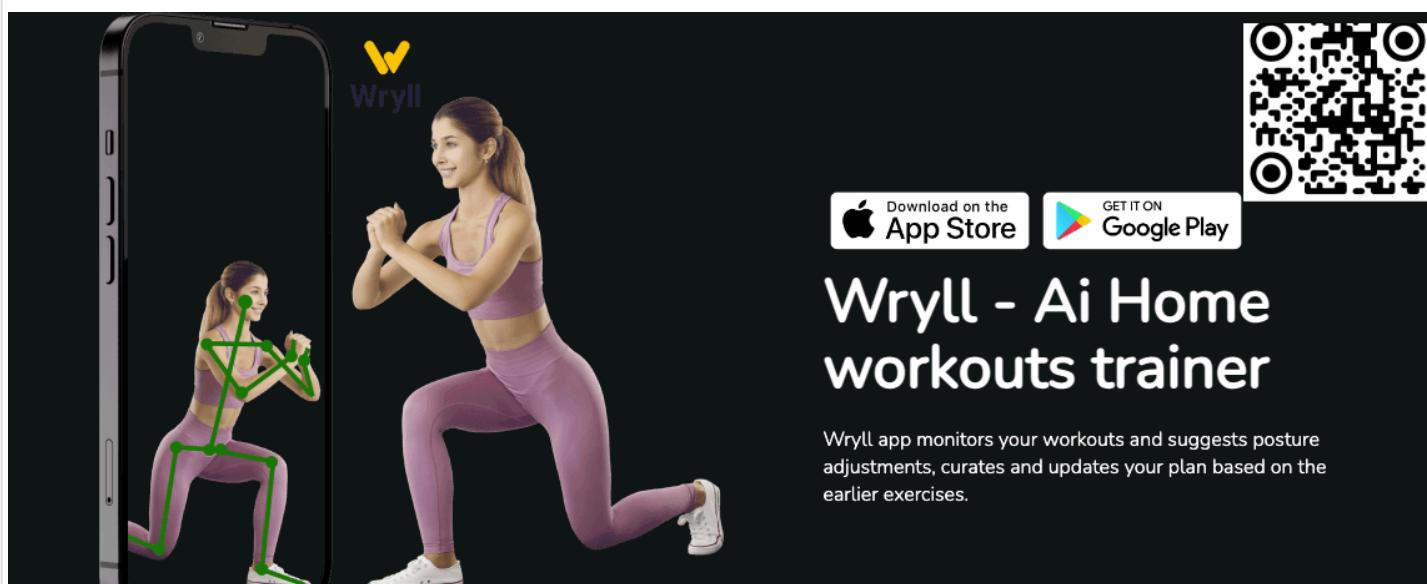
Monthly

Quarterly

Yearly

Never (Correct)

Answer :Never



What is the main benefit of following the guiding principle of 'progress iteratively with feedback'?

Options are :

Faster responses to customers and business needs (Correct)

Overall lower quality in the project

Reduced flexibility



Your team is working on developing a new service and has chosen to use an Agile method of working. As part of this, your team has created an 'information radiator' in the common areas of your floor of the office. This 'information radiator' contains the list of things that must be done in the project, the current status of the project, a listing of risks associated with the project, and the overall objective/goal of the project. Based on the information provided in this scenario, which guiding principle is being demonstrated through the use of this 'information radiator'?

Options are :

Focus on value

Keep it simple and practical

Optimize and automate

Collaborate and promote visibility (Correct)

Answer :Collaborate and promote visibility

Which guiding principle requires coordination across the organization in order to best understand how a complicated service works?

Options are :

Think and work holistically (Correct)

Keep it simple and practical

Optimize and automate

Focus on value

Answer :Think and work holistically





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Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

You have been asked to create a standard process for approving new accounts on your corporate network. You have been working on this process for about 2 weeks because you are trying to create rules to handle every possible exception to the process. Frustrated, you ask your coworker, Nancy, how she would approach the problem. She states, "Well, I would create a process for the most common three types of account creation which account for 99% of all requests made. Then, create a blanket rule at the end of the process that says, 'If the account doesn't belong to one of the above three categories, elevate the request to your supervisor'. This will allow the supervisors to handle the exception, which only accounts for 1% of all account requests, and you can create that process in just a few hours." What guiding principle is Nancy recommending you to follow with her approach to solving this problem?

Options are :

Progress iteratively with feedback

Optimize and automate

Keep it simple and practical (Correct)

Focus on value

Answer :Keep it simple and practical

Which guiding principle should you use to maximize the value of the work carried out by the human and technical resources within an organization?

Options are :



Progress iteratively with feedback

Focus on value

Optimize and automate (Correct)

Answer :Optimize and automate

Dion Training Solutions has two departments within the company: Training and Operations. Which dimension of service management is focused on how a company structures its human resources?

Options are :

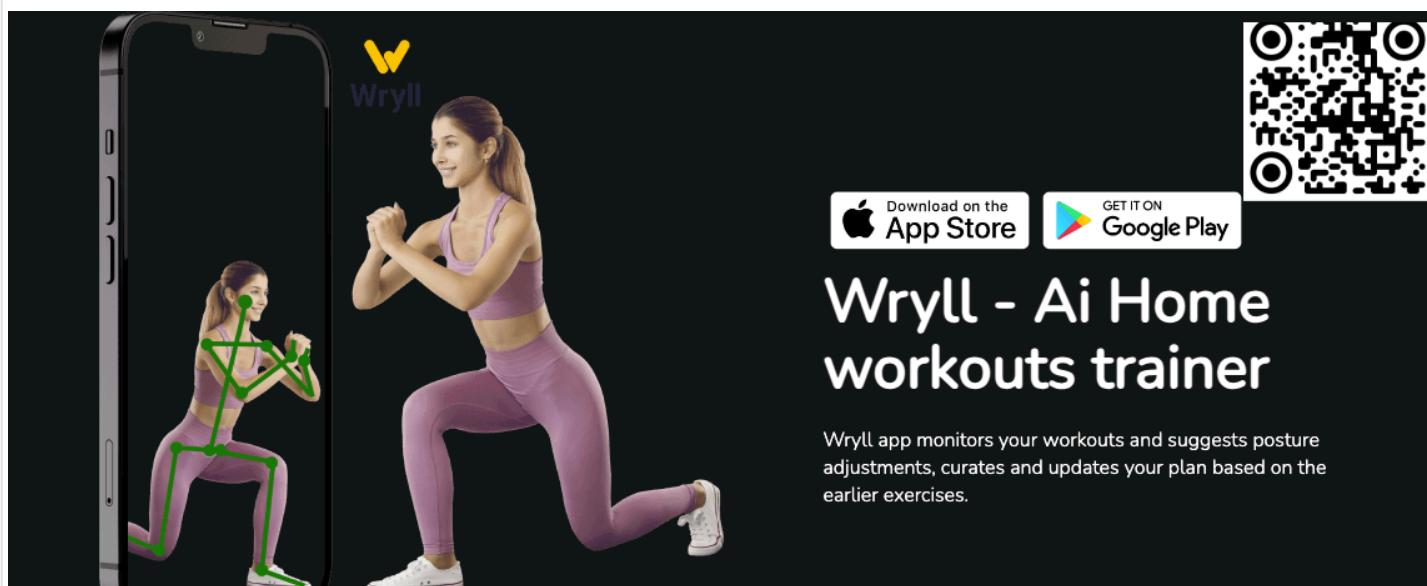
Partners and suppliers

Value streams and processes

Organizations and people (Correct)

Information and technology

Answer :Organizations and people



Your company has recently decided to install a Microsoft SharePoint server to serve as the organization's knowledge base. Which dimension of service management would this decision best be considered?

Options are :

Information and technology (Correct)

Organizations and people



Value streams and processes
Answer :Information and technology

Fill in the blank. The purpose of the [?] is to ensure that the organization continually co-creates value with all stakeholders through the use and management of products and services.

Options are :

Activities

Practices

Service value system (Correct)

Service value chain

Answer :Service value system

Which statement about the value chain activities is CORRECT?

Options are :

Practices are considered a value chain activity

Continual improvement is considered a value chain activity

Service value chain activities receive and provide triggers for further actions to be taken (Correct)

Activities within a service value chain operate independently from each other

Answer :Service value chain activities receive and provide triggers for further actions to be taken





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Which value chain activity would best be used to categorize the actions of the service desk when they are responding to a consumer's request for assistance?

Options are :

Obtain/build

Improve

Design and transition

Deliver and support (Correct)

Answer :Deliver and support

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

Options are :

Where do we want to be

Take action

Where are we now

How do we get there (Correct)

Answer :How do we get there

What is the step after 'how do we keep the momentum going' in the continual improvement model?



Options are :

Did we get there

How do we get there

What is the vision (Correct)

Where are we now

Answer :What is the vision

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

Options are :

Standard

Normal (Correct)

Emergency

All three of these

Answer :Normal

Which statement about a change authority is CORRECT?

Options are :

A single change authority should be assigned to authorize all types of change and change models

Normal changes are pre-authorized and do not need a change authority



(CORRECT)

Emergency changes can be implemented without authorization from a change authority

Answer :A change authority should be assigned for each type of change and change model

A standard change has been initiated to create an email account for a new user.

Who should authorize this change?

Options are :

The user's manager should authorize the change

The change authority must authorize all changes

The user can authorize it themselves

Standard changes are already pre-authorized (Correct)

Answer :Standard changes are already pre-authorized

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

What is the best description of an emergency change?

Options are :

A change that doesn't need risk assessment because the procedure has been pre-authorized

A change that needs to be assessed, authorized, and scheduled by a change authority

A change that must be implemented as soon as possible because it is required to resolve an incident or security issue (Correct)



improvement

Answer :A change that must be implemented as soon as possible because it is required to resolve an incident or security issue

Which practice would include a formalized process for logging unplanned reduction in the quality of a service?

Options are :

Change management

Incident management (Correct)

Problem management

Service level management

Answer :Incident management

Who can report an incident?

Options are :

Service desk analyst

End user

System administrator

Anyone (Correct)

Answer :Anyone

The advertisement for Wryll AI Home Workouts Trainer features a woman in a purple athletic outfit performing a lunge exercise. A smartphone on the left shows the app's interface with a similar lunge exercise. The Wryll logo is at the top right. At the bottom right, there are download links for the App Store and Google Play, and a QR code. The text "Wryll - Ai Home workouts trainer" is prominently displayed.

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.



multiple incidents are linked together due to a problem with the current version of the web browser installed on the workstations across the network. You have identified that this could be solved by upgrading the web browser to the newest available version. Your team has requested that all of the workstations in the organization receive an updated web browser through the change management activity to solve this problem. Which value chain activity will be responsible for upgrading all the workstations?

Options are :

Plan

Improve

Engage

Obtain/build (Correct)

Answer :Obtain/build

Your printer is currently out of toner and will not print. You ask your co-worker for help, but he says the toner has already been ordered but it won't arrive for a few days. What would you classify this as?

Options are :

Incident

Known error (Correct)

Problem

Event

Answer :Known error

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

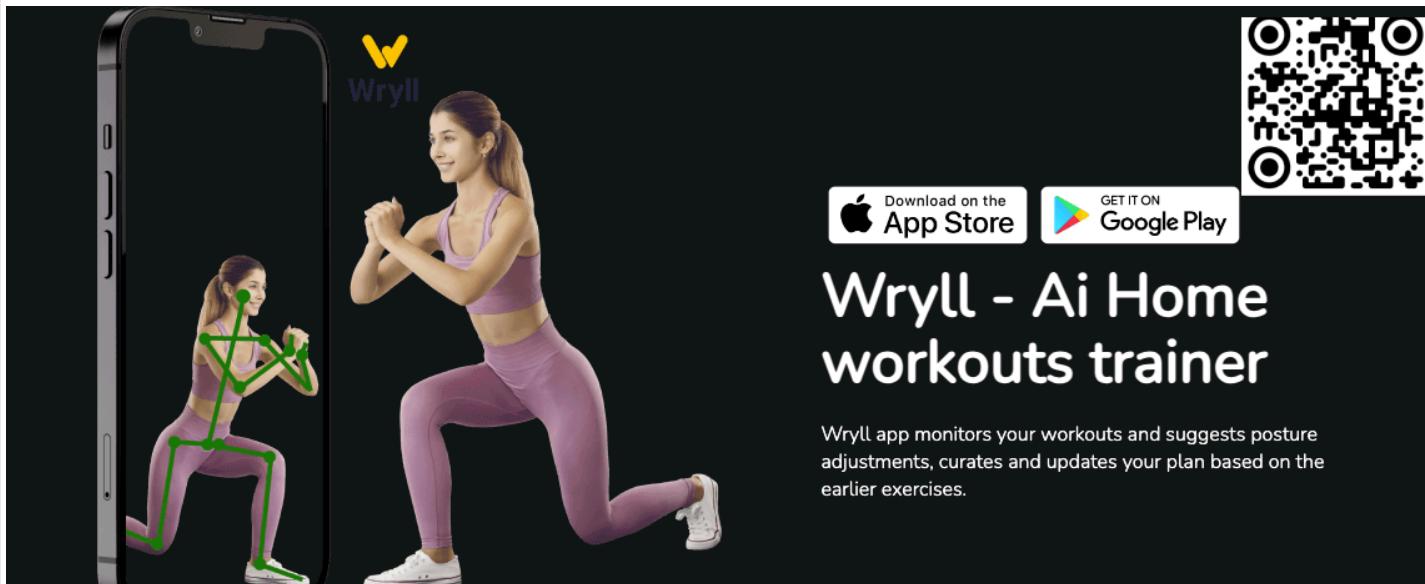
Options are :

Increased

Reduced



Automated (Correct)
Answer :Automated



The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A smartphone on the left displays the same exercise with green motion capture lines overlaid. The Wryll logo is in the top right corner. Buttons for 'Download on the App Store' and 'GET IT ON Google Play' are at the bottom right, along with a QR code.

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Which process is responsible for low-risk, frequently occurring, low cost changes?

Options are :

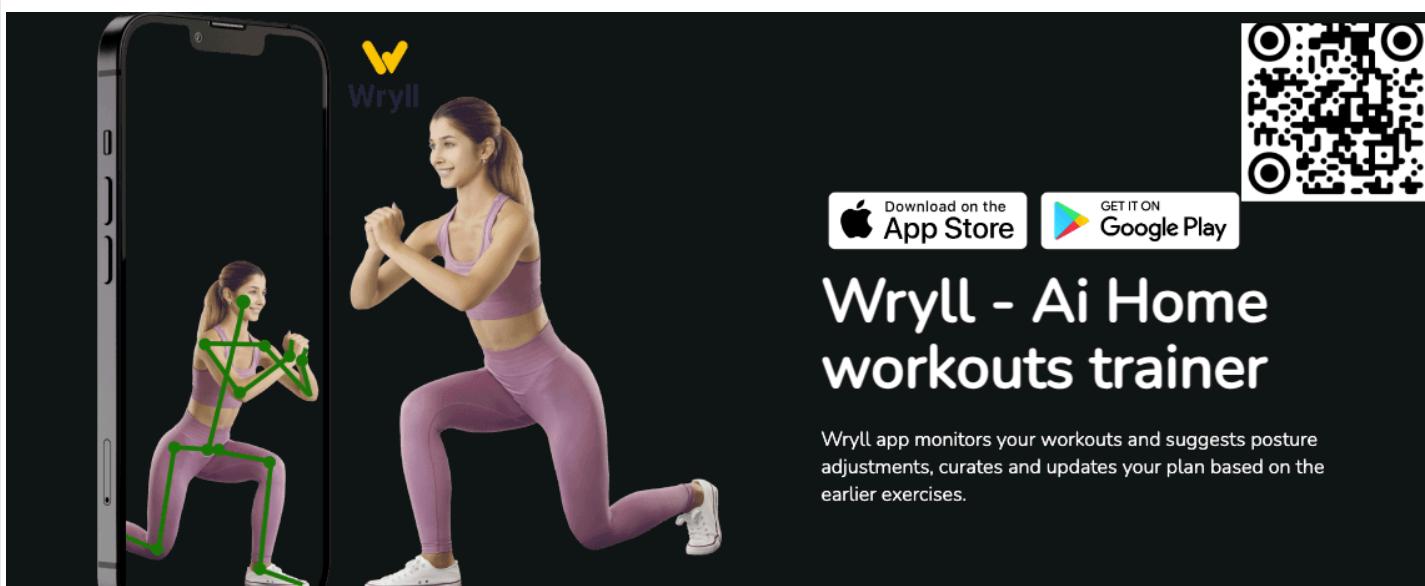
Service request management (Correct)

Incident Management

Service Level Management

Release Management

Answer :Service request management



The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A smartphone on the left displays the same exercise with green motion capture lines overlaid. The Wryll logo is in the top right corner. Buttons for 'Download on the App Store' and 'GET IT ON Google Play' are at the bottom right, along with a QR code.

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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

Options are :

Keep it simple and practical

Start where you are (Correct)

Focus on value

Progress iteratively with feedback

Answer :Start where you are

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

Options are :

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

To ensure that accurate and reliable information about the configuration of services is available when and where it is needed

To systematically observe services and service components, and record and report selected changes of state (Correct)

To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

Answer :To systematically observe services and service components, and record and report selected changes of state

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Recommended Reading



1. ITIL 4 Foundation Certification 2021 Exam Question Answers Set 8

ITIL 4 Foundation Certification 2021 Exam Question Answers Set 8

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

Options are :

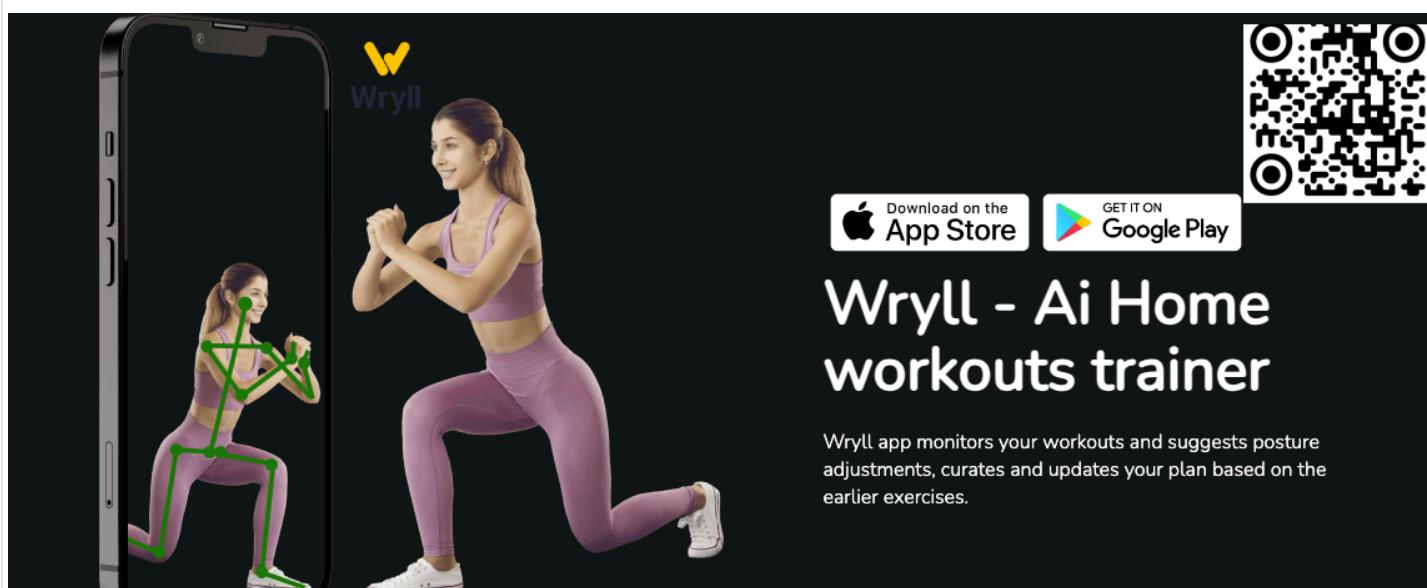
To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels (Correct)

To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors

To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

To align the organization's practices and services with changing business needs

Answer :To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels



Which guiding principle should you use to maximize the value of the work carried out by the human and technical resources within an organization?

Options are :

Progress iteratively with feedback



Optimize and automate (Correct)

Think and work holistically

Answer :Optimize and automate

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

Options are :

To protect the information needed by the organization to conduct its business (Correct)

To ensure that accurate and reliable information about the configuration of services is available when and where it is needed

To plan and manage the full lifecycle of all IT assets

To observe services and service components

Answer :To protect the information needed by the organization to conduct its business

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

Options are :

Use different workflows for each type of service request

Leverage existing workflows whenever possible (Correct)

Avoid workflows for simple service requests

Use a single workflow for all types of service request

Answer :Leverage existing workflows whenever possible

The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A smartphone on the left displays the same exercise with green motion capture lines overlaid. The Wryll logo is in the top left corner of the phone screen. In the top right corner is a QR code. Below the phone are download links for the App Store and Google Play. The main text reads "Wryll - Ai Home workouts trainer". A smaller text below states: "Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises." A blue circular arrow icon with an upward arrow is in the bottom right corner.

Options are :

Value realization (Correct)

Service value streams

Customer engagement

The application of practices

Answer :Value realization

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

Options are :

Normal

Standard (Correct)

Emergency

Routine

Answer :Standard

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

Options are :

Incident analysis and prioritization

Problem investigation and resolution

Balanced scorecard reviews and maturity assessment

Business analysis and commercial management (Correct)

Answer :Business analysis and commercial management





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

Options are :

Delivering tactical and operational engagement with customers

Populating and maintaining the asset register

Providing a clear path for users to report issues, queries, and requests

Identifying and logging opportunities (Correct)

Answer :Identifying and logging opportunities

Which of the following is an example of workaround?

Options are :

A defective network switch is replaced with a new one

Server memory is increased when the server is unresponsive

A server is restarted to resolve an incident (Correct)

An email server is restored after an incident is reported

Answer :A server is restarted to resolve an incident

You are in a quarterly service level management review with your supervisor. The manager asks your supervisor if the service desk has been meeting their SLA target metrics. Your supervisor proudly proclaims that everything is 'green' (meaning, we are meeting all of the targets). Just then, another executive asks, "If



service is always unavailable for use?" What might be the reason for this?

Options are :

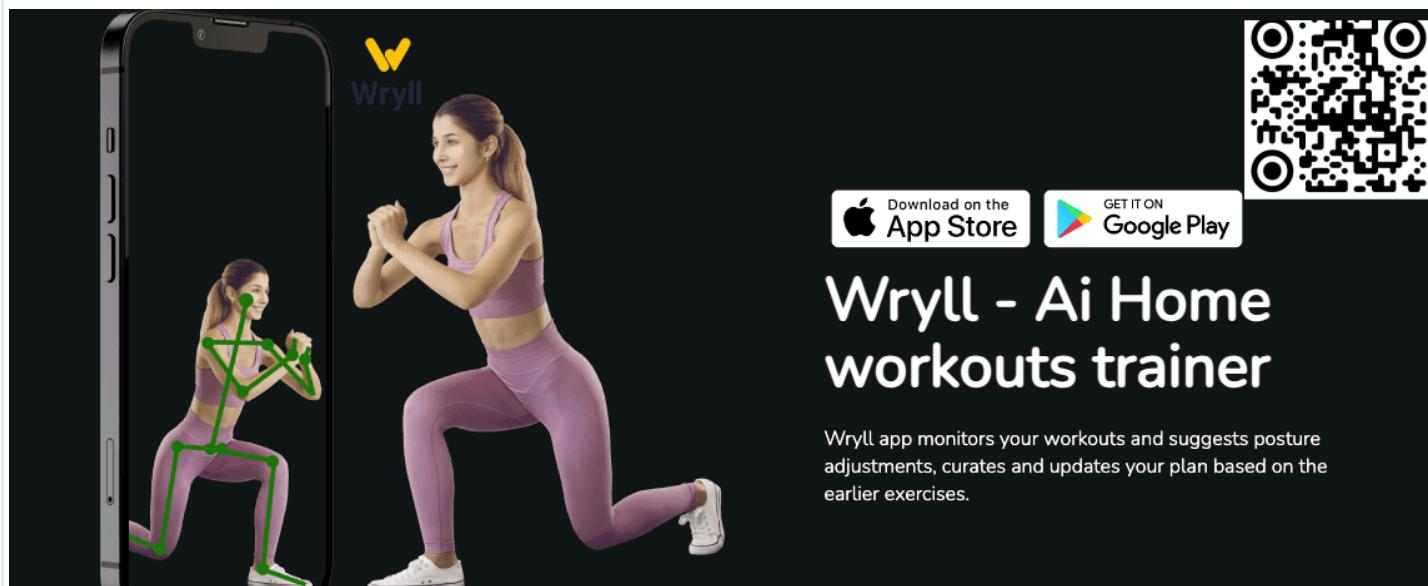
Your supervisor's data is based on business metrics

Your supervisor's data is not based on business outcomes (Correct)

Your supervisor's data is based on availability metrics

Your supervisor's data is based on operational metrics

Answer :Your supervisor's data is not based on business outcomes



How does categorization of incidents assist the incident management practice?

Options are :

It ensures that incidents are resolved in timescales agreed with the customer.

It determines the priority assigned to the incident.

It determines how the service provider is perceived.

It helps direct the incident to the correct support area. (Correct)

Answer :It helps direct the incident to the correct support area.

Which value chain activity ensures people understand the organization's vision?

Options are :

Obtain/build

Improve



Deliver and support
Answer :Plan

Which value chain activity ensures the availability of service components?

Options are :

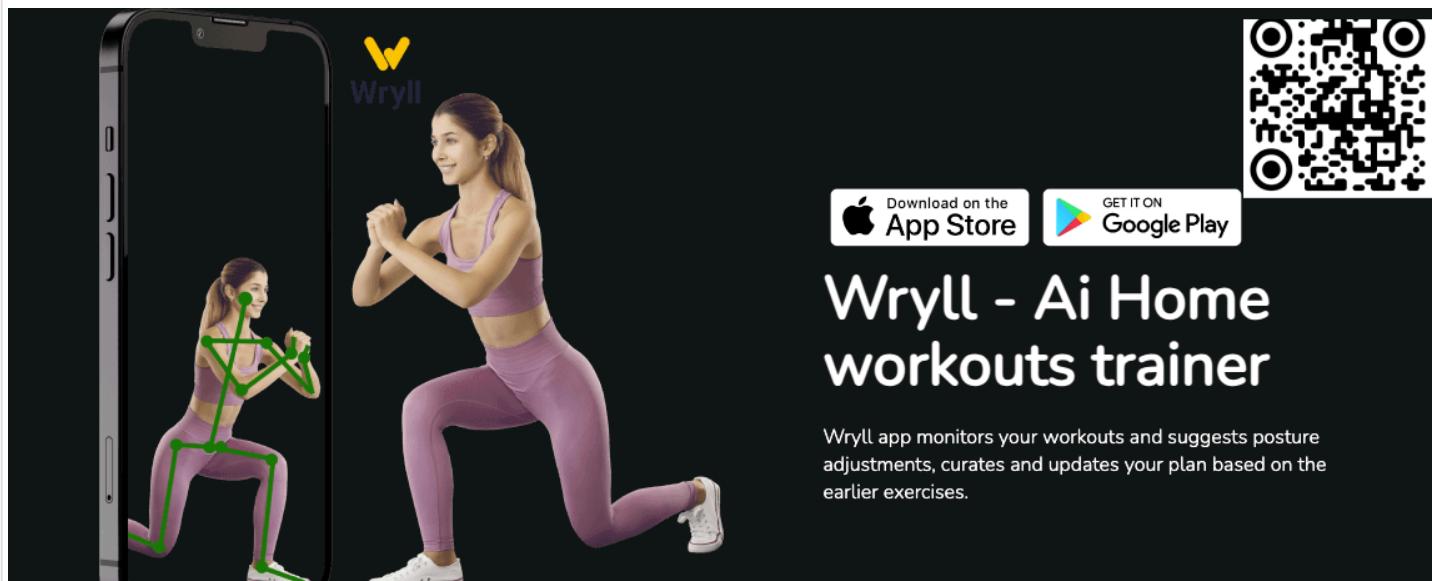
Improve

Deliver and support

Obtain/build (Correct)

Engage

Answer :Obtain/build



Which practice provides a single point of contact for users?

Options are :

Incident management

Service desk (Correct)

Change control

Service request management

Answer :Service desk

Which service level metrics are BEST for measuring user experience?



Options are :

Operational metrics

Single system-based metrics

Metrics for the percentage of uptime of a service

Metrics linked to defined outcomes (Correct)

Answer :Metrics linked to defined outcomes

Which statement about known errors and problems is CORRECT?

Options are :

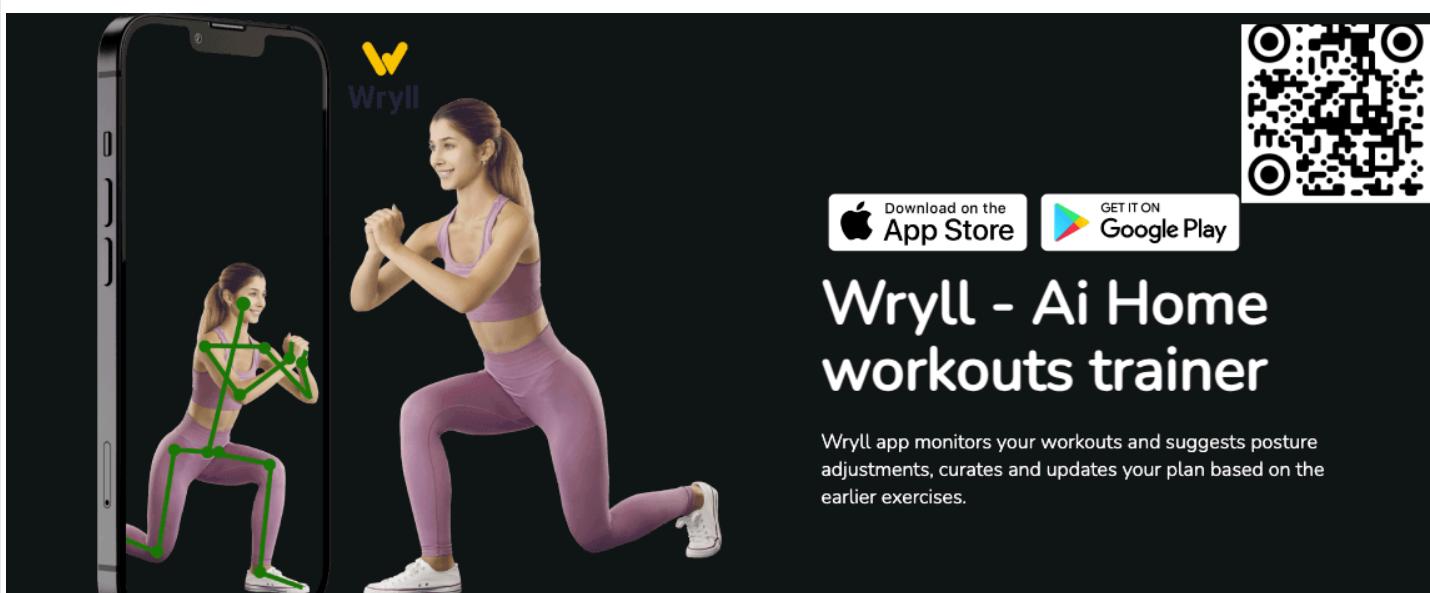
Known error is the status assigned to a problem after it has been analyzed (Correct)

Known errors are managed by technical staff, problems are managed by service management staff

A known error is the cause of one or more problems

Known errors cause vulnerabilities, problems cause incidents

Answer :Known error is the status assigned to a problem after it has been analyzed



Which dimension includes activities and workflows?

Options are :

Value streams and processes (Correct)

Organizations and people

Partners and suppliers



How does customer engagement contribute to the 'service level management' practice?

- 1. It captures information that metrics can be based on**
- 2. It ensures the organization meets defined service levels**
- 3. It defines the workflows for service requests**
- 4. It supports progress discussions**

Options are :

1 and 2

1 and 4 (Correct)

2 and 3

3 and 4

Answer :1 and 4

Which practice is responsible for moving components to live environments?

Options are :

IT asset management

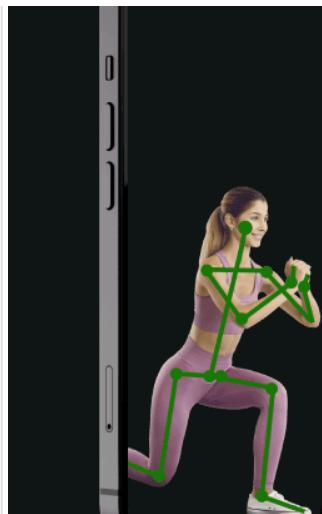
Change control

Deployment management (Correct)

Release management

Answer :Deployment management





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

Options are :

Providing transparency and good stakeholder relationships

Ensuring that service components are available when needed

Continually meeting stakeholder expectations for costs (Correct)

Supporting services according to specifications

Answer :Continually meeting stakeholder expectations for costs

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

Options are :

Each iteration should be designed before starting the initiative and implemented without feedback

Feedback should only be taken into account when one iteration fails to meet its objective

Each iteration should be continually re-evaluated based on feedback (Correct)

Feedback should be reduced for large improvements as it is unlikely that circumstances will change

Answer :Each iteration should be continually re-evaluated based on feedback

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



Options are :

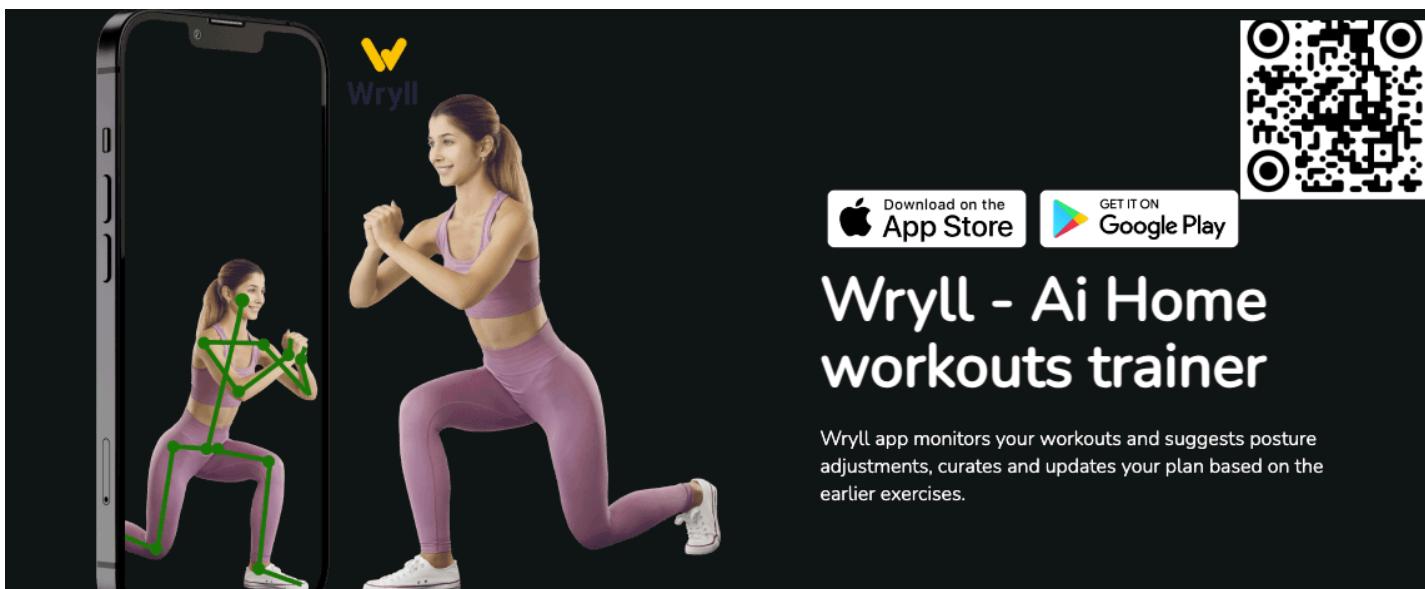
Supplier management

Problem management

Deployment management

Incident management (Correct)

Answer :Incident management



What is the starting point for optimization?

Options are :

Securing stakeholder engagement

Determining where the most positive impact would be

Standardizing practices and services

Understanding the vision and objectives of the organization (Correct)

Answer :Understanding the vision and objectives of the organization

Which guiding principle describes the importance of doing something, instead of spending a long time analyzing different options?

Options are :

Focus on value

Start where you are

Optimize and automate



Which describes a standard change?

Options are :

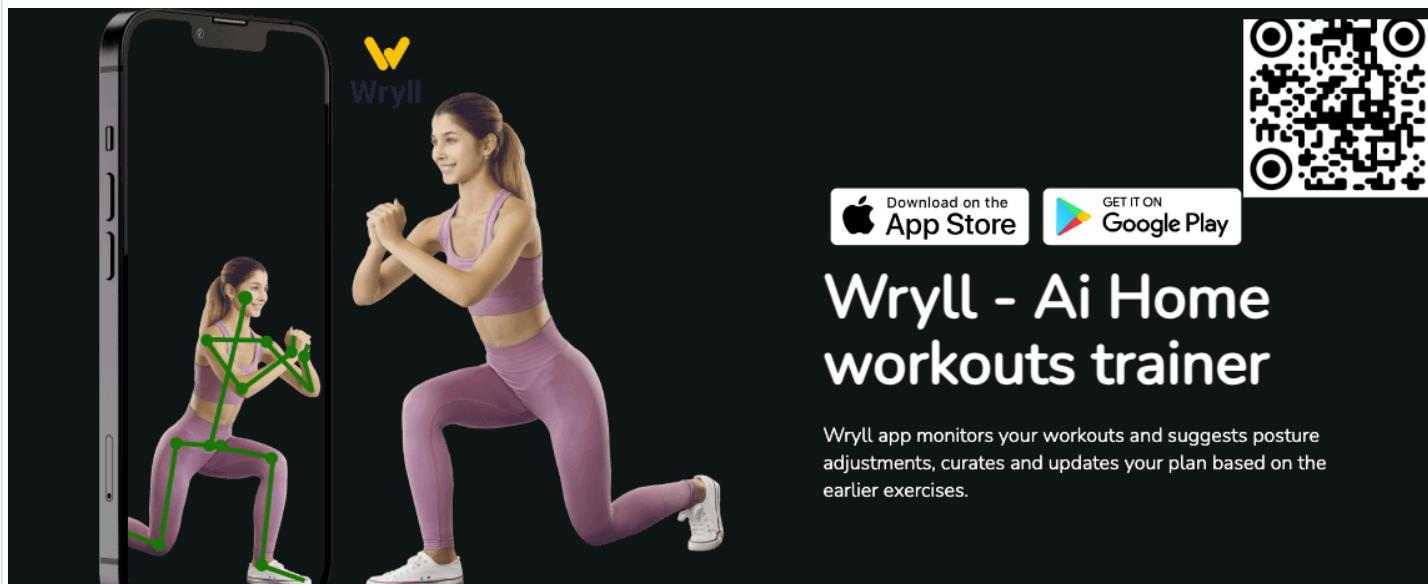
A high-risk change that needs very thorough assessment

A change that must be implemented as soon as possible

A change that needs to be scheduled, assessed and authorized following a defined process

A change that is typically implemented as a service request (Correct)

Answer :A change that is typically implemented as a service request



Which is part of service provision?

Options are :

The joint activities performed to ensure continual value co-creation

The grouping of one or more services based on one or more products

The management of resources configured to deliver the service (Correct)

The management of resources needed to consume the service

Answer :The management of resources configured to deliver the service

Which is NOT usually included as part of 'incident management'?

Options are :



Detailed procedures for the diagnosis of incidents

Scripts for collecting initial information about incidents

Formalized processes for logging incidents

Answer :Use of specialized knowledge for complicated incidents

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

Options are :

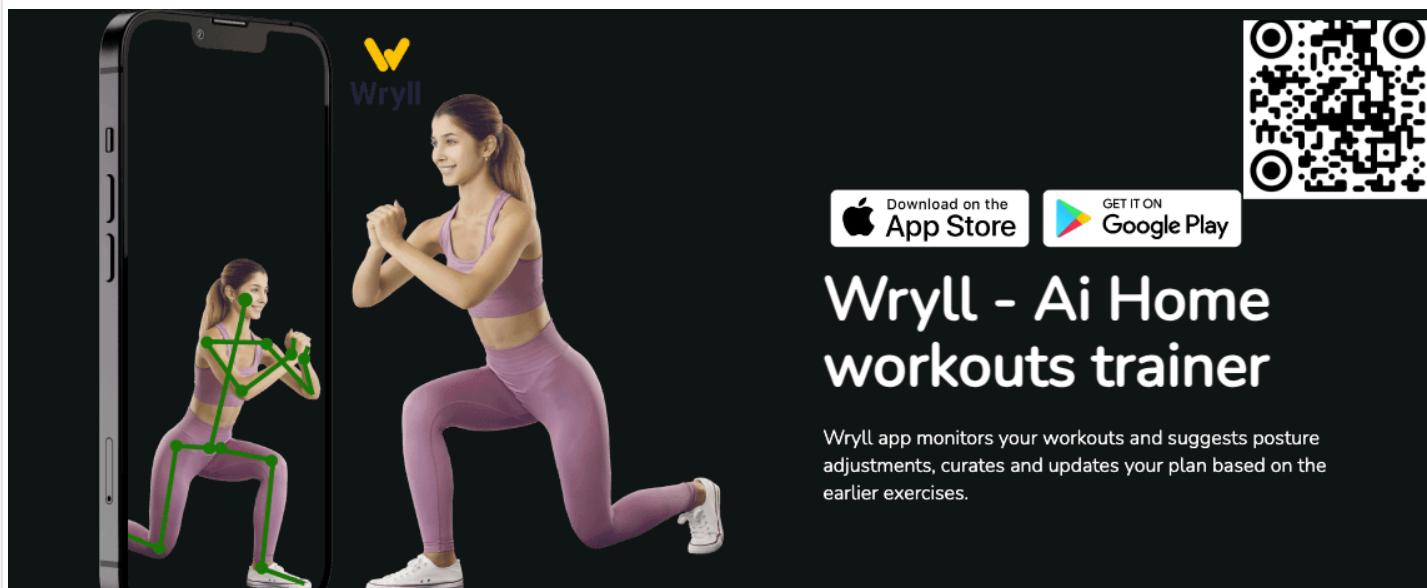
Workflow management and inventory systems

Roles and responsibilities (Correct)

Security and compliance

Communication systems and knowledge bases

Answer :Roles and responsibilities



Which describes a set of defined steps for implementing improvements?

Options are :

The "engage' value chain activity

The "continual improvement model' (Correct)

The "continual improvement register'

The "improve' value chain activity

Answer :The "continual improvement model'



reviews, and maturity assessments?

Options are :

Service request management

Continual improvement (Correct)

Incident management

Problem management

Answer :Continual improvement

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

Options are :

Incident

Workaround

Known error (Correct)

Problem

Answer :Known error





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

Options are :

Providing transparency and good stakeholder relationships

Continually meeting stakeholder expectations for costs (Correct)

Ensuring that service components are available when needed

Supporting services according to specifications

Answer :Continually meeting stakeholder expectations for costs

Which of the following are problem control activities?

1. Performing trend analysis of incident records

2. Pre-assessing the status of known errors that have not been resolved

3. Prioritizing problems for analysis based on the risk

4. Finding and documenting a workaround for future incidents when a problem cannot be resolved quickly

Options are :

3 and 4 (Correct)

1 and 2



1 and 3

Answer :3 and 4

What are 'engage', 'plan' and 'improve' examples of?

Options are :

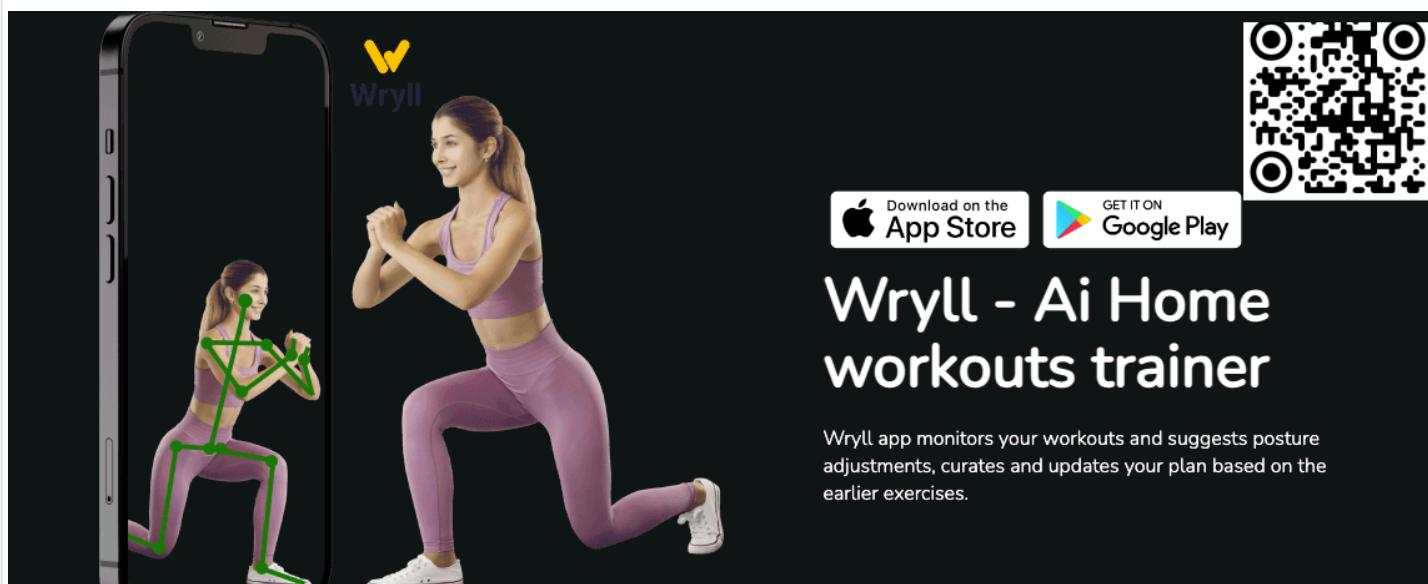
Change control

Service value chain activities (Correct)

Service level management

Service value chain inputs

Answer :Service value chain activities



What is the first step of the guiding principle 'focus on value'?

Options are :

Determine who the service consumer is in each situation (Correct)

Identify all suppliers and partners that are involved in the service

Determine the cost of providing the service

Identify the outcomes that the service facilitates

Answer :Determine who the service consumer is in each situation

When should the effectiveness of a problem workaround be assessed?

Options are :



Whenever the workaround is used (Correct)

Whenever the workaround becomes a known error

Whenever the problem is resolved

Answer : Whenever the workaround is used

What is described by the service value system?

Options are :

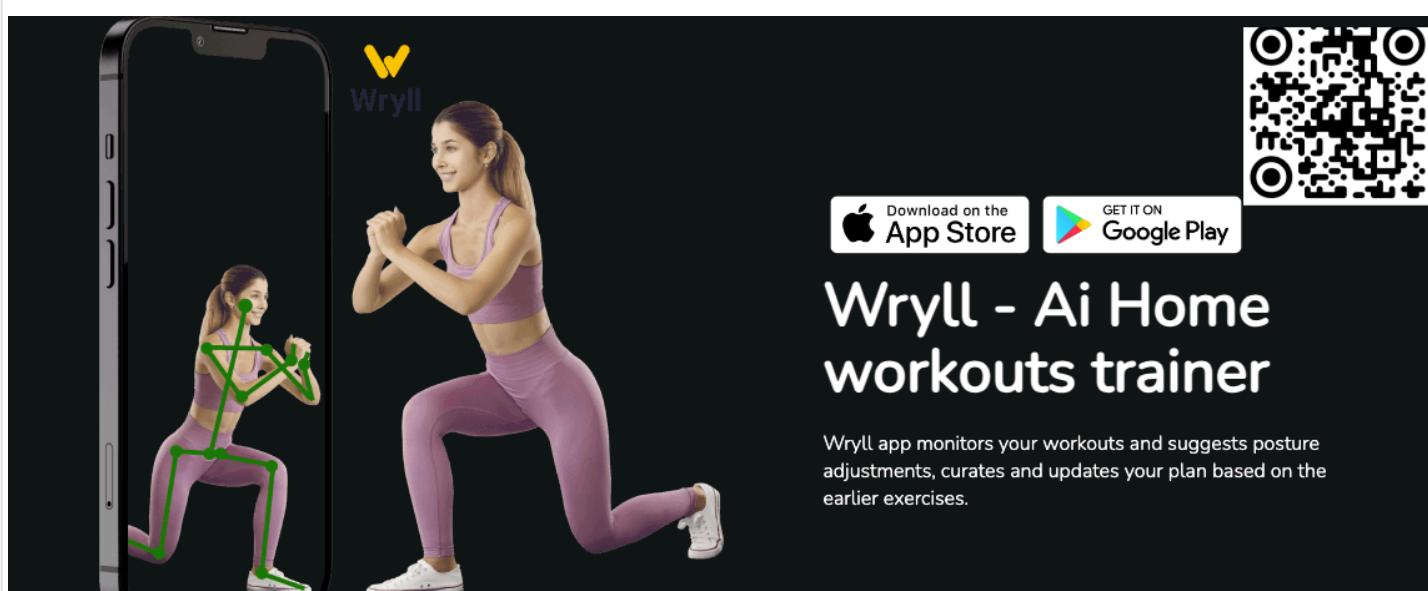
Joint activities performed by a service provider and a service consumer to ensure continual value co-creation

How all the components and activities of the organization work together as a system to enable value creation (Correct)

Services based on one or more products, designed to address needs of a target consumer group

How to apply the systems approach of the guiding principle think and work holistically

Answer : How all the components and activities of the organization work together as a system to enable value creation



What is the definition of a customer?

Options are :

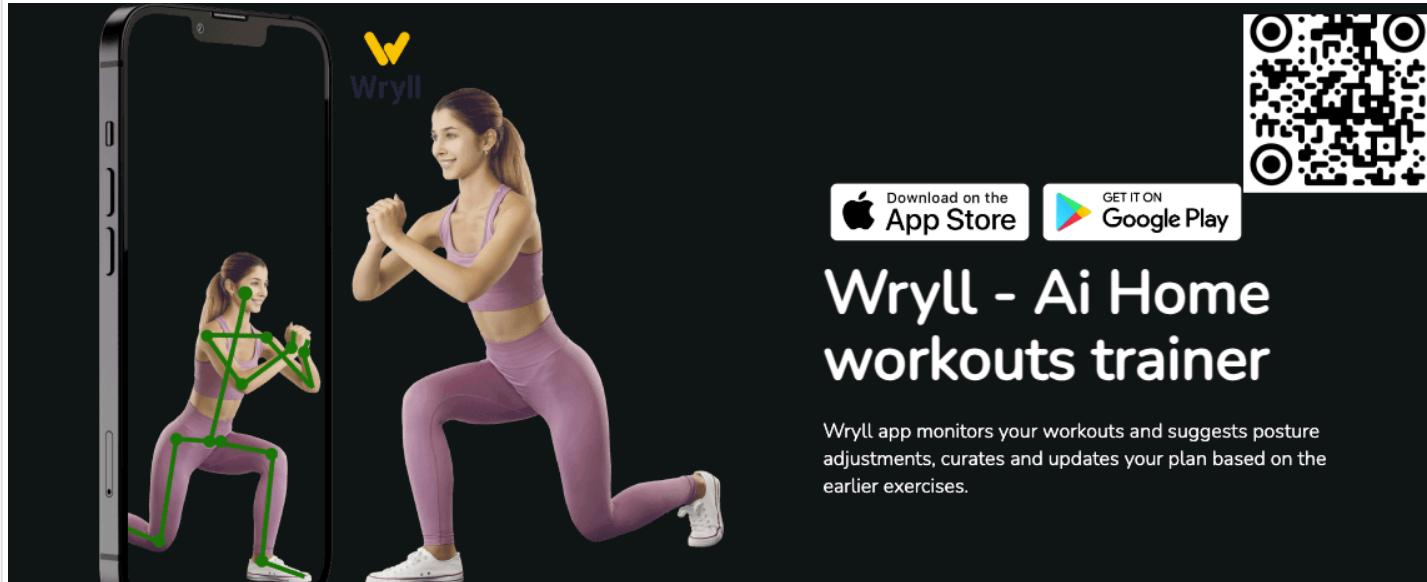
A person who authorizes budget for service consumption

A person who works for an organization other than the service provider



A person who defines the requirements for a service and takes responsibility for the outcomes of service consumption (Correct)

Answer :A person who defines the requirements for a service and takes responsibility for the outcomes of service consumption



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Identify the missing word(s) in the following sentence. A sponsor is a person who authorizes [?] for service consumption.

Options are :

Outcomes

Requirements

Outputs

Budget (Correct)

Answer :Budget

What is the definition of a problem?

Options are :

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

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

A cause, or potential cause, of one or more incidents (Correct)

An issue that has been analyzed but has not been resolved

Answer :A cause, or potential cause, of one or more incidents



have a direct or indirect effect on services?

Options are :

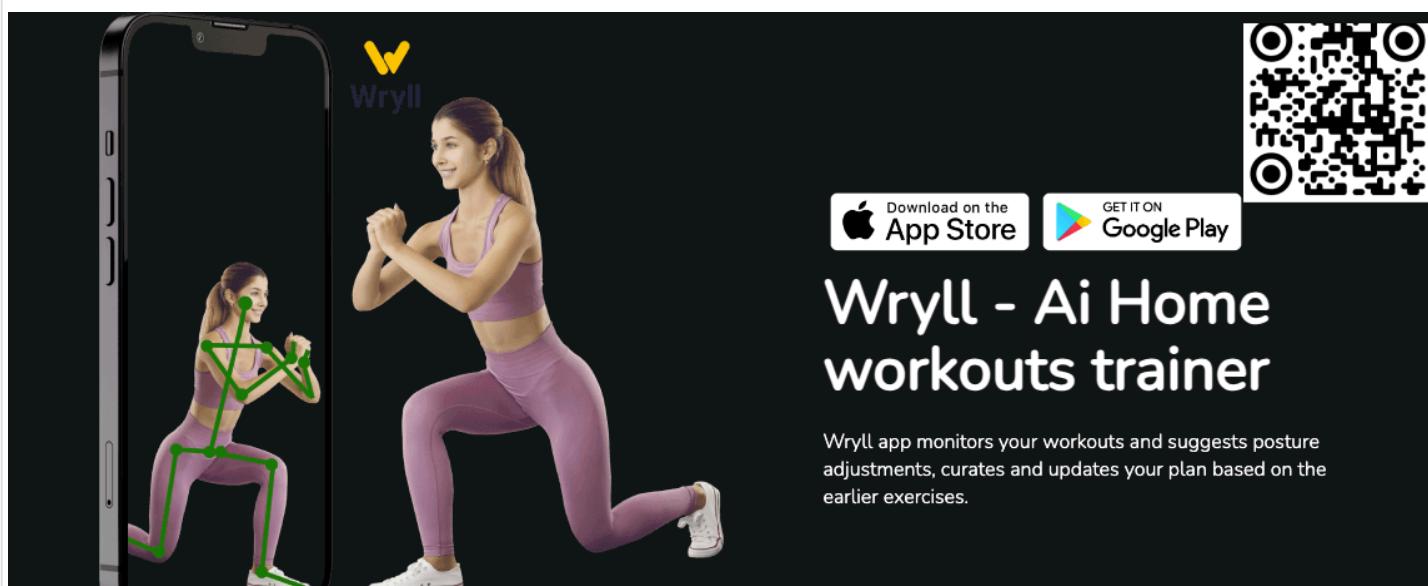
Change (Correct)

Event

Incident

Problem

Answer :Change



Identify the missing word in the following sentence. The [?] is the practice of capturing demand for incident resolution and service requests.

Options are :

Incident management

Service level management

Service request management

Service desk (Correct)

Answer :Service desk

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

Options are :



Setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets

Ensuring that accurate and reliable information about the configuration of services and the configuration items that support them are available when and where needed (Correct)

Ensuring that risks are properly assessed, authorizing changes to proceed and managing a change schedule in order to maximize the number of successful IT changes

Answer :Ensuring that accurate and reliable information about the configuration of services and the configuration items that support them are available when and where needed

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

Options are :

Establishing and nurturing links between an organization and its stakeholders at strategic and tactical levels

Setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets

Ensuring that an organization's suppliers and their performance levels are managed appropriately to support the provision of seamless quality products and services

Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner (Correct)

Answer :Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner





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What is defined as the practice of protecting an organization by understanding and managing risks to the confidentiality, integrity, and availability of information?

Options are :

Information security management (Correct)

Availability management

Service continuity management

Change enablement

Answer :Information security management

Identify the missing word in the following sentence. [?] is the practice of ensuring that risks are properly assessed, authorizing changes to proceed, and managing a change schedule in order to maximize the number of successful IT changes.

Options are :

IT asset management

Service configuration management

Change enablement (Correct)

Service level management

Answer :Change enablement

Dion Training is an online training organization that provides asynchronous, on-demand video training for the ITIL 4 certifications. To provide these on-demand



securely and stream the content directly to students when requested through Dion Training's website. Dion Training is responsible for managing the amount of storage space utilized on the service provider's server, as well as determining whether a student may or may not watch a particular video. What best describes these activities?

Options are :

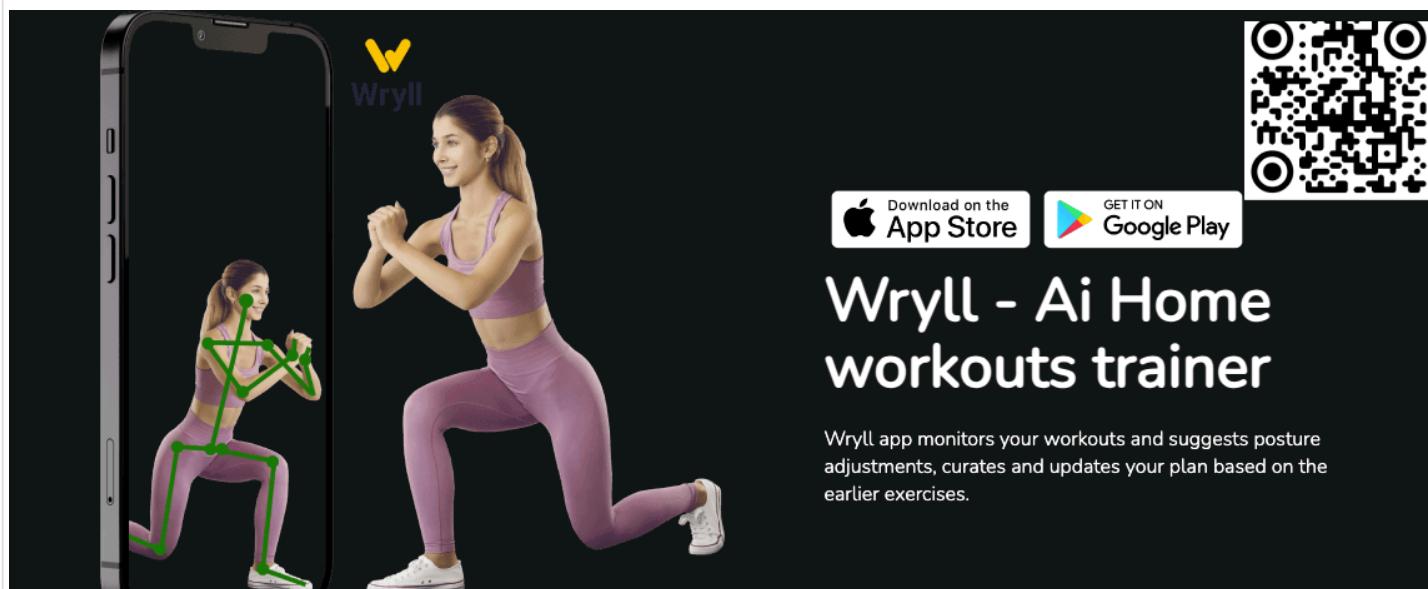
Service consumption (Correct)

Service provision

Service offering

Warranty of a service

Answer :Service consumption



Which describes the functionality offered by a product or service to meet a particular need?

Options are :

Utility (Correct)

Warranty

Value

Outcome

Answer :Utility



Options are :

Utility

Value

Warranty (Correct)

Outcome

Answer :Warranty

What are guiding principles considered?

Options are :

Mandatory actions

Prescriptive requirements

Recommendations (Correct)

Governance

Answer :Recommendations

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You have been asked to investigate an email service within your organization that is failing to meet its intended outcomes. You begin by determining the intended outcome and then observe the current service with as much objectivity as possible. Based on your observations, you are able to determine that the current service is not meeting its utility and warranty requirements. Which guiding principles best describes your actions in this scenario?



Options are :

Optimize and automate

Keep it simple and practical

Collaborate and promote visibility

Start where you are (Correct)

Answer :Start where you are

A small start-up in San Francisco is launching a brand new iPhone app. Their staff is small, but they have big dreams and ideas for their app. The app will perform 15 different functions when it is fully developed. Currently, the app only has 4 functions completed, but the company decided to release the app to get some initial feedback. Based on the feedback, the company changed the third function to improve the customer experience and continued to add one function every 3 weeks to the app. What guiding principle best describes what the company was doing?

Options are :

Optimize and automate

Start where you are

Progress iteratively with feedback (Correct)

Keep it simple and practical

Answer :Progress iteratively with feedback

Which value chain activity ensures continual improvement of products, services, and practices across all value chain activities and the four dimensions of service management?

Options are :

Improve (Correct)

Plan

Deliver and support





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Betsy has been hired by your company to lead the process improvement efforts. You have shared with her the overall vision for the process improvement and she begins to analyze your current resources, processes, and metrics. What step of the continual improvement model is Betsy performing?

Options are :

What is the vision

Where do we want to be

How do we get there

Where are we now (Correct)

Answer :Where are we now

During which step of the continual improvement model is change management and release management usually performed?

Options are :

Where do we want to be

Take action (Correct)

Where are we now

What is the vision

Answer :Take action



customer relationship management software in an effort to increase customer satisfaction by 4%. Janet analyzes the current metrics and compares them against the baseline metrics from 12 months ago. Which step of the continual improvement model is Janet working in?

Options are :

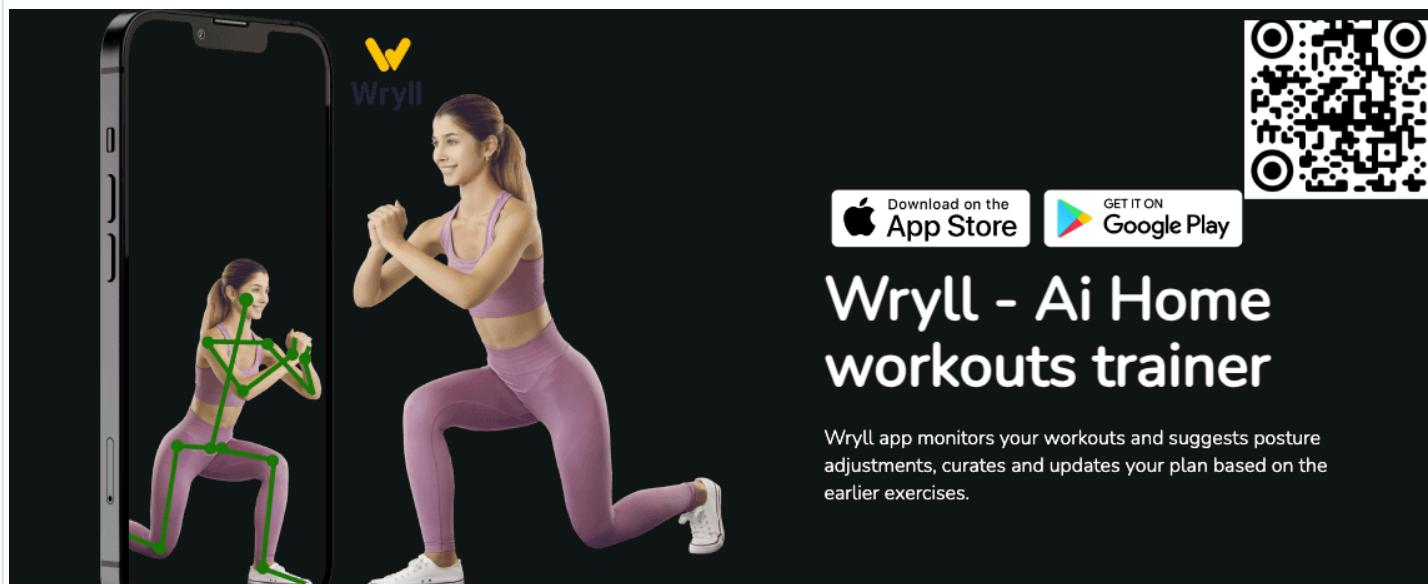
Did we get there (Correct)

Where are we now

How do we get there

Take action

Answer :Did we get there



During which step of the continual improvement model do you create your objective baseline measurement?

Options are :

What is the vision

Where are we now (Correct)

How do we get there

Where do we want to be

Answer :Where are we now



password management practices. You had led an improvement initiative to increase the security of the authentication system by implementing two-factor authentication. The original goal was to get at least 35% of the users to utilize two-factor authentication. During the first phase of your improvement initiative, using the two-factor authentication was voluntary for users. By the end of the first phase, it was determined that 43% of users chose to use the two-factor authentication. You want to continue the improvement efforts and increase usage to 100%. Which step in the continual improvement model should you begin with?

Options are :

Where are we now

What is the vision

How do we keep the momentum going (Correct)

How do we get there

Answer :How do we keep the momentum going

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

Options are :

Detailed procedures for the diagnosis of incidents

Formalized processes for logging incidents (Correct)

Observation of all services and service components to identify any change in state

Authority to implement changes to a system

Answer :Formalized processes for logging incidents





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

Options are :

Event

Problem

Incident (Correct)

Request

Answer :Incident

Which of the following is NOT a problem identification activity?

Options are :

Detecting duplicate and recurring issues

Logging an incident (Correct)

Performing trend analysis of incident records

Analysis of multiple incidents that may be linked together

Answer :Logging an incident

What is NOT a phase in problem management?

Options are :

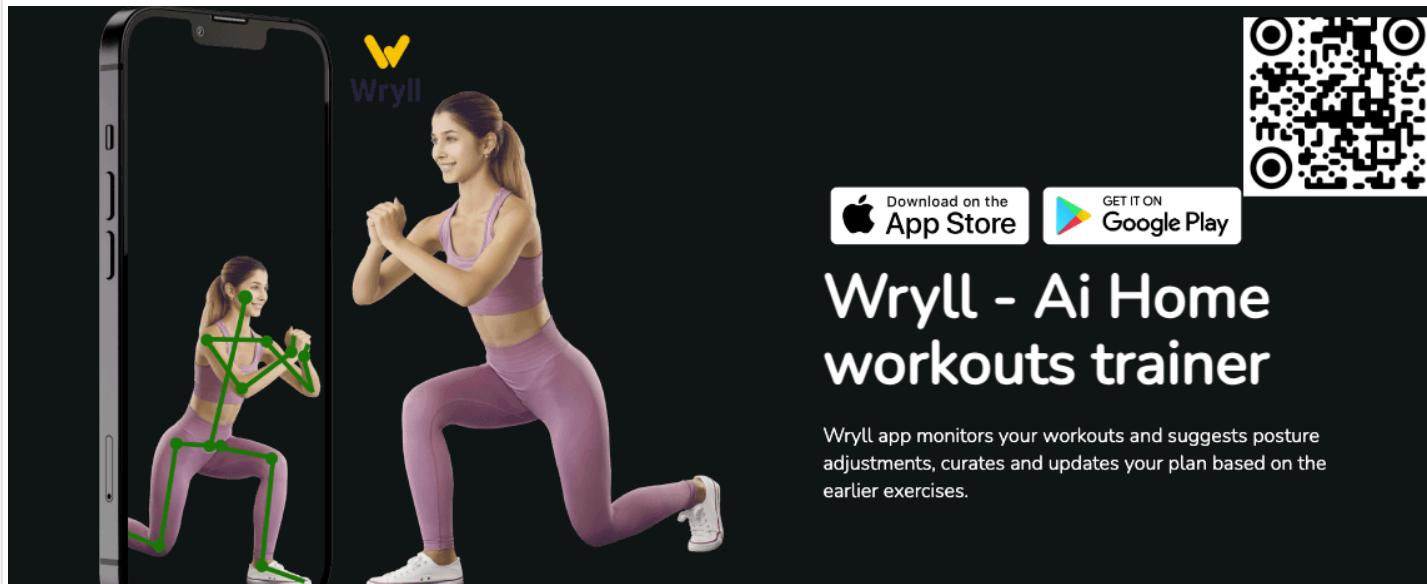
Problem identification



Problem control

Incident logging (Correct)

Answer :Incident logging



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

Options are :

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

It collects user-specific requirements, sets expectations, and provides status updates (Correct)

By initiating standard changes to fulfill service requests

It acquires pre-approved service components to help fulfill service requests

Answer :It collects user-specific requirements, sets expectations, and provides status updates

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

Options are :

Communicate with consumers to understand their requirements

Initiate and fulfill standard changes



Fulfill the consumer's service requests through acquisition of service components
Answer :Provide trend, quality, and feedback information about requests

What does a centralized service desk require?

Options are :

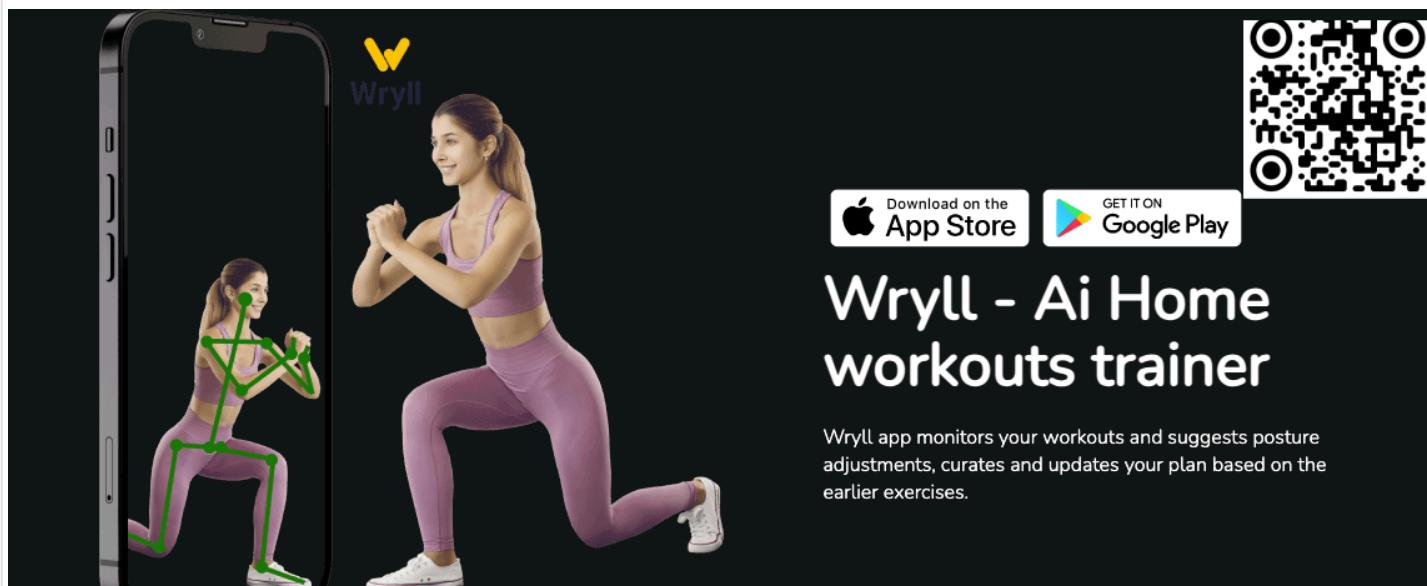
Knowledge base (Correct)

Walk-in service hours

24x7 support

Outsourced employees

Answer :Knowledge base



If your company is using a single service desk located in one office building to support users from around the world, what type of service desk might this be?

Options are :

Virtual

Centralized (Correct)

Follow-the-sun

Local

Answer :Centralized

What should be included in every service level agreement?



Options are :

Clearly defined service outcomes (Correct)

Latency requirements

Metric for amount of downtime on the backup server

Metric for percentage of disk space available on the file server

Answer :Clearly defined service outcomes

Which of the following is NOT a valid source of service level management data to use in analyzing your service level agreements?

Options are :

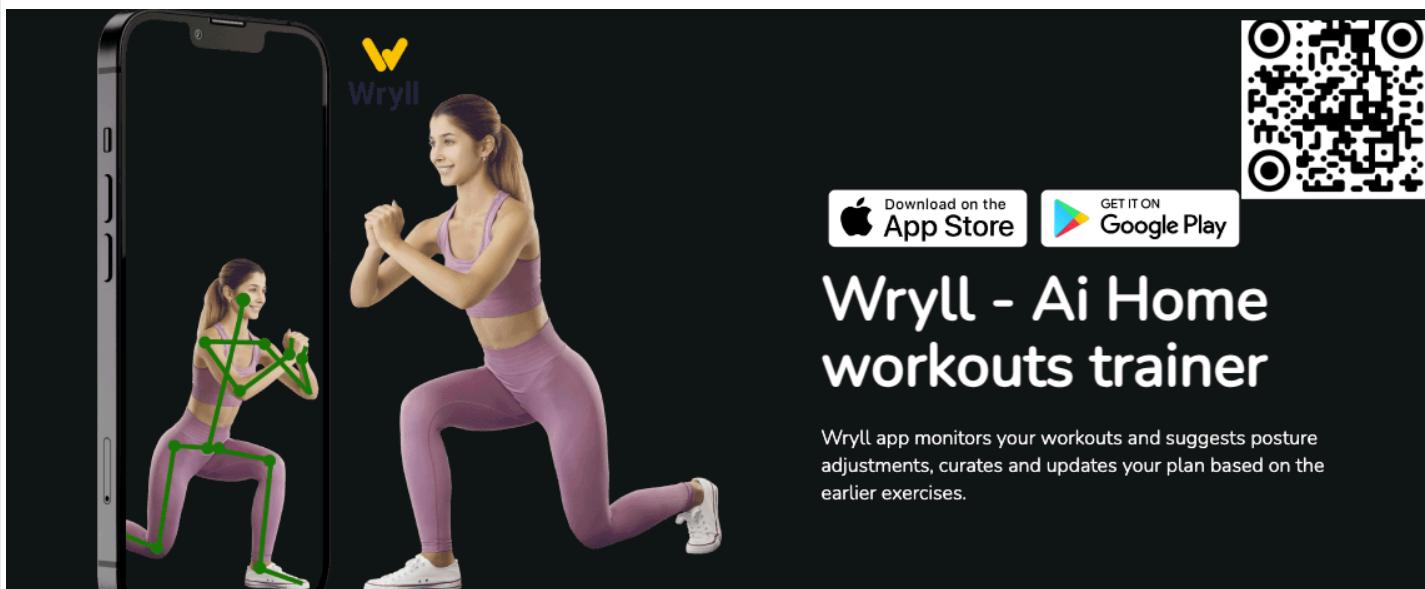
Customer feedback

Competitor's metrics (Correct)

Operational metrics

Business metrics

Answer :Competitor's metrics



Your laptop only has a 256GB of SSD storage installed. You have been traveling for work for the last 2 weeks and have downloaded a lot of video files to your internal storage device. Your computer is having issues because there is not enough free space. You called your service desk, but since you are out of the country, they cannot remotely back up all the files on your laptop. They recommend that you move the large files from your internal storage device (256GB SSD) to an external

external hard drive with you, so you will purchase one at the store later today. How would you classify this situation and the solution recommended?

Options are :

Incident

Workaround

Problem

Known error (Correct)

Answer :Known error

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

Options are :

Collects feedback during interactions and communicates service performance objectives to the operations and support teams

Provides feedback from interactions with customers into new or changed services

Collects and processes feedback from customers and users (Correct)

Provides information about the actual service performance and trends

Answer :Collects and processes feedback from customers and users

Which guiding principle is focused on increasing communication both within the project and outside of it?

Options are :

Keep it simple and practical

Collaborate and promote visibility (Correct)

Progress iteratively with feedback

Optimize and automate

Answer :Collaborate and promote visibility





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Which guiding principle is concerned with an understanding of how all the parts of an organization work together in an integrated way?

Options are :

Focus on value

Keep it simple and practical

Think and work holistically (Correct)

Optimize and automate

Answer : Think and work holistically

You have just been promoted to the role of the Service Desk manager. The manager before you loved metrics, and the Service Desk is currently spending numerous hours per week creating reports based on over 150 different metrics they call 'measures of effectiveness'. You believe there are simply too many metrics being collected and begin an analysis of each one to determine if it is providing valuable information. For the ones you find without value, you eliminate the requirement to track and report on those metrics. Which guiding principle are you following in this scenario?

Options are :

Optimize and automate

Progress iteratively with feedback

Keep it simple and practical (Correct)



Which service management dimension is focused on an organization's relationships with other organizations in order to deliver its services?

Options are :

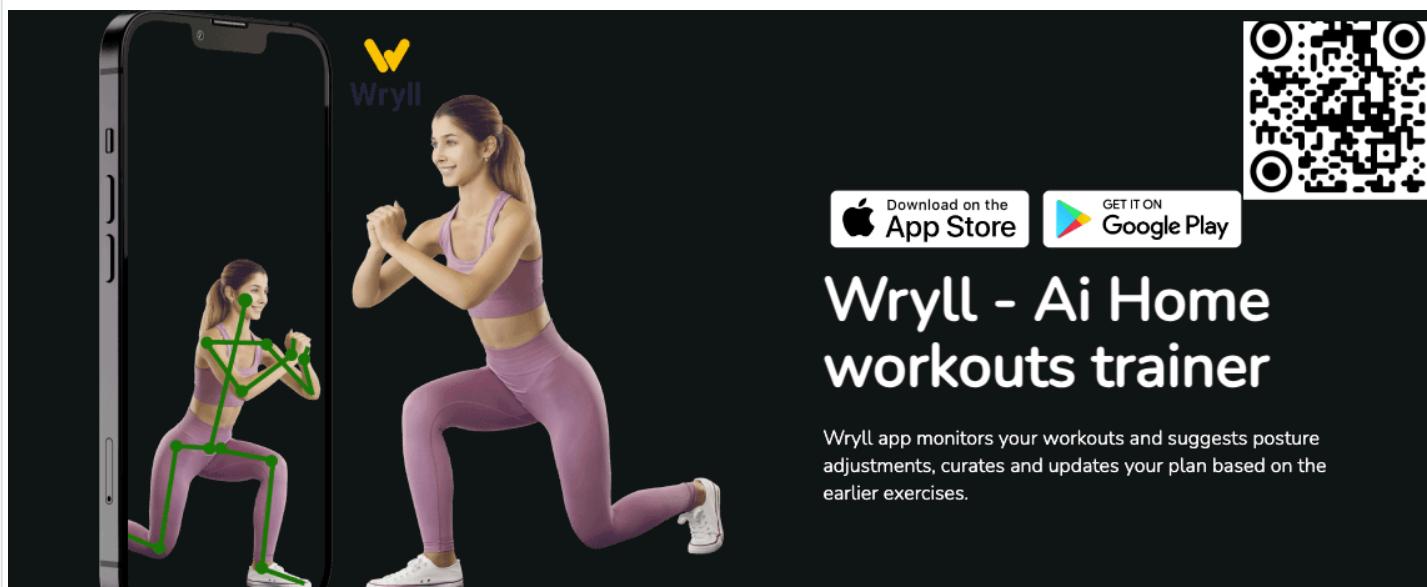
Organizations and people

Information and technology

Partners and suppliers (Correct)

Value streams and processes

Answer :Partners and suppliers



Which of these are a key focus of the 'value streams and processes' dimension?

Options are :

Workflow management and inventory systems

Activities that transform inputs into outputs (Correct)

Roles and responsibilities

Contracts and agreements

Answer :Activities that transform inputs into outputs

Which ITIL concept describes continual improvement?

Options are :



Four dimensions of service management

Service value chain

Practices

Answer :Service value system

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

Options are :

Service relationships (Correct)

Improve

Design and Transition

Obtain/Build

Answer :Service relationships

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

A major incident has been closed, but there is a risk that it might happen again.

How should this be logged and managed?

Options are :

As a problem (Correct)

As a service request

As a change request

As an event





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QR code for download

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

Options are :

Think and work holistically

Keep it simple and practical (Correct)

Focus on value

Progress iteratively with feedback

Answer :Keep it simple and practical

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

Options are :

Keep it simple and practical

Think and work holistically

Collaborate and promote visibility (Correct)

Optimize and automate

Answer :Collaborate and promote visibility

Identify the missing word in the following sentence.



'start where you are' guiding principle.

Options are :

process

plans

tools

measurement (Correct)

Answer :measurement

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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

Options are :

Monitoring and event management (Correct)

Information security management

Incident management

Change control

Answer :Monitoring and event management

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

Options are :



To set clear business-based targets for service performance

To support the agreed quality of a service handling all agreed, user-initiated service requests

*To establish and nurture the links between the organization and its stakeholders
(Correct)*

Answer :To establish and nurture the links between the organization and its stakeholders

Which two statements about the 'service request management' practice are CORRECT?

1. Service requests are part of normal service delivery

2. Complaints can be handled as service requests

3. Service requests result from a failure in service

4. Normal changes should be handled as service requests

Options are :

3 and 4

1 and 4

2 and 3

1 and 2 (Correct)

Answer :1 and 2

The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A smartphone on the left displays the same exercise with green motion capture lines overlaid. The Wryll logo is in the top right. Below the phone are download links for the App Store and Google Play. A QR code is in the top right corner. The text "Wryll - Ai Home workouts trainer" is prominently displayed, followed by a description: "Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises." A circular arrow icon with an upward arrow is in the bottom right.

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.

Options are :

- utility*
- information*
- costs (Correct)*
- warranty*

Answer :costs

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

Options are :

- The incident category (Correct)*
- The incident priority*
- A change schedule*
- A self-help tool*

Answer :The incident category

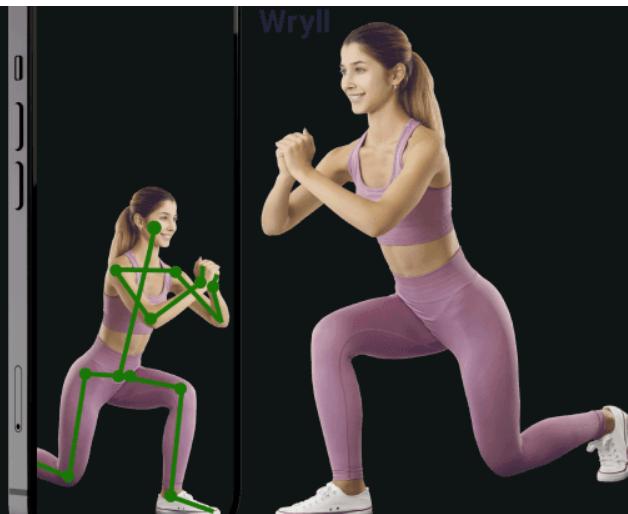
Which activity is part of the 'continual improvement' practice?

Options are :

- Providing a clear path for users to report issues, queries, and requests*
- Populating and maintaining the asset register*
- Delivering tactical and operational engagement with customers*
- Identifying and logging opportunities (Correct)*

Answer :Identifying and logging opportunities





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Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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

Options are :

An incident

An IT asset

A service request

A configuration item (CI) (Correct)

Answer :A configuration item (CI)

Which statement about costs is CORRECT?

Options are :

Costs imposed on the consumer are costs of service utility

Costs removed from the consumer are part of service consumption

Costs removed from the consumer are part of the value proposition (Correct)

Costs imposed on the consumer are costs of service warranty

Answer :Costs removed from the consumer are part of the value proposition

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

Options are :

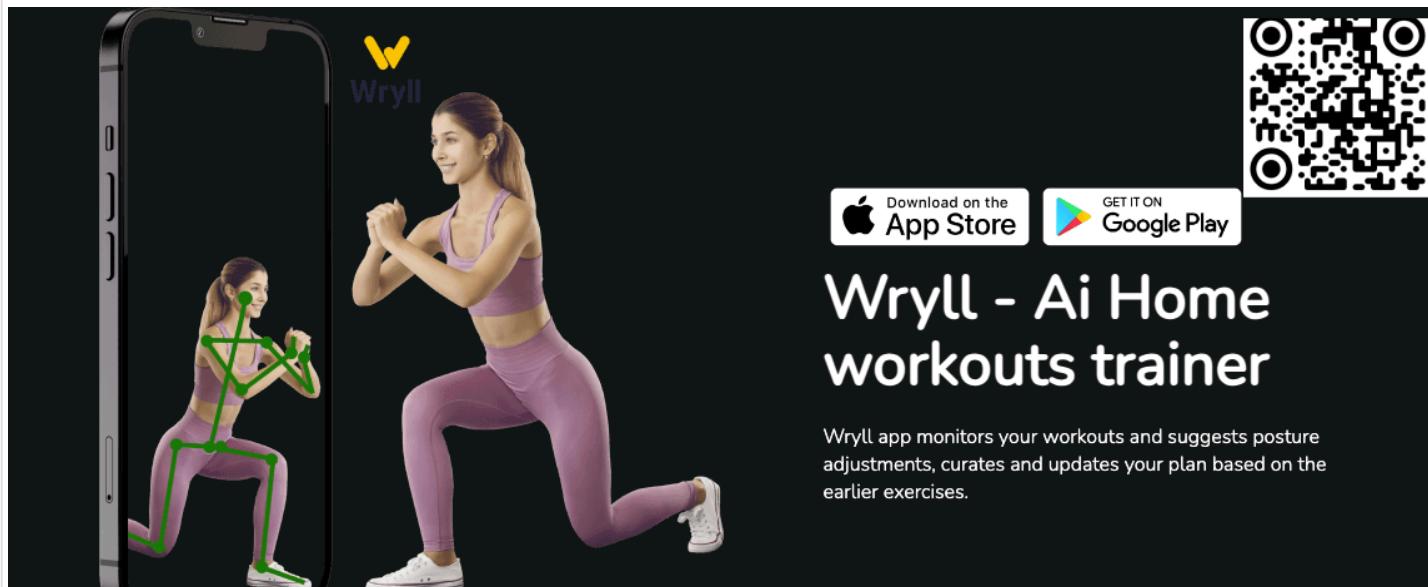


Using operational data to provide detailed service reports

Asking customers open questions to establish their requirements (Correct)

Measuring the performance over the first six months, and basing a solution on the results

Answer :Asking customers open questions to establish their requirements



What are the three phases of 'problem management'?

Options are :

Problem analysis, error identification, incident resolution

Problem logging, problem classification, problem resolution

Incident management, problem management, change enablement

Problem identification, problem control, error control (Correct)

Answer :Problem identification, problem control, error control

Which describes normal changes?

Options are :

Changes that must be implemented as soon as possible

Changes that are low-risk and pre-authorized

Changes that need to be scheduled and assessed following a process (Correct)



Which dimension includes activities and workflows?

Options are :

Information and technology

Partners and suppliers

Value streams and processes (Correct)

Organizations and people

Answer :Value streams and processes

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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

Options are :

To protect the information needed by the organization to conduct its business (Correct)

To plan and manage the full lifecycle of all IT assets

To observe services and service components

To ensure that accurate and reliable information about the configuration of services is available when and where it is needed

Answer :To protect the information needed by the organization to conduct its business

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



Options are :

Avoid workflows for simple service requests

Use different workflows for each type of service request

Use a single workflow for all types of service request

Leverage existing workflows whenever possible (Correct)

Answer :Leverage existing workflows whenever possible

Which statement about outcomes is CORRECT?

Options are :

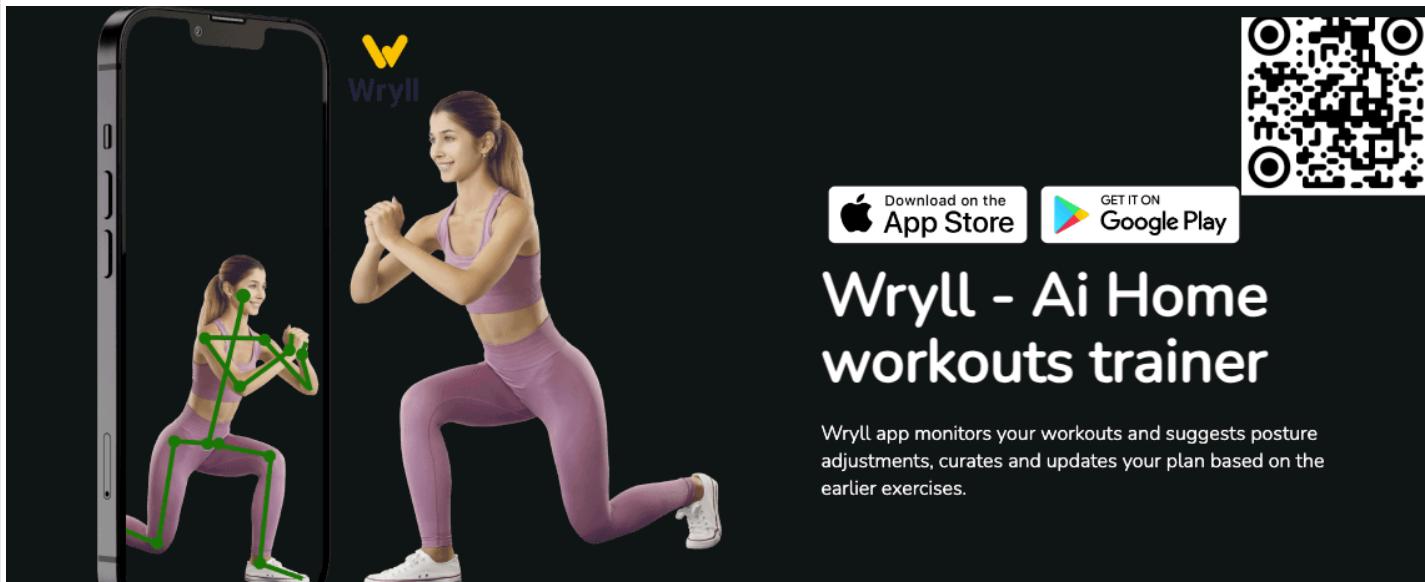
Outcomes are one or more services that fulfill the needs of a service consumer

Outcomes help service consumers achieve outputs

Helping service consumers achieve outcomes reduces service provider costs

Service providers help service consumers achieve outcomes (Correct)

Answer :Service providers help service consumers achieve outcomes



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

Options are :

An IT asset

A configuration item (CI)



A customer (Correct)
Answer :A customer

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

Options are :

'Continual improvement' needs to prioritize an improvement opportunity

A monitoring tool detects a change of state for a service

A user requests delivery of a laptop

Trend analysis shows a large number of similar incidents (Correct)

Answer :Trend analysis shows a large number of similar incidents

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

Options are :

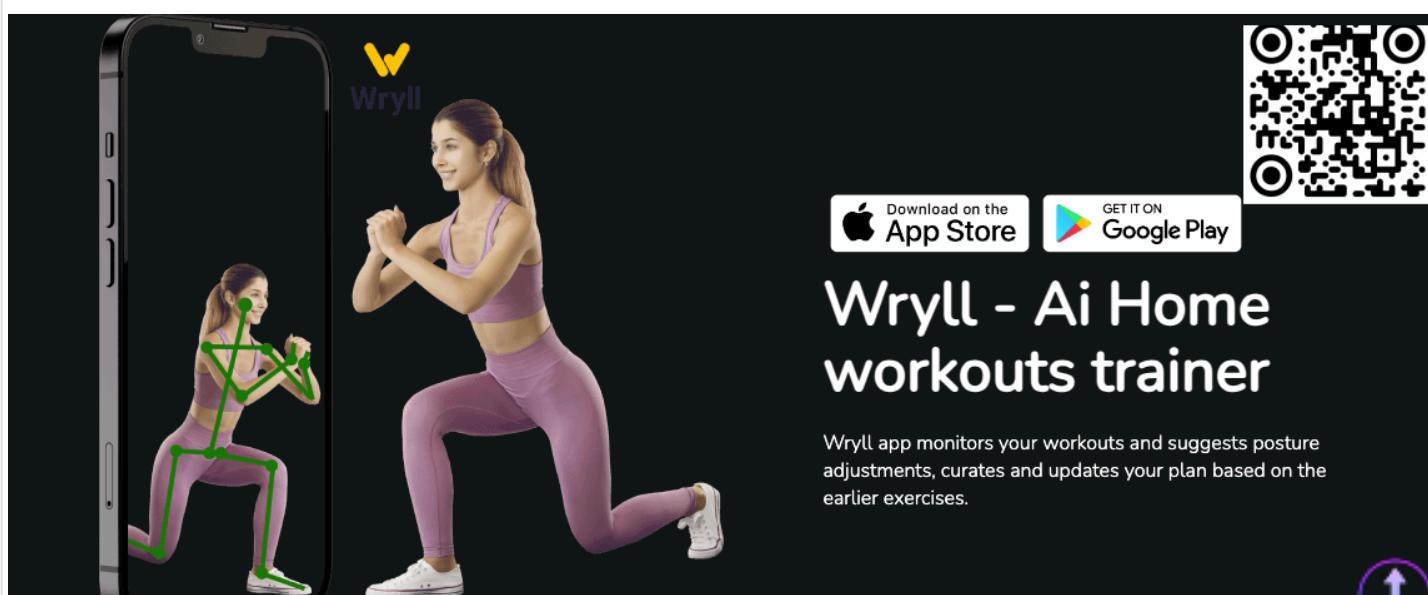
Ensuring that the organization's vision is understood

Meeting expectations for quality, costs and time-to-market

Providing transparency and good relationships (Correct)

Ensuring the continual improvement of services

Answer :Providing transparency and good relationships



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

Options are :

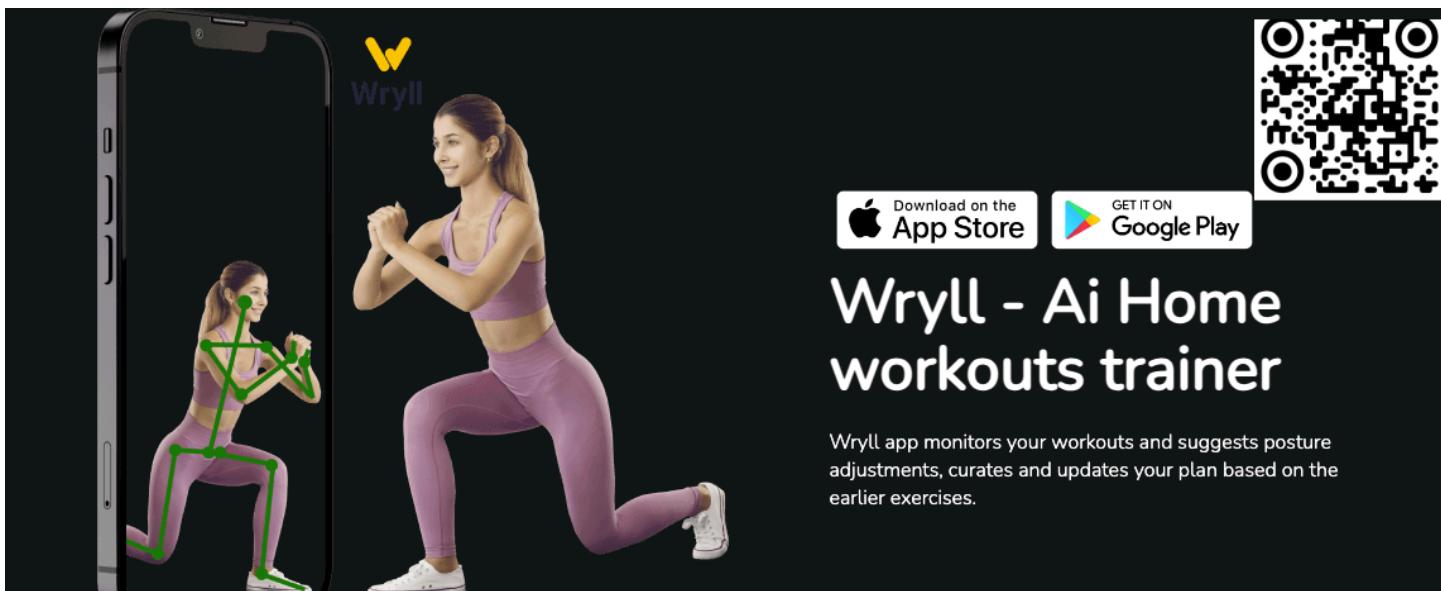
Technical knowledge

Listening (Correct)

Problem analysis

Diagnosis

Answer :Listening



Recommended Reading

- ⌚ [ITIL 4 Foundation Certification 2021 Exam Question Answers Set 6](#)
- ⌚ [ITIL 4 Foundation Certification 2021 Exam Question Answers Set 8](#)
- ⌚ [ITIL 4 Sample Exams \[2021\] Set 3](#)
- ⌚ [ITIL 4 Foundation Practice Certification Exams \(6 Exams\) Set 2](#)
- ⌚ [ITIL Foundation Certification Exam Mock](#)
- ⌚ [ITIL Foundation Certification Exam](#)
- ⌚ [ITIL 4 Foundation Certification 2021 Exam Question Answers Set 4](#)
- ⌚ [ITIL Foundation Certification Exam Questions](#)
- ⌚ [ITIL Foundation Certification Exam Questions and Answers](#)
- ⌚ [ITIL 4 Sample Exams \[2021\] Set 2](#)
- ⌚ [ITIL 4 Foundation Certification 2021 Exam Question Answers Set 7](#)



1. ITIL 4 Foundation Practice Certification Exams (6 Exams) Set 2

ITIL 4 Foundation Practice Certification Exams (6 Exams) Set 2

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

Options are :

Ensuring that services deliver agreed levels of availability or that change can be assessed

Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner

Minimizing the negative impact of incidents by restoring normal service operation as quickly as possible

Reducing the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors

Answer : Reducing the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors

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

Options are :

Availability

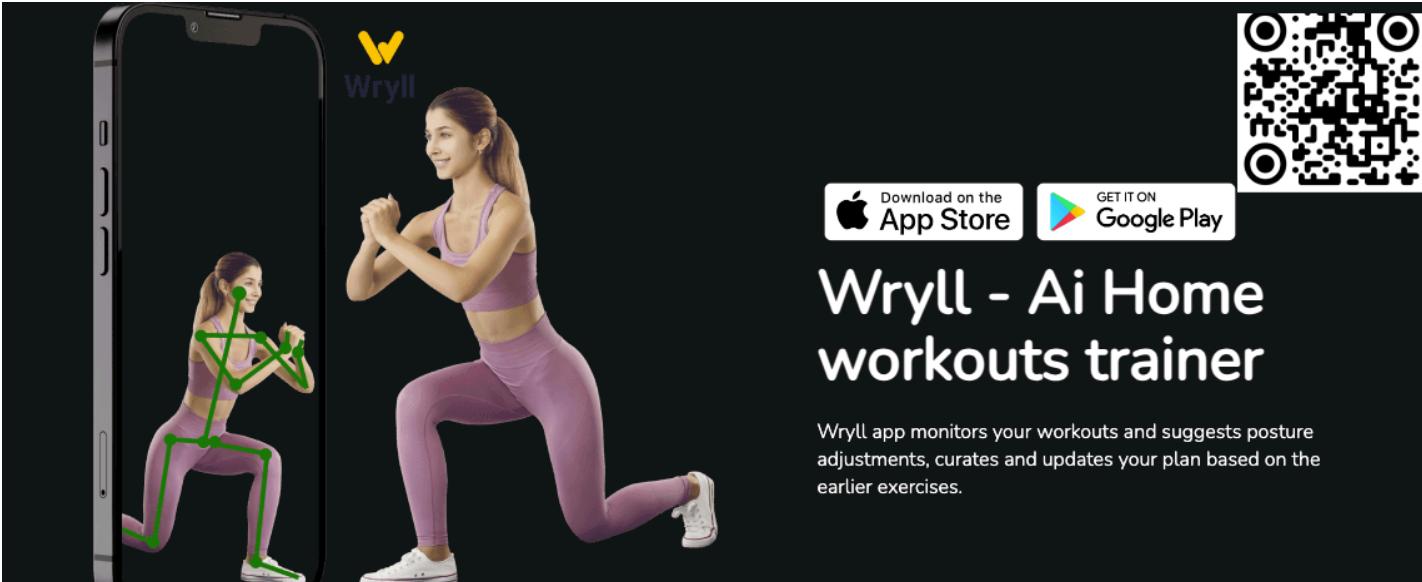


Incident

Problem

Answer :Incident

 **Also Read :** [ITIL 4 Sample Exams \[2021\] Set 3](#)



Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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

Options are :

Service level management

Service request management

Continual improvement

Capacity and performance management

Answer :Continual improvement



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

Options are :

Capacity

Availability

Request

Level

Answer :Level

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

Options are :

Service offering

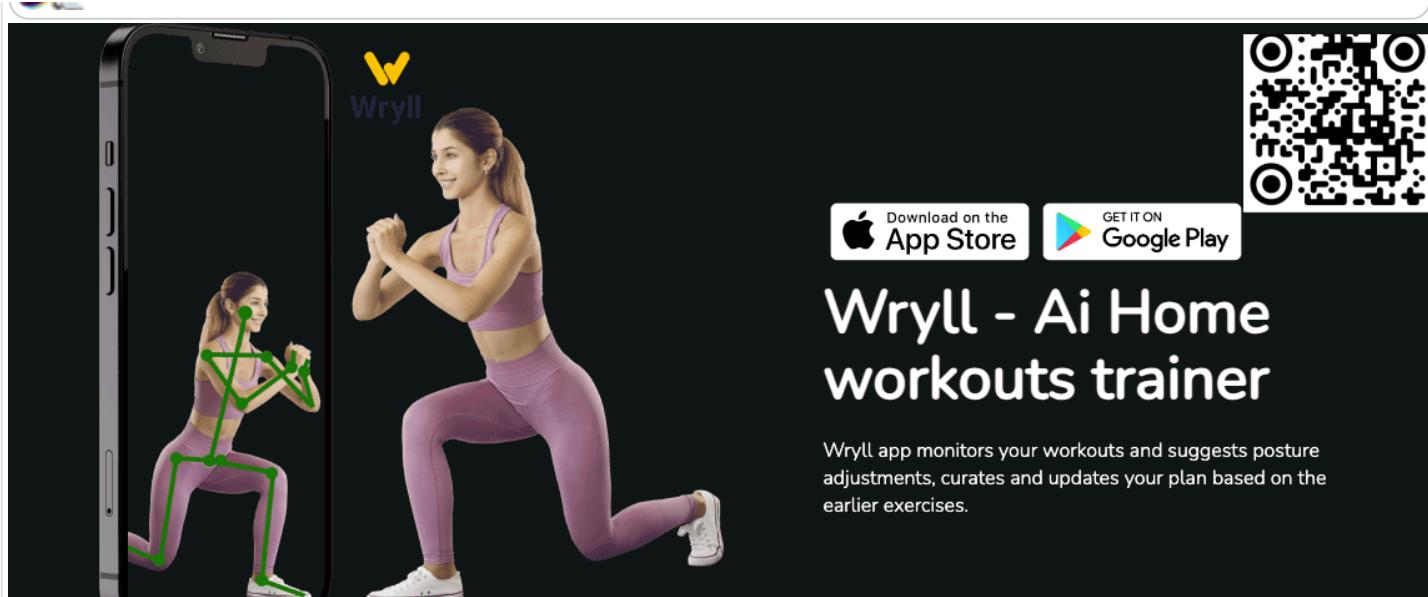
Service relationship management

Service provision

Service consumption

Answer :Service relationship management





Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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

Options are :

Utility

Warranty

Outcome

Value

Answer :Value

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

Options are :



Risks

Costs

Utility

Answer :Risks

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

Options are :

Guiding principles

Service value chain

Focus on value

Governance

Answer :Guiding principles



Also Read : **ITIL Foundation Certification Exam**

The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A green wireframe overlay shows the movement path of her legs and torso. In the top left corner, a smartphone displays the Wryll app interface. The top right corner contains a QR code. Below the QR code are download links for the App Store and Google Play. The central text reads "Wryll - Ai Home workouts trainer". At the bottom, a descriptive text states: "Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises." A small circular arrow icon with an upward-pointing arrow is located in the bottom right corner.

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Wryll - Ai Home
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Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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

Options are :

Focus on value

Progress iteratively with feedback

Collaborate and promote visibility

Think and work holistically

Answer :Focus on value

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

Options are :

Focus on value

Start where you are

Keep it simple and practical

Optimize and automate

Answer :Start where you are



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

Options are :

Collaborate and promote visibility

Focus on value

Progress iteratively with feedback

Optimize and automate

Answer :Collaborate and promote visibility



Also Read : ITIL 4 Sample Exams [2021] Set 2

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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



Options are :

Think and work holistically

Keep it simple and practical

Optimize and automate

Focus on value

Answer :Keep it simple and practical

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

Options are :

Automation

Optimization

Value

Utility

Answer :Automation

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

Options are :

Organizations and people

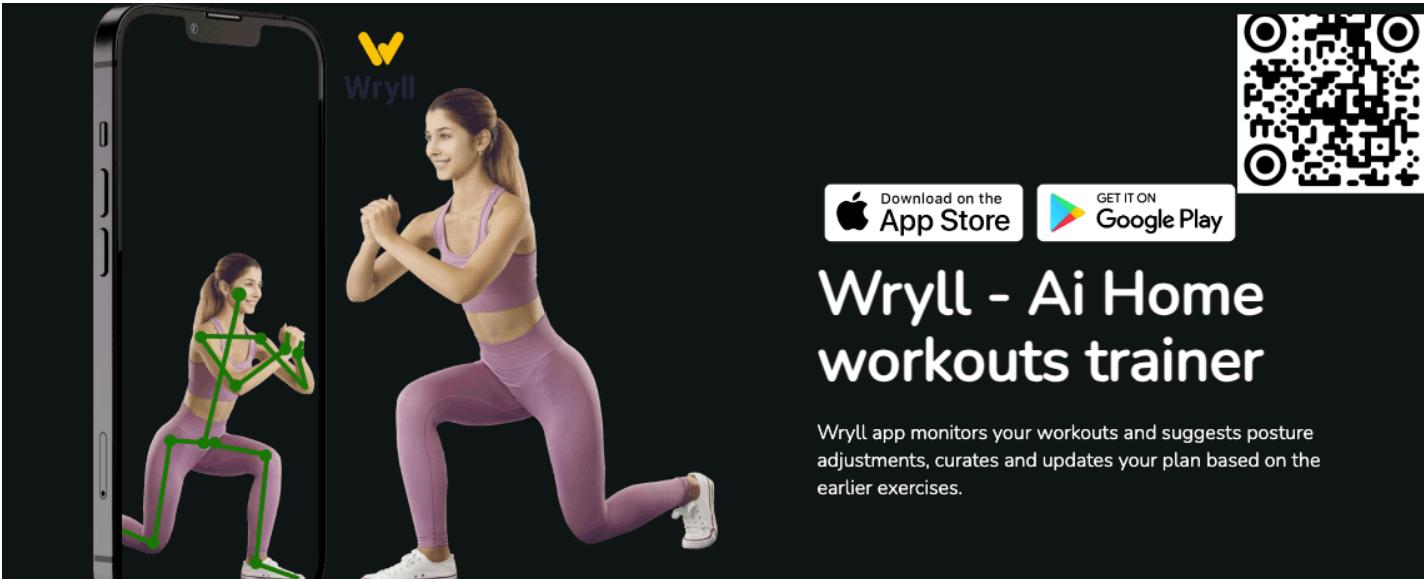
Information and technology

Partners and suppliers



Answer :Organizations and people

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Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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

Options are :

Organizations and people

Information and technology

Partners and suppliers

Value streams and processes

Answer :Information and technology

Which ITIL concept describes practices?

Options are :



Service value system

Service value chain

Four dimensions of service management

Answer :Service value system

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

Options are :

Plan

Engage

Delivery and Support

Practice

Answer :Practice



Also Read : ITIL 4 Sample Exams [2021] Set 3

The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A green motion capture overlay shows a 3D wireframe of her body, highlighting joint angles and movement paths. To the left is a smartphone displaying the Wryll app interface. The Wryll logo is at the top right. At the bottom right is a QR code. Below the QR code are download links for the App Store and Google Play. The main text reads "Wryll - Ai Home workouts trainer". A smaller text below states: "Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises."



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

Options are :

Design and transition

Engage

Obtain/build

Deliver and support

Answer :Obtain/build

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

Options are :

Where do we want to be

How do we get there

Where are we now

Take action

Answer :How do we get there



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

Options are :

Standard

Normal

Emergency

Routine

Answer :Normal



Also Read : ITIL 4 Foundation Practice Certification Exams (6 Exams) Set 2

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Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

What is an emergency change?

Options are :

A change that doesn't need risk assessment because the procedure has been pre-authorized



A change that must be implemented as soon as possible because it is required to resolve an incident or security issue

A change that is assessed, authorized, and scheduled as part of 'continual improvement'

Answer :A change that must be implemented as soon as possible because it is required to resolve an incident or security issue

Who is responsible for approving a change within the organization?

Options are :

CEO

IT Director

Service desk analyst

Change authority

Answer :Change authority

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

Options are :

Problem

Event

Incident

Resolution





Also Read: [ITIL Foundation Certification Exam Mock Test](#)

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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

Options are :

It can provide automated resolution and closure of complex incidents

It can ensure that incidents are resolved within the agreed upon timeframe in the service level agreement (SLA)

It can provide automated matching of incidents to problems or known errors

The system can provide specialized knowledge for solving complicated incidents

Answer :It can provide automated matching of incidents to problems or known errors

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



Options are :

Scripts for collecting initial information about incidents

Detailed procedures for the diagnosis of incidents

Authority to implement changes to a system

Observation of all services and service components to identify any change in state

Answer :Scripts for collecting initial information about incidents

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

Options are :

Incident

Workaround

Problem

Event

Answer :Problem



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QR code

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

Options are :

Known error

Workaround

Problem

Incident

Answer :Known error

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



Options are :

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

It collects user-specific requirements, sets expectations, and provides status updates

By initiating standard changes to fulfill service requests

It acquires pre-approved service components to help fulfill service requests

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

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

Options are :

Analyzing data to identify opportunities to provide new service request options

Ensuring users continue to be productive when they need assistance from the service provider

Acquiring pre-approved service components to help fulfill service requests

Initiating standard changes to fulfill service requests

Answer :Acquiring pre-approved service components to help fulfill service requests



Also Read : ITIL Foundation Certification Exam Questions





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QR code

What is true about the service desk?

Options are :

Service desks should always be a physical team in a single fixed location

Service desks should be designed based on your organization, its business processes, and the user requirements

Service desks should always use a virtual service desk to save money

Service desks should always be local to the organization they support

Answer :Service desks should be designed based on your organization, its business processes, and the user requirements

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

Options are :

Service level management

Service desk



Service request management

Answer :Service desk

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

Options are :

Your supervisor's data is based on operational metrics

Your supervisor's data is based on business metrics

Your supervisor's data is based on availability metrics

Your supervisor's data is not based on business outcomes

Answer :Your supervisor's data is not based on business outcomes



Also Read : **ITIL Foundation Certification Exam Questions**

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Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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

Options are :

Uses feedback from users about the service and requirements from customers to make the service better

Provides feedback from interactions with customers into new or changed services

Provides information about the actual service performance and trends

Collects feedback during interactions and communicates service performance objectives to the operations and support teams

Answer :Uses feedback from users about the service and requirements from customers to make the service better

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

Options are :

Plan

Improve

Engage

Obtain/build

Answer :Engage



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

Options are :

Ensuring users continue to be productive when they need assistance from the service provider

Collecting user-specific requirements, setting expectations, and providing status updates

Acquiring pre-approved service components to help fulfill service requests

Initiating standard changes to fulfill service requests

Answer : Initiating standard changes to fulfill service requests



Also Read : ITIL Foundation Certification Exam

The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A smartphone on the left displays the same exercise with green motion capture lines overlaid. The Wryll logo is in the top right. Buttons for the App Store and Google Play are at the bottom right. A QR code is also present.

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

What is the definition of a customer?

Options are :

A person who authorizes budget for service consumption



A person who uses services

A person who defines the requirements for a service and takes responsibility for the outcomes of service consumption

Answer :A person who defines the requirements for a service and takes responsibility for the outcomes of service consumption



Also Read : ITIL Foundation Certification Exam Mock

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Identify the missing word(s) in the following sentence. A sponsor is a person who authorizes [?] for service consumption.

Options are :

Outcomes

Requirements

Outputs

Budget

Answer :Budget



What is the definition of a problem?

Options are :

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

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

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

An issue that has been analyzed but has not been resolved

Answer :A cause, or potential cause, of one or more incidents

What is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on services?

Options are :

Change

Event

Incident

Problem

Answer :Change



Also Read : ITIL 4 Sample Exams [2021] Set 3





The advertisement for Wryll features a woman in a purple athletic outfit performing a lunge exercise. A green overlay shows a 3D wireframe model of her body, highlighting joint angles and posture. The word "Wryll" is written vertically above her head. At the top right is a QR code. Below the QR code are download links for the App Store and Google Play. The main title "Wryll - Ai Home workouts trainer" is displayed prominently. A subtitle explains: "Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises."

Identify the missing word in the following sentence. The [?] is the practice of capturing demand for incident resolution and service requests.

Options are :

Incident management

Service level management

Service request management

Service desk

Answer :Service desk

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

Options are :

Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner

Setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets



the configuration items that support them are available when and where needed

Ensuring that risks are properly assessed, authorizing changes to proceed and managing a change schedule in order to maximize the number of successful IT changes

Answer :Ensuring that accurate and reliable information about the configuration of services and the configuration items that support them are available when and where needed

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

Options are :

Establishing and nurturing links between an organization and its stakeholders at strategic and tactical levels

Setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets

Ensuring that an organization's suppliers and their performance levels are managed appropriately to support the provision of seamless quality products and services

Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner

Answer :Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner





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Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

What is defined as the practice of protecting an organization by understanding and managing risks to the confidentiality, integrity, and availability of information?

Options are :

Information security management

Availability management

Service continuity management

Change control

Answer :Information security management

Identify the missing word in the following sentence. [?] is the practice of ensuring that risks are properly assessed, authorizing changes to proceed, and managing a change schedule in order to maximize the number of successful IT changes.

Options are :

IT asset management

Service configuration management



Service level management

Answer :Change control

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

Options are :

Service consumption

Service provision

Service offering

Warranty of a service

Answer :Service consumption

The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A smartphone on the left displays the same exercise with green motion capture lines overlaid. The Wryll logo is in the top right corner. Below the phone are download links for the App Store and Google Play. A QR code is in the top right. The text "Wryll - Ai Home workouts trainer" is prominently displayed. A small explanatory text at the bottom states: "Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises." A circular arrow icon is in the bottom right.

permission to install the server on the corporate network to continue your configuration and testing. Which type of change should you initiate?

Options are :

Routine

Emergency

Normal (Correct)

Standard

Answer :Normal

What is the step after 'where do we want to be' in the continual improvement model?

Options are :

What is the vision

When do we want to be there

How do we get there (Correct)

Did we get there

Answer :How do we get there

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Why should service desk staff detect recurring issues?

Options are :



To escalate incidents to the correct support team

To ensure effective handling of service requests

To help identify problems (Correct)

Answer :To help identify problems

Which dimension of service management encompasses contracts and relationships?

Options are :

Organizations and people

Partners and suppliers (Correct)

Information and technology

Value streams and processes

Answer :Partners and suppliers

Which statement about the 'service desk' practice is CORRECT?

Options are :

It investigates the cause of incidents

It provides a link with stakeholders at strategic and tactical levels

It carries out change assessment and authorization

It needs a practical understanding of the business processes (Correct)

Answer :It needs a practical understanding of the business processes





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

Options are :

Your supervisor's data is based on availability metrics

Your supervisor's data is based on operational metrics

Your supervisor's data is not based on business outcomes (Correct)

Your supervisor's data is based on business metrics

Answer :Your supervisor's data is not based on business outcomes

What does a centralized service desk require?

Options are :

Remote access tools (Correct)

Complex automation

24x7 support

Local service desk analysts

Answer :Remote access tools

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



Options are :

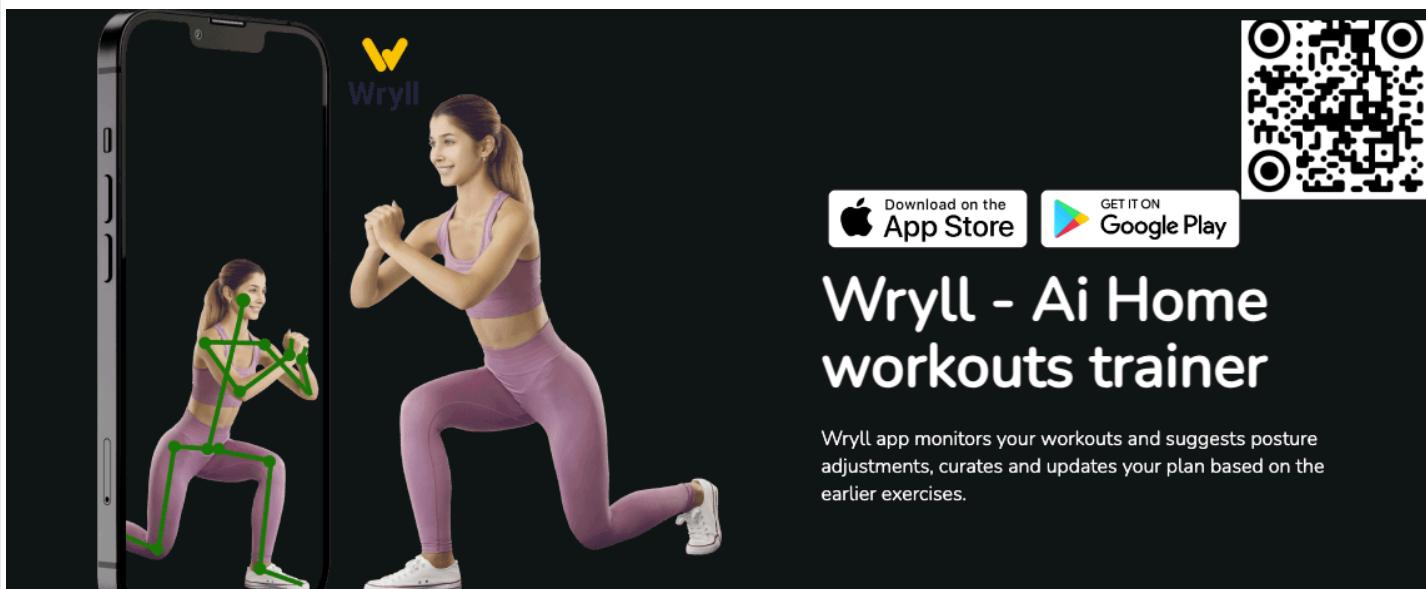
Formalized processes for logging incidents (Correct)

Observation of all services and service components to identify any change in state

Detailed procedures for the diagnosis of incidents

Authority to implement changes to a system

Answer :Formalized processes for logging incidents



What is the definition of a configuration item?

Options are :

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 particular set of settings or options on a given piece of equipment

Any valuable component that can contribute to the delivery of an IT product or service

Any component that needs to be managed in order to deliver an IT service (Correct)

Answer :Any component that needs to be managed in order to deliver an IT service

What does a centralized service desk require?

Options are :

Outsourced employees

Walk-in service hours

Knowledge base (Correct)



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

Options are :

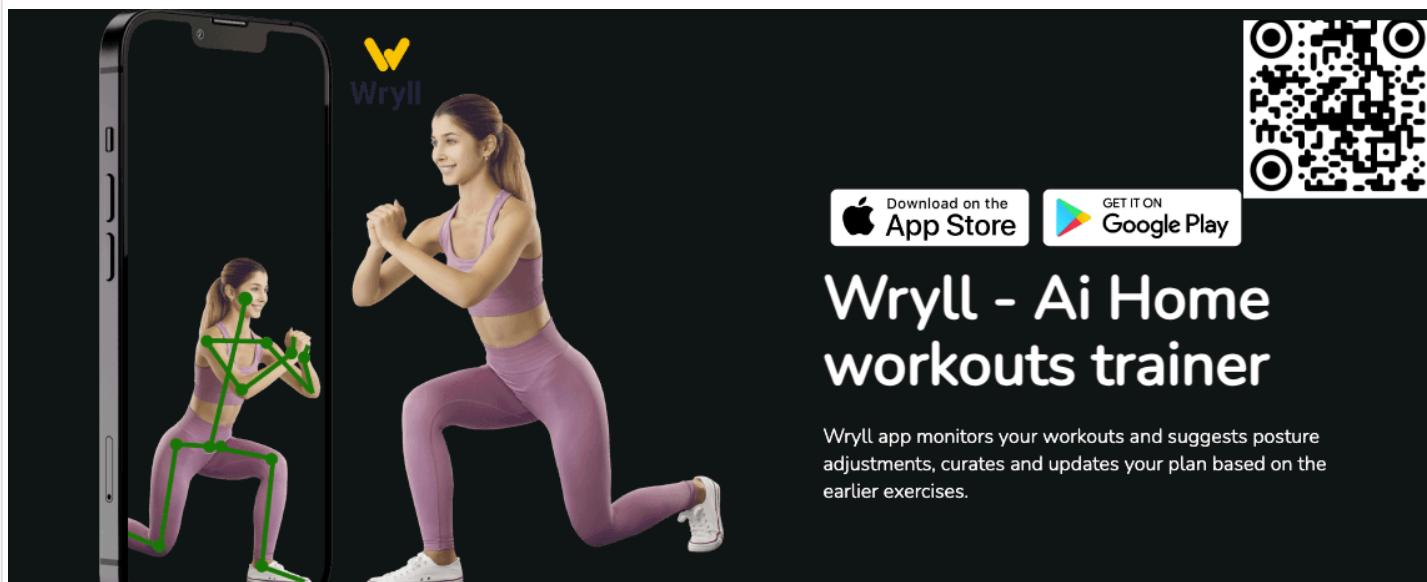
Establishing and nurturing links between an organization and its stakeholders at strategic and tactical levels

Ensuring that an organization's suppliers and their performance levels are managed appropriately to support the provision of seamless quality products and services

*Setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets
(Correct)*

Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner

Answer :Setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets



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

Options are :

Progress iteratively with feedback

Keep it simple and practical

Focus on value (Correct)



Business systems support (BSS) unit in OP-Telecom has two sub-units within the company: BSS Development and BSS Operations. Which dimension of service management is focused on how a company structures its human resources?

Options are :

Organizations and people (Correct)

Information and technology

Partners and suppliers

Value streams and processes

Answer :Organizations and people

Identify the missing word(s) in the following sentence. A sponsor is a person who authorizes [?] for service consumption.

Options are :

Outputs

Outcomes

Requirements

Budget (Correct)

Answer :Budget

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understand the relationships between the various components that make up a service?

Options are :

Optimize and automate

Keep it simple and practical

Collaborate and promote visibility

Think and work holistically (Correct)

Answer :Think and work holistically

What term best describes a service that is 'fit for purpose'?

Options are :

Utility (Correct)

Outcomes

Warranty

Output

Answer :Utility

Your organization has recently installed a brand new accounting program. The program has many functions including one that creates a report that shows the 'Profit and Loss (P&L)' metrics for the month. What term best describes the P&L report that is produced each month?

Options are :

Value

Output (Correct)

Outcome

Cost

Answer :Output





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Fill in the blank. A(n) [?] is a result for a stakeholder enabled by one or more outputs.

Options are :

Utility

Value

Outcome (Correct)

Warranty

Answer :Outcome

Which practice enables users to ask for help and information?

Options are :

Change enablement

Problem management

Service desk (Correct)

Incident management

Answer :Service desk

Which guiding principle requires the identification and managing of all stakeholder groups in order to establish more robust communication across the staff?

Options are :

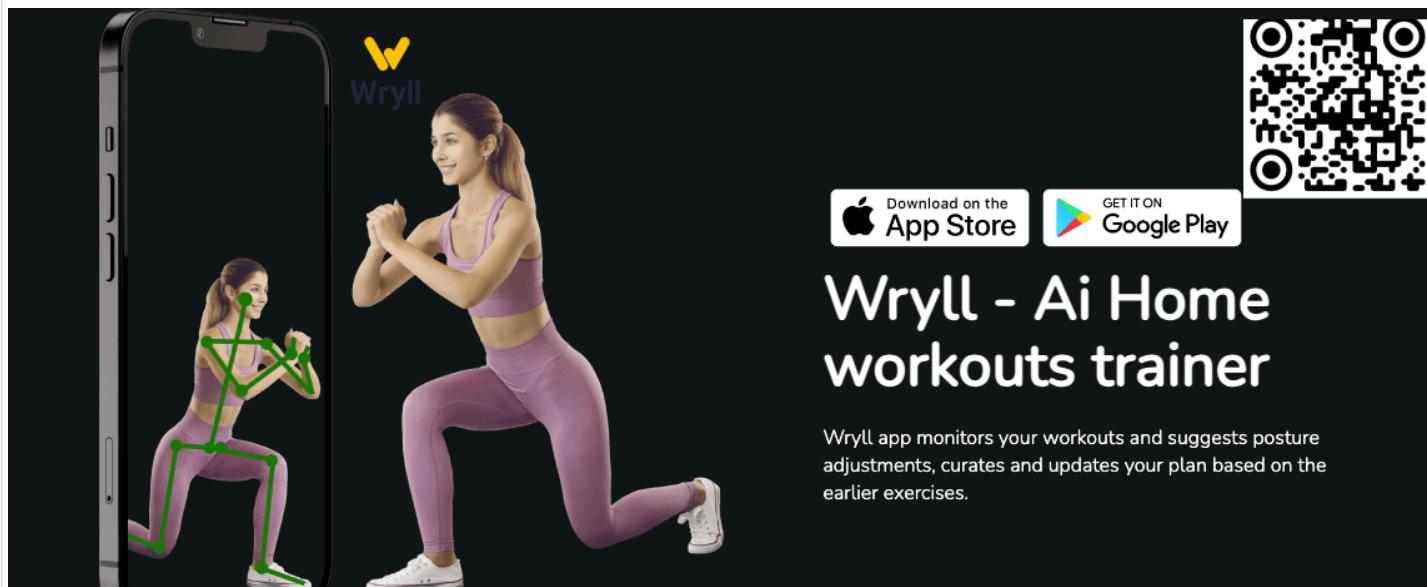


Focus on value

Collaborate and promote visibility (Correct)

Start where you are

Answer :Collaborate and promote visibility



What is co-created through active collaboration between providers and consumers?

Options are :

Utility

Risk

Value (Correct)

Warranty

Answer :Value

Salma has been hired by your company to lead the process improvement efforts. You have shared with her the overall vision for the process improvement and she begins to analyze your current resources, processes, and metrics. What step of the continual improvement model is Salma performing?

Options are :

What is the vision

Where do we want to be



Where are we now (Correct)
Answer :Where are we now

Which role is MOST likely to contact the service desk to ask for help?

Options are :

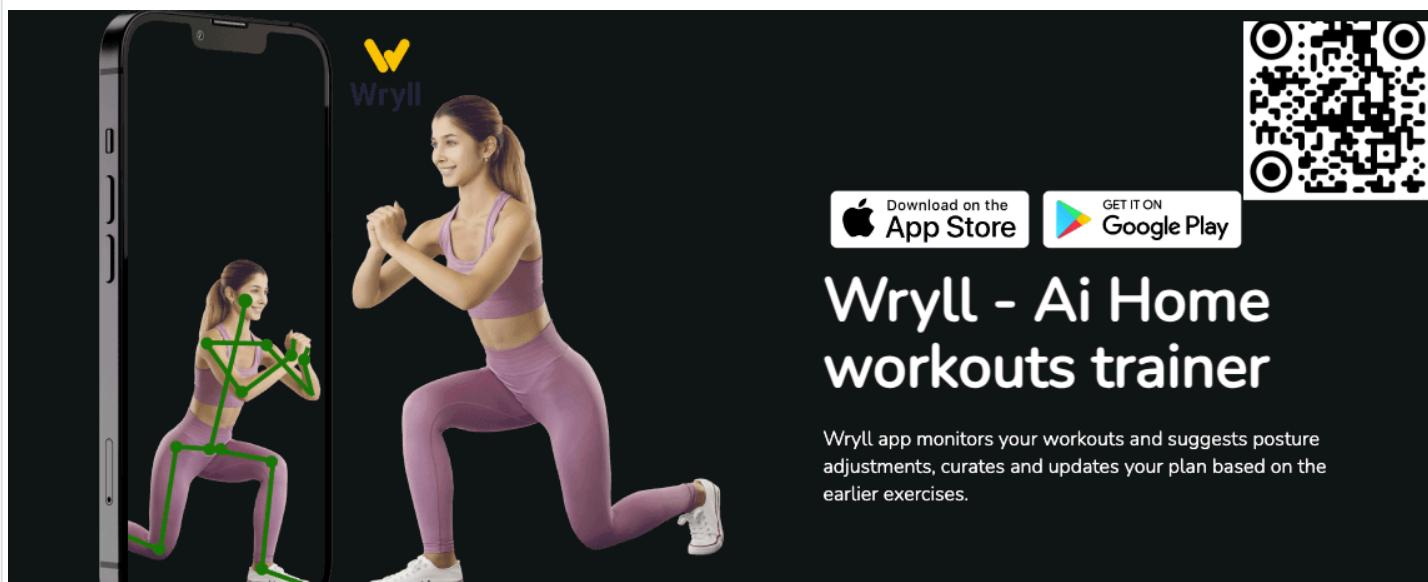
A sponsor

A user (Correct)

A supplier

A customer

Answer :A user



Fill in the blank. The purpose of the [?] is to ensure that the organization continually co-creates value with all stakeholders through the use and management of products and services.

Options are :

Practices

Activities

Service value chain

Service value system (Correct)

Answer :Service value system



an organization work together in an integrated way?

Options are :

Optimize and automate

Keep it simple and practical

Focus on value

Think and work holistically (Correct)

Answer :Think and work holistically

Due to COVID-19 pandemic, Your company has decided to use work-from-home employees to fulfill its service desk requirements. Users call a central toll-free number and are routed to the next available service desk analyst, regardless of where the analyst is physically located. Many of these employees may be working from remote offices or their own home offices.

Options are :

Follow-the-sun

Local

Virtual (Correct)

Centralized

Answer :Virtual

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

Options are :

Moving new or changed hardware, software, documentation, processes, or any other service component to live environments (Correct)

Ensuring that risks are properly assessed, authorizing changes to proceed and managing a change schedule in order to maximize the number of successful IT changes

Making new and changed services and features available for use

Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner

Answer :Moving new or changed hardware, software, documentation, processes, or any other service component to live environments

Which is considered by the guiding principle 'focus on value'?

Options are :

Customer and user satisfaction (Correct)

Cooperation between teams

End-to-end service visibility

Reduction in human error

Answer :Customer and user satisfaction

What considerations influence the supplier strategy of an organization?

Options are :

Corporate culture of the organization (Correct)

Type of cooperation with suppliers

Level of formality

Contracts and agreements

Answer :Corporate culture of the organization





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Which guiding principle is focused on increasing communication both within the project and outside of it?

Options are :

Keep it simple and practical

Collaborate and promote visibility (Correct)

Optimize and automate

Progress iteratively with feedback

Answer :Collaborate and promote visibility

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

Options are :

Processes and procedures (Correct)

Incident management

Compliments and complaints

Self-service tools

Answer :Processes and procedures

Identify the missing word(s) in the following sentence. [?] is the practice of supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner.



Options are :

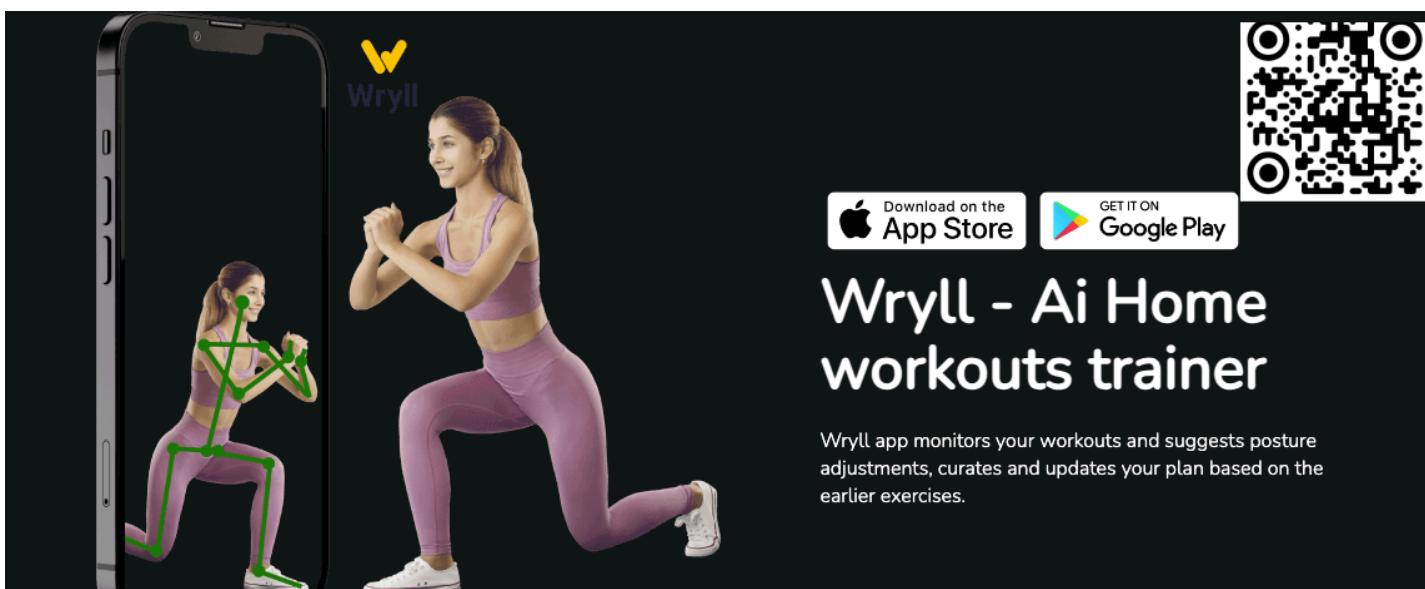
Service request management (Correct)

Service level management

Service desk

Problem management

Answer :Service request management



Which of the following is NOT a problem identification activity?

Options are :

Analysis of multiple incidents that may be linked together

Logging an incident (Correct)

Performing trend analysis of incident records

Detecting duplicate and recurring issues

Answer :Logging an incident

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

Options are :

A recent maturity assessment

An up-to-date balanced scorecard

Details of how services are measured



You have just been promoted to the role of the Service Desk manager. The manager before you loved metrics, and the Service Desk is currently spending numerous hours per week creating reports based on over 150 different metrics they call 'measures of effectiveness'. You believe there are simply too many metrics being collected and begin an analysis of each one to determine if it is providing valuable information. For the ones you find without value, you eliminate the requirement to track and report on those metrics. Which guiding principle are you following in this scenario?

Options are :

Progress iteratively with feedback

Optimize and automate

Collaborate and promote visibility

Keep it simple and practical (Correct)

Answer :Keep it simple and practical

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Which guiding principle describes the importance of doing something, instead of spending a long time analyzing different options?

Options are :

Focus on value

Optimize and automate



Start where you are
Answer :Progress iteratively with feedback

What is the best way to track and manage improvements?

Options are :

Appoint a leader for managing the improvements

Use a structured document called a continual improvement register (Correct)

Ask everyone to track and manage improvements initiated by them

Don't track and manage improvements

Answer :Use a structured document called a continual improvement register

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

Options are :

Value

Outcomes

Costs (Correct)

Outputs

Answer :Costs





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Which practice provides a single point of contact for users?

Options are :

Service request management

Incident management

Change enablement

Service desk (Correct)

Answer :Service desk

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

Options are :

Service request management

Service desk (Correct)

Incident management

Service level management

Answer :Service desk

OP-Telecom Solutions has created an automated system that allows students to purchase their ITIL 4 Foundation exam vouchers at a discount through the OP-Telecom website. To accomplish this, the company sets up a 9-step automated series of activities that occurs once the student orders the voucher on the website. When this occurs, the automation selects a voucher for the student,



purchase, remove the voucher from the inventory, and notifies the staff if the voucher inventory gets below a certain threshold. Which dimension of service management best represents this series of actions that is occurring through automation?

Options are :

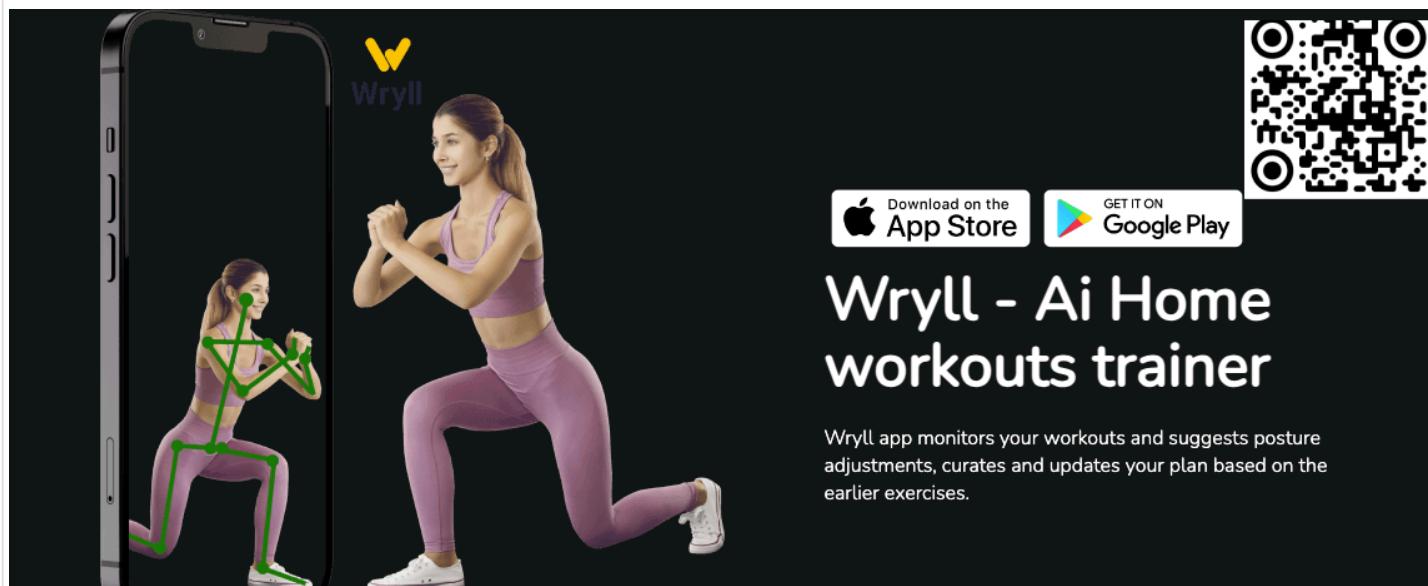
Partners and suppliers

Value streams and processes (Correct)

Organizations and people

Information and technology

Answer :Value streams and processes



What is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on services?

Options are :

Problem

Event

Incident

Change (Correct)

Answer :Change

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



Options are :

It provides an outcome-based view of services (Correct)

It facilitates the automatic collection of metrics

It reduces the number of metrics that need to be collected

It reports each service element separately

Answer :It provides an outcome-based view of services

What should be done for every problem?

Options are :

It should be diagnosed to identify possible solutions

It should be resolved so that it can be closed

It should be prioritized based on its potential impact and probability (Correct)

It should have a workaround to reduce the impact

Answer :It should be prioritized based on its potential impact and probability

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

Options are :

Governance

Guiding principle (Correct)



Mandatory actions
Answer :Guiding principle

Which of the following is an example of workaround?

Options are :

An email server is restored after an incident is reported

A server is restarted to resolve an incident (Correct)

A defective network switch is replaced with a new one

Server memory is increased when the server is unresponsive

Answer :A server is restarted to resolve an incident

Your company has three service desk locations around the globe to support 24x7 operations. These locations are in England, the United States, and India. Each of these service desks only operates on an 8 am to 5 pm schedule in their local time. When a user calls the service desk, their call is routed to whichever service desk is operating at that time. For example, if it is 1 am in New York City and a user calls the service desk, they are routed to the India service desk because it would only be 11 am in India. What type of service desk model is your company using?

Options are :

Centralized

Follow-the-sun (Correct)

Local

Virtual

Answer :Follow-the-sun





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What is the definition of a customer?

Options are :

A person who works for an organization other than the service provider

A person who uses services

A person who authorizes budget for service consumption

A person who defines the requirements for a service and takes responsibility for the outcomes of service consumption (Correct)

Answer :A person who defines the requirements for a service and takes responsibility for the outcomes of service consumption

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

Options are :

The four dimensions of service management

Practices

The service value chain

The guiding principles (Correct)

Answer :The guiding principles

Which practice would include a formalized process for logging unplanned interruptions to a service?

Options are :

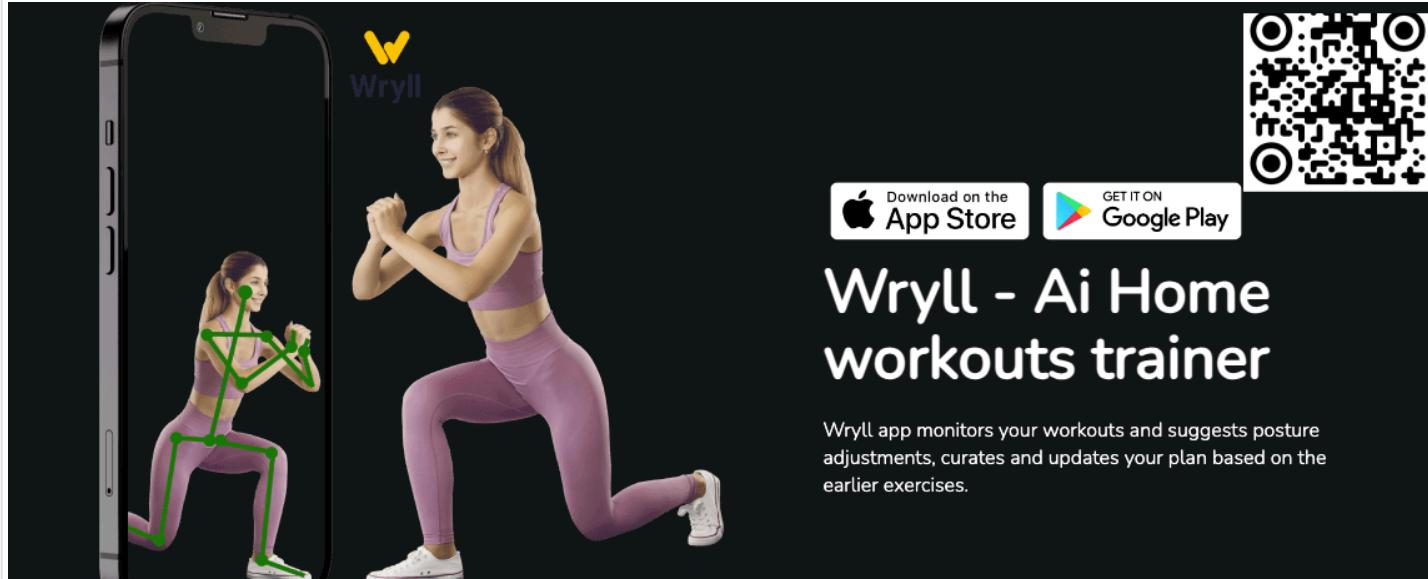
Incident management (Correct)



Problem management

Service level management

Answer :Incident management



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

Options are :

Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner

*Ensuring that accurate and reliable information about the configuration of services and the configuration items that support them are available when and where needed
(Correct)*

Setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets

Ensuring that risks are properly assessed, authorizing changes to proceed and managing a change schedule in order to maximize the number of successful IT changes

Answer :Ensuring that accurate and reliable information about the configuration of services and the configuration items that support them are available when and where needed

What should NOT be included in incident management?

Options are :

Techniques for making investigation and diagnosis more efficient



Detailed procedures on how to diagnose, investigate, and resolve incidents (Correct)

A formal process for logging and managing incidents

Answer :Detailed procedures on how to diagnose, investigate, and resolve incidents

OP-Telecom has just hired three new staff members. The Technology department at OP-Telecom has created new accounts for the new staff members on the domain controller and allocated 10 GB of storage on the company's internal file server per staff member. What term best describes these activities performed by the Technology department?

Options are :

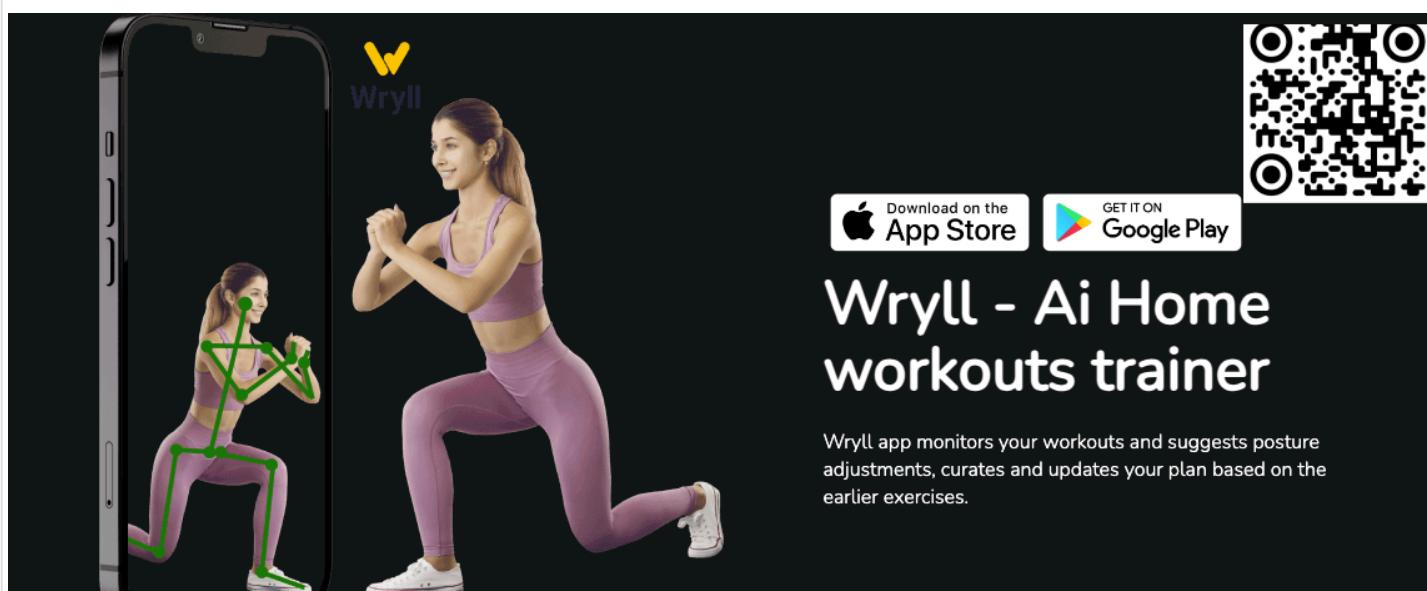
Warranty of a service

Service provision (Correct)

Service offering

Service consumption

Answer :Service provision



How should measures and metrics be used to measure your service level management levels?

Options are :

To measure the availability of a network

To provide a representation of the actual customer's experience (Correct)

To measure the performance of the entire system

Answer :To provide a representation of the actual customer's experience

A company is planning to launch a new service and expects it will take them a full year to develop, test, and release the service. The project board for the project (the new service) has decided that instead of using a waterfall development method, they will use an Agile development method. This method will rely on two-week timeboxes, which means that every two weeks, the team must deliver some portion of the final service. As these smaller pieces of the new service are delivered, beta testers will be given access to the new features and functions to test and provide their initial thoughts on the new service. What guiding principle best describes this scenario?

Options are :

Optimize and automate

Focus on value

Progress iteratively with feedback (Correct)

Start where you are

Answer :Progress iteratively with feedback

What is the service value chain?

Options are :

It describes a combination of activities and practices for a particular scenario

It is six activities that create and manage products and services (Correct)

It describes a single value stream that creates a product or service

it is six activities that transform value into demand

Answer :It is six activities that create and manage products and services





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What is defined as the practice of planning and managing the full lifecycle of all IT assets?

Options are :

IT asset management (Correct)

Deployment management

Change enablement

Release management

Answer :IT asset management

How does customer engagement contribute to the 'service level management' practice? 1. It captures information that metrics can be based on 2. It ensures the organization meets defined service levels 3. It defines the workflows for service requests 4. It supports progress discussions

Options are :

1 and 2

1 and 4 (Correct)

3 and 4

2 and 3

Answer :1 and 4

Which guiding principle states that there is likely something in the current services, processes, programs, projects, or organization that can be used to



Options are :

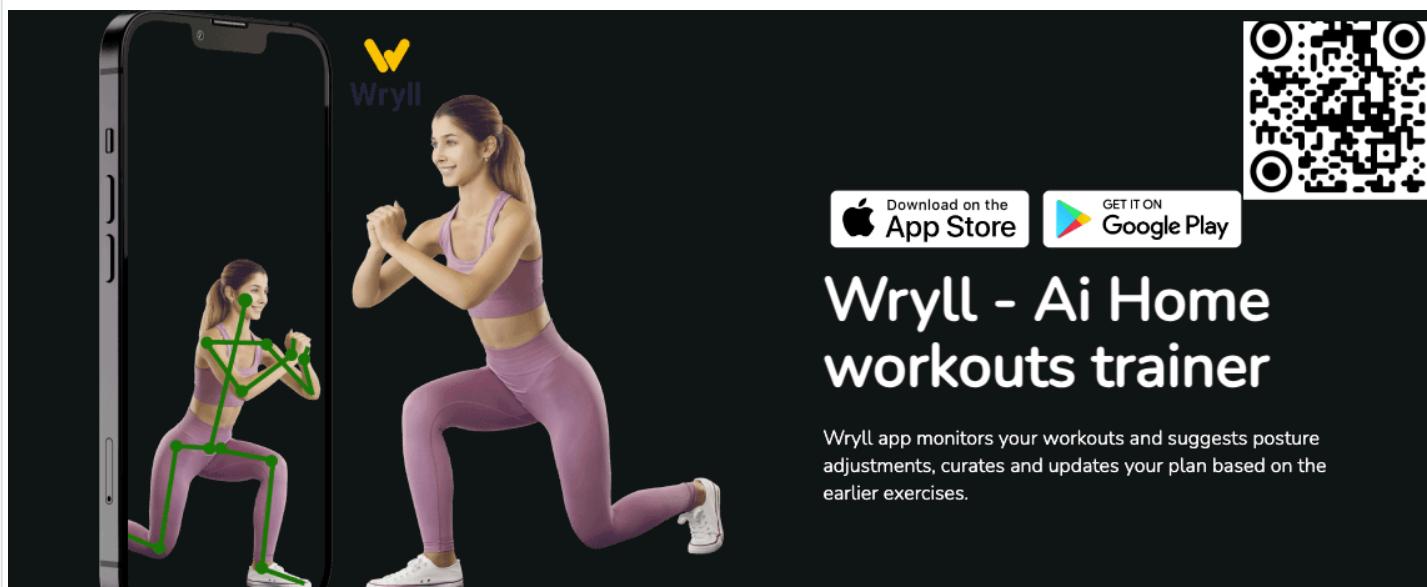
Optimize and automate

Focus on value

Progress iteratively with feedback

Start where you are (Correct)

Answer :Start where you are



Which value chain activity ensures that products and services continually meet stakeholder expectations for quality, costs, and time to market?

Options are :

Plan

Design and transition (Correct)

Deliver and support

Obtain/build

Answer :Design and transition

If your company is using a single service desk located in one office building to support users from around the world, what type of service desk might this be?

Options are :

Follow-the-sun



Virtual

Centralized (Correct)
Answer :Centralized

What is the main benefit of following the guiding principle of 'progress iteratively with feedback'?

Options are :

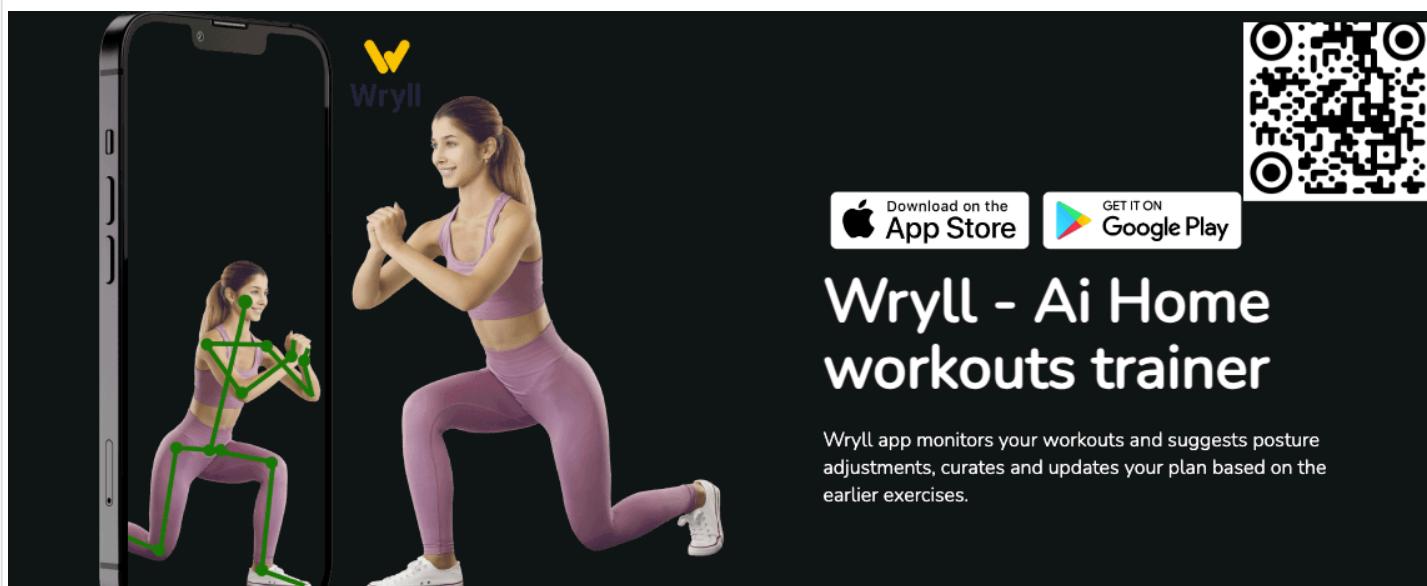
Overall lower quality in the project

Longer periods of time before a product is delivered

Faster responses to customers and business needs (Correct)

Reduced flexibility

Answer :Faster responses to customers and business needs



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What is the definition of an incident?

Options are :

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

A problem that has been analyzed but has not been resolved

An unplanned interruption to a service or reduction in the quality of a service (Correct)

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

Answer :An unplanned interruption to a service or reduction in the quality of a service



Who should authorize this change?

Options are :

Standard changes are already pre-authorized (Correct)

The change authority must authorize all changes

The user can authorize it himself

The user's manager should authorize the change

Answer :Standard changes are already pre-authorized

OP-Telecom is a Telecommunications Company that provides different telecommunication services to its customers. To provide these Services, OP-Telecom relies on a third-party service provider to host some of these services. OP-Telecom is responsible for managing the amount of storage space utilized on the service provider's server, as well as determining whether a customer may or may not use a particular service. What best describes these activities?

Options are :

Service consumption (Correct)

Warranty of a service

Service offering

Service provision

Answer :Service consumption





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Which statement about known errors and problems is CORRECT?

Options are :

A known error is the cause of one or more problems

Known error is the status assigned to a problem after it has been analyzed (Correct)

Known errors cause vulnerabilities, problems cause incidents

Known errors are managed by technical staff, problems are managed by service management staff

Answer :Known error is the status assigned to a problem after it has been analyzed

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

Options are :

Problem management

Service level management (Correct)

Service desk

Continual improvement.

Answer :Service level management

Why should incidents be prioritized?

Options are :

To help automated matching of incidents to problems or known errors

To encourage a high level of collaboration within and between teams



To identify which support team the incident should be escalated to
Answer :To ensure that incidents with the highest business impact are resolved first

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

Options are :

Keep it simple and practical

Think and work holistically

Collaborate and promote visibility (Correct)

Focus on value

Answer :Collaborate and promote visibility

Identify the missing word(s) in the following sentence. A known error is a(n) [?] that has been analyzed but has not been resolved.

Options are :

Incident

Change

Problem (Correct)

Event

Answer :Problem

Which of the these includes managing resources that are configured to deliver a service?

Options are :

service consumption

service provision (Correct)

Service relationship management

service level management

Answer :service provision



objective baseline measurement?

Options are :

Where are we now (Correct)

How do we get there

What is the vision

Where do we want to be

Answer :Where are we now

Which is a recommendation of the 'continual improvement' practice?

Options are :

External suppliers should be excluded from improvement initiatives

All improvements should be managed as multi-phase projects

There should be a small team dedicated to leading continual improvement efforts (Correct)

Continual improvement should be isolated from other practices

Answer :There should be a small team dedicated to leading continual improvement efforts

Which describes the principle 'think and work holistically'?

Options are :

Reviewing service management practices and removing any unnecessary complexity

Reviewing how an improvement initiative can be organized into smaller, manageable sections that can be completed in a timely manner

Using the four dimensions of service management to ensure coordination of all aspects of an improvement initiative (Correct)

Conducting a review of existing service management practices and decide what to keep and what to discard

Answer :Using the four dimensions of service management to ensure coordination of all aspects of an improvement initiative

Which is the BEST example of an emergency change?



Options are :

The implementation of a planned new release of a software application

The implementation of a security patch to a critical software application (Correct)

A scheduled major hardware and software implementation

A low-risk computer upgrade implemented as a service request

Answer :The implementation of a security patch to a critical software application

What is defined as the practice of protecting an organization by understanding and managing risks to the confidentiality, integrity, and availability of information?

Options are :

Change enablement

Service continuity management

Availability management

Information security management (Correct)

Answer :Information security management

What should be done for each problem?

Options are :

It should be resolved so that it can be resolved

It should have a workaround to reduce the impact

It should be prioritized based on its potential impact and probability (Correct)

It should be diagnosed to identify possible solutions

Answer :It should be prioritized based on its potential impact and probability

Fill in the blank. According to the guiding principles, "Everything that the organization does needs to map, directly or indirectly, to [?] for the stakeholders.

Options are :

Utility

Outputs



Outcomes
Answer :Value

**Identify the missing word(s) in the following sentence. An incident is a(n) [?]
interruption to a service or reduction in the quality of a service.**

Options are :

Expected

Planned

Scheduled

Unplanned (Correct)

Answer :Unplanned

What is a standard change?

Options are :

A change that needs to be assessed, authorized, and scheduled by a change authority

A change that is routine in nature, is fully documented, and the risks are well understood (Correct)

A change that doesn't need risk assessment because it is required to resolve an incident

A change that is assessed, authorized, and scheduled as part of 'continual improvement'

Answer :A change that is routine in nature, is fully documented, and the risks are well understood

During which step of the continual improvement model would you check to verify whether or not you have reached the desired outcome in your improvement initiative?

Options are :

Where do we want to be

Where are we now



Did we get there (Correct)

Answer :Did we get there

What is the definition of a problem?

Options are :

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

A cause, or potential cause, of one or more incidents (Correct)

An issue that has been analyzed but has not been resolved

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

Answer :A cause, or potential cause, of one or more incidents

During which step of the continual improvement model is change enablement and release management usually performed?

Options are :

Where do we want to be

What is the vision

Take action (Correct)

Where are we now

Answer :Take action

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

Options are :

Service request management

Service level management (Correct)

Service desk

Service configuration management

Answer :Service level management



Options are :

Incident management (Correct)

IT asset management

Service request management

Service level management

Answer :Incident management

Your company has five branch offices located across the country. To support each of these branch offices, a small service desk has been created for each office and it is co-located with the users to whom they are providing service and support.

What model of service desk is your company using?

Options are :

Centralized

Virtual

Local (Correct)

Follow-the-sun

Answer :Local

Which guiding principle requires coordination across the organization in order to best understand how a complicated service works?

Options are :

Optimize and automate

Think and work holistically (Correct)

Keep it simple and practical

Focus on value

Answer :Think and work holistically

What type of change is MOST likely to be managed by the 'service request management' practice?



Options are :

A standard change (Correct)

A normal change

An emergency change

An application change

Answer :A standard change

Identify the missing word(s) in the following sentence. Service management is a set of specialized organizational [?] for enabling value for customers in the form of services.

Options are :

Products

Functions

Capabilities (Correct)

Requirements

Answer :Capabilities

Which guiding principle may best be served by understanding the cost and financial consequences that a service consumer might face when choosing to use a service?

Options are :

Focus on value (Correct)

Collaborate and promote visibility

Progress iteratively with feedback

Think and work holistically

Answer :Focus on value

What is NOT a phase in problem management?

Options are :



Problem identification

Error control

Incident logging (Correct)

Answer :**Incident logging**

Which describes the steps an organization takes in the creation of value?

Options are :

Continual improvement

Service offering

Four dimensions of service management

Service value chain (Correct)

Answer :**Service value chain**

What are guiding principles considered?

Options are :

Recommendations (Correct)

Governance

Mandatory actions

Prescriptive requirements

Answer :**Recommendations**

What is defined as the practice of ensuring that an organization's suppliers and their performance levels are managed appropriately to support the provision of seamless quality products and services?

Options are :

Service level management

Monitoring and event management

Supplier management (Correct)



What is the end result of the service value system?

Options are :

Demand

Practices

Value (Correct)

Activities

Answer :Value

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

Options are :

Normal

Routine

Standard (Correct)

Emergency

Answer :Standard

What contributes MOST to the success of the 'continual improvement' practice?

Options are :

commitment to continual improvement throughout the organization (Correct)

Implementation of a single assessment technique for continual improvement

Identification of continual improvement opportunities from problems

The structure of the continual improvement register

Answer :commitment to continual improvement throughout the organization

Which value chain activity ensures people understand the organization's vision?

Options are :

Deliver and support



Plan (Correct)

*Obtain/build
Answer :Plan*

Which would be supported by by the 'service request management' practice?

Options are :

A request to authorize a change that could have an effect on a service

A request to restore service after a service interruption

A request from a user for something which is a normal part of service delivery (Correct)

A request to investigate the cause of multiple related incidents

Answer :A request from a user for something which is a normal part of service delivery

Which of the following is NOT a valid source of service level management data to use in analyzing your service level agreements?

Options are :

Customer feedback

Business metrics

Operational metrics

Competitor's metrics (Correct)

Answer :Competitor's metrics

Recommended Reading

- ⌚ [ITIL 4 Foundation Certification 2021 Exam Question Answers Set 5](#)
- ⌚ [ITIL 4 Foundation Practice Certification Exams \(6 Exams\) Set 1](#)
- ⌚ [ITIL 4 Foundation Practice Certification Exams \(6 Exams\) Set 5](#)
- ⌚ [ITIL 4 Foundation Certification 2021 Exam Question Answers Set 4](#)
- ⌚ [ITIL Foundation Certification Exam](#)



- ⌚ [ITIL 4 Sample Exams \[2021\] Set 2](#)
- ⌚ [ITIL 4 Foundation Certification 2021 Exam Question Answers Set 8](#)
- ⌚ [ITIL 4 Foundation Certification 2021 Exam Question Answers Set 7](#)
- ⌚ [ITIL 4 Foundation Practice Certification Exams \(6 Exams\) Set 4](#)
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1. **ITIL 4 Foundation Practice Certification Exams (6 Exams) Set 3**

ITIL 4 Foundation Practice Certification Exams (6 Exams) Set 3

Which describes the functionality offered by a product or service to meet a particular need?

Options are :

Utility

Warranty

Value

Outcome

Answer :Utility

A small start-up in San Francisco is launching a brand new iPhone app. Their staff is small, but they have big dreams and ideas for their app. The app will perform 15 different functions when it is fully developed. Currently, the app only has 4 functions completed, but the company decided to release the app to get some initial feedback. Based on the feedback, the company changed the third function to improve the customer experience and continued to add one function every 3 weeks to the app. What guiding principle best describes what the company was doing?

Options are :



Start where you are

Progress iteratively with feedback

Keep it simple and practical

Answer :**Progress iteratively with feedback**

Which guiding principle is focused on increasing communication both within the project and outside of it?

Options are :

Keep it simple and practical

Collaborate and promote visibility

Progress iteratively with feedback

Optimize and automate

Answer :**Collaborate and promote visibility**



Also Read : ITIL Foundation Certification Exam Mock

The advertisement features a woman in a purple athletic outfit performing a lunge exercise. Green lines are overlaid on her body to show joint angles and movement paths. To the left, a smartphone displays the same exercise, indicating the app's mobile interface. The Wryll logo is visible at the top right of the phone screen. On the right side of the ad, there is a QR code, download links for the App Store and Google Play, and a large title: "Wryll - Ai Home workouts trainer". Below the title, a descriptive text states: "Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises."



Which guiding principle is concerned with an understanding of how all the parts of an organization work together in an integrated way?

Options are :

Focus on value

Keep it simple and practical

Think and work holistically

Optimize and automate

Answer : Think and work holistically

You have just been promoted to the role of the Service Desk manager. The manager before you loved metrics, and the Service Desk is currently spending numerous hours per week creating reports based on over 150 different metrics they call 'measures of effectiveness'. You believe there are simply too many metrics being collected and begin an analysis of each one to determine if it is providing valuable information. For the ones you find without value, you eliminate the requirement to track and report on those metrics. Which guiding principle are you following in this scenario?

Options are :

Optimize and automate

Progress iteratively with feedback

Keep it simple and practical

Collaborate and promote visibility

Answer : Keep it simple and practical



Which service management dimension is focused on an organization's relationships with other organizations in order to deliver its services?

Options are :

Organizations and people

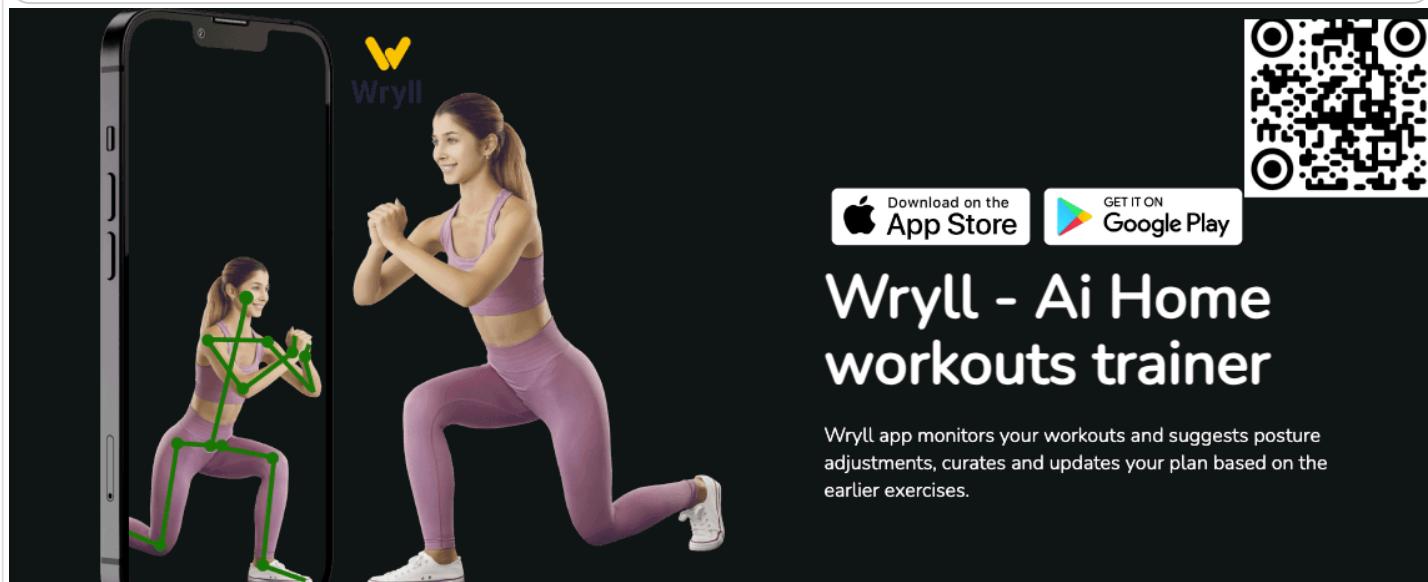
Information and technology

Partners and suppliers

Value streams and processes

Answer :Partners and suppliers

 **Also Read: ITIL Foundation Certification Exam Mock**



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Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Which of these are a key focus of the 'value streams and processes' dimension?

Options are :

Workflow management and inventory systems

Activities that transform inputs into outputs



Contracts and agreements

Answer :Activities that transform inputs into outputs

Which ITIL concept describes continual improvement?

Options are :

Service value system

Four dimensions of service management

Service value chain

Practices

Answer :Service value system

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

Options are :

Service relationships

Improve

Design and Transition

Obtain/Build

Answer :Service relationships



Also Read : ITIL Foundation Certification Exam Questions





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QR code

Which value chain activity ensures continual improvement of products, services, and practices across all value chain activities and the four dimensions of service management?

Options are :

Improve

Plan

Deliver and support

Obtain/build

Answer :Improve

Betsy has been hired by your company to lead the process improvement efforts. You have shared with her the overall vision for the process improvement and she begins to analyze your current resources, processes, and metrics. What step of the continual improvement model is Betsy performing?

Options are :

What is the vision



How do we get there

Where are we now

Answer :Where are we now

During which step of the continual improvement model is change management and release management usually performed?

Options are :

Where do we want to be

Take action

Where are we now

What is the vision

Answer :Take action



Also Read : ITIL Foundation Certification Exam

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Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Your company has spent the last 12 months working on a new improvement to the customer relationship management software in an effort to increase customer



the baseline metrics from 12 months ago. Which step of the continual improvement model is Janet working in?

Options are :

Did we get there

Where are we now

How do we get there

Take action

Answer :Did we get there

During which step of the continual improvement model do you create your objective baseline measurement?

Options are :

What is the vision

Where are we now

How do we get there

Where do we want to be

Answer :Where are we now

Your organization was having a big problem with cybersecurity due to poor password management practices. You had led an improvement initiative to increase the security of the authentication system by implementing two-factor authentication. The original goal was to get at least 35% of the users to utilize two-factor authentication. During the first phase of your improvement initiative, using



phase, it was determined that 43% of users chose to use the two-factor authentication. You want to continue the improvement efforts and increase usage to 100%. Which step in the continual improvement model should you begin with?

Options are :

Where are we now

What is the vision

How do we keep the momentum going

How do we get there

Answer :How do we keep the momentum going



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Wryll - Ai Home
workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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

Options are :

Detailed procedures for the diagnosis of incidents

Formalized processes for logging incidents



Authority to implement changes to a system

Answer :Formalized processes for logging incidents

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

Options are :

Event

Problem

Incident

Request

Answer :Incident

Which of the following is NOT a problem identification activity?

Options are :

Detecting duplicate and recurring issues

Logging an incident

Performing trend analysis of incident records

Analysis of multiple incidents that may be linked together

Answer :Logging an incident



Also Read : ITIL Foundation Certification Exam Mock Test





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QR code

What is NOT a phase in problem management?

Options are :

Problem identification

Error control

Problem control

Incident logging

Answer :Incident logging

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

Options are :

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

It collects user-specific requirements, sets expectations, and provides status updates

By initiating standard changes to fulfill service requests



Answer :It collects user-specific requirements, sets expectations, and provides status updates

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

Options are :

Communicate with consumers to understand their requirements

Initiate and fulfill standard changes

Provide trend, quality, and feedback information about requests

Fulfill the consumer's service requests through acquisition of service components

Answer :Provide trend, quality, and feedback information about requests

 **Also Read : ITIL Foundation Certification Exam**

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Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

What does a centralized service desk require?



Options are :

Knowledge base

Walk-in service hours

24x7 support

Outsourced employees

Answer :Knowledge base

If your company is using a single service desk located in one office building to support users from around the world, what type of service desk might this be?

Options are :

Virtual

Centralized

Follow-the-sun

Local

Answer :Centralized

What should be included in every service level agreement?

Options are :

Clearly defined service outcomes

Latency requirements

Metric for amount of downtime on the backup server

Metric for percentage of disk space available on the file server





Also Read : [ITIL Foundation Certification Exam Mock Test](#)

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Which of the following is NOT a valid source of service level management data to use in analyzing your service level agreements?

Options are :

Customer feedback

Competitor's metrics

Operational metrics

Business metrics

Answer :Competitor's metrics

Your laptop only has a 256GB of SSD storage installed. You have been traveling for work for the last 2 weeks and have downloaded a lot of video files to your internal storage device. Your computer is having issues because there is not enough free space. You called your service desk, but since you are out of the country, they cannot remotely back up all the files on your laptop. They recommend that you move the large files from your internal storage device (256GB SSD) to an external



external hard drive with you, so you will purchase one at the store later today. How would you classify this situation and the solution recommended?

Options are :

Incident

Workaround

Problem

Known error

Answer :Known error

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

Options are :

Collects feedback during interactions and communicates service performance objectives to the operations and support teams

Provides feedback from interactions with customers into new or changed services

Collects and processes feedback from customers and users

Provides information about the actual service performance and trends

Answer :Collects and processes feedback from customers and users



Also Read : ITIL Foundation Certification Exam Mock Test





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Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

What term best describes a service that is 'fit for use'?

Options are :

Utility

Value

Warranty

Outcome

Answer :Warranty

What are guiding principles considered?

Options are :

Mandatory actions

Prescriptive requirements

Recommendations

Governance



You have been asked to investigate an email service within your organization that is failing to meet its intended outcomes. You begin by determining the intended outcome and then observe the current service with as much objectivity as possible. Based on your observations, you are able to determine that the current service is not meeting its utility and warranty requirements. Which guiding principles best describes your actions in this scenario?

Options are :

Optimize and automate

Keep it simple and practical

Collaborate and promote visibility

Start where you are

Answer :Start where you are



Also Read : ITIL Foundation Certification Exam Questions and Answers

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

What is the step after 'where do we want to be' in the continual improvement model?



Options are :

What is the vision

How do we get there

Did we get there

Where do we want to be

Answer : How do we get there

 **Also Read : ITIL Foundation Certification Exam Questions**



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Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

What is a normal change?

Options are :

A change that doesn't need risk assessment because the procedure has been pre-authorized

A change that is routine in nature, is fully documented, and the risks are well understood

A change that doesn't need risk assessment because it is required to resolve an incident



Answer :A change that is assessed, authorized, and scheduled as part of 'continual improvement'

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

Options are :

Standard

Normal

Emergency

Routine

Answer :Standard

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

Options are :

Authority to implement changes to a system

Observation of all services and service components to identify any change in state

Detailed procedures for the diagnosis of incidents

Use of specialized knowledge for complicated incidents

Answer :Use of specialized knowledge for complicated incidents



Also Read : ITIL Foundation Certification Exam



Service desks should never use technologies such as SMS and chat functions

Service desks should be highly technical functions

Service desks should have a practical understanding of the users and their needs

Service desks should always be local to the organization they support

Answer :Service desks should have a practical understanding of the users and their needs

Your company has decided to use work-from-home employees to fulfill its service desk requirements. Users call a central toll-free number and are routed to the next available service desk analyst, regardless of where the analyst is physically located. Many of these employees may be working from remote offices or their own home offices. What service desk structure does this describe?

Options are :

Virtual

Centralized

Follow-the-sun

Local

Answer :Virtual



Also Read : [ITIL 4 Sample Exams \[2021\] Set 2](#)

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Options are :

Collects feedback during interactions and communicates service performance objectives to the operations and support teams

Provides feedback from interactions with customers into new or changed services

Provides information about the actual service performance and trends

Provides objectives for component and service performance for products and services

Answer :Provides feedback from interactions with customers into new or changed services

How should measures and metrics be used to measure your service level management levels?

Options are :

To measure the performance of a component in the system

To measure the performance of the entire system

To measure the availability of a network

To provide a representation of the actual customer's experience

Answer :To provide a representation of the actual customer's experience

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

Options are :

Problem investigation and resolution

Business analysis and commercial management (Correct)

Balanced scorecard reviews and maturity assessment

Incident analysis and prioritization

Answer :Business analysis and commercial management

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



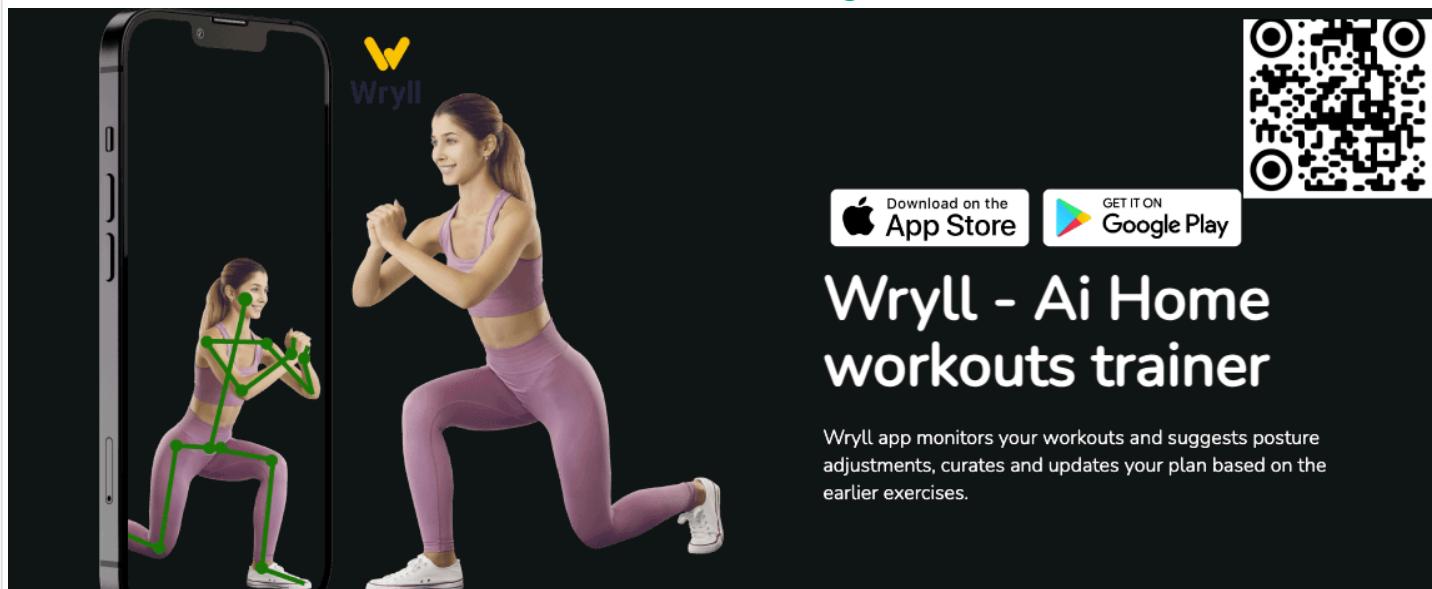
Service level management

Change enablement

Service request management

Problem management (Correct)

Answer :Problem management



What are the ITIL guiding principles used for?

Options are :

To help an organization make good decisions (Correct)

To ensure that an organization's performance continually meets stakeholders' expectations

To identify activities that an organization must perform in order to deliver a valuable service

To direct and control an organization

Answer :To help an organization make good decisions

Which is an example of improving service utility using service management automation?

Options are :

Faster resource allocation (Correct)

Pre-determined routing of a service request



Reducing the time to compile service data
Answer :Faster resource allocation

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

Options are :

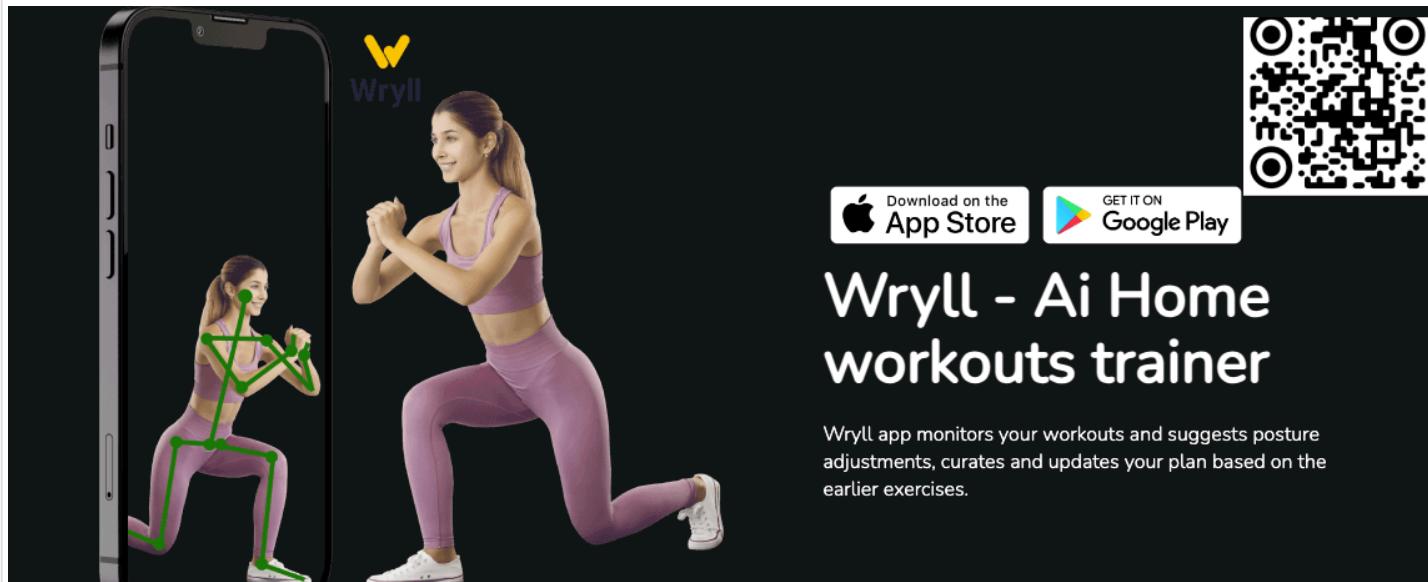
Diagnosing and resolving incidents

Trend analysis of incident records (Correct)

Creating incident records

Escalating incidents to a support team for resolution

Answer :Trend analysis of incident records



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

Options are :

A change

A problem

An incident (Correct)

An event

Answer :An incident

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



By communicating constraints (Correct)

By managing staff availability

By paying for the service

By managing server hardware

Answer :By communicating constraints

What does 'change enablement' PRIMARILY focus on?

Options are :

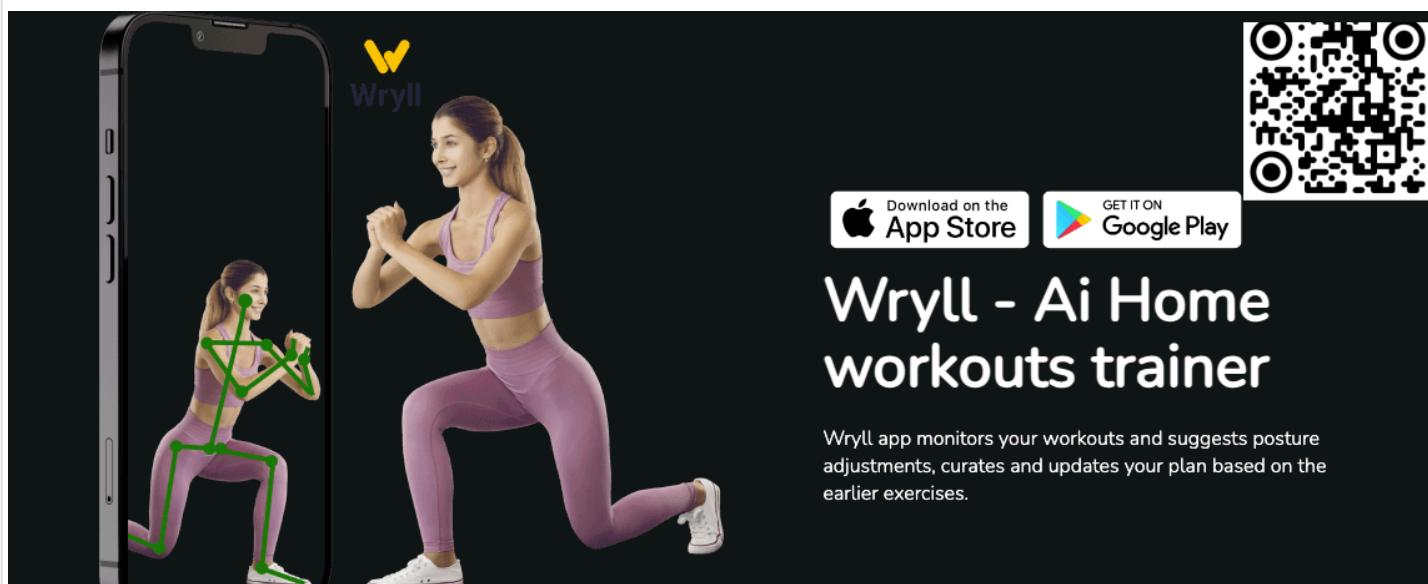
Changes to service levels

Changes to skills and competencies

Changes to organizational structure

Changes to products and services (Correct)

Answer :Changes to products and services



Which dimension includes the knowledge needed for the management of services?

Options are :

Value streams and processes

Information and technology (Correct)

Partners and suppliers



Which statement about the automation of service requests is CORRECT?

Options are :

Service requests that cannot be automated should be handled as incidents

Service requests and their fulfillment should be automated as much as possible
(Correct)

Service requests and their fulfillment should be carried out by service desk staff
without automation

Service requests that cannot be automated should be handled as problems

Answer :Service requests and their fulfillment should be automated as much as possible

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

Options are :

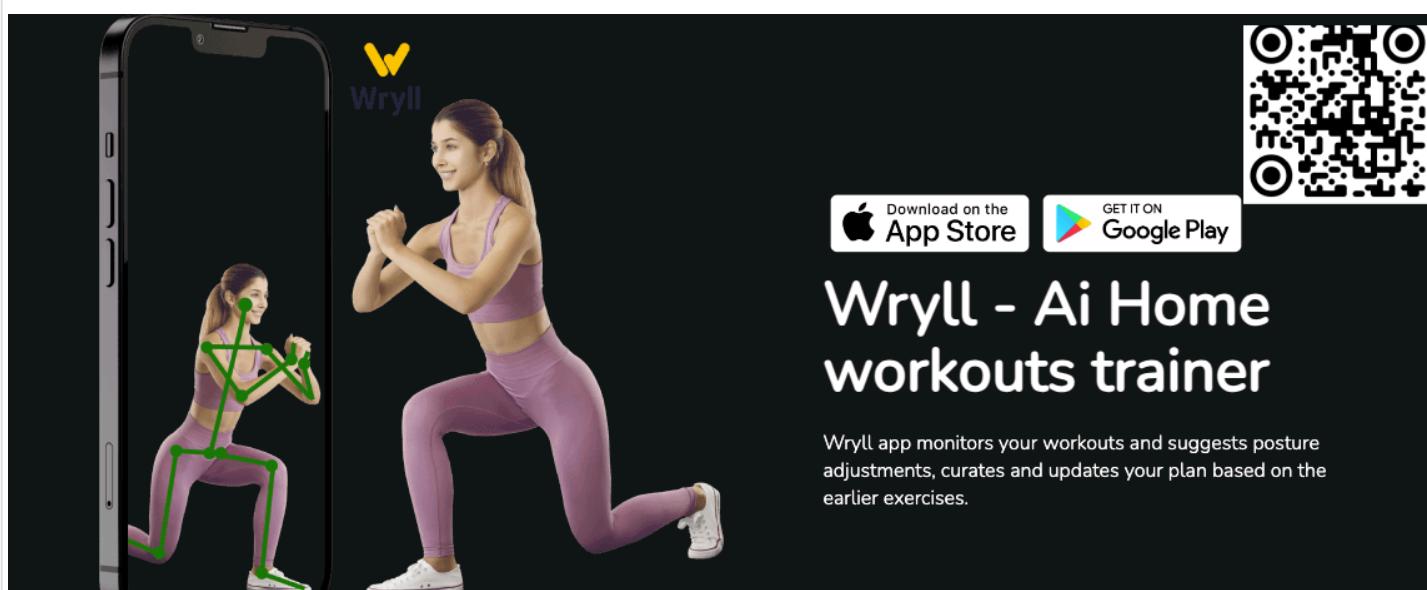
Plan

Deliver and support

Design and transition

Obtain/build (Correct)

Answer :Obtain/build



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



Each iteration should be designed before starting the initiative and implemented without feedback

Feedback should only be taken into account when one iteration fails to meet its objective

Feedback should be reduced for large improvements as it is unlikely that circumstances will change

Each iteration should be continually re-evaluated based on feedback (Correct)

Answer :Each iteration should be continually re-evaluated based on feedback

What is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks?

Options are :

Continual improvement

A service (Correct)

Service management

An IT asset

Answer :A service

Which is an external input to the service value chain?

Options are :

The 'improve' value chain activity

Feedback loops

Customer requirements (Correct)

An overall plan

Answer :Customer requirements



Which guiding principle recommends coordinating all dimensions of service management?

Options are :

Keep it simple and practical

Start where you are

Progress iteratively with feedback

Think and work holistically (Correct)

Answer : Think and work holistically

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

Options are :

It removes the need for collaboration during incident resolution

It enables the reassessment of known errors

It enables quick and efficient diagnosis of incidents (Correct)

It removes the need for regular customer updates

Answer : It enables quick and efficient diagnosis of incidents

Which service level metrics are BEST for measuring user experience?

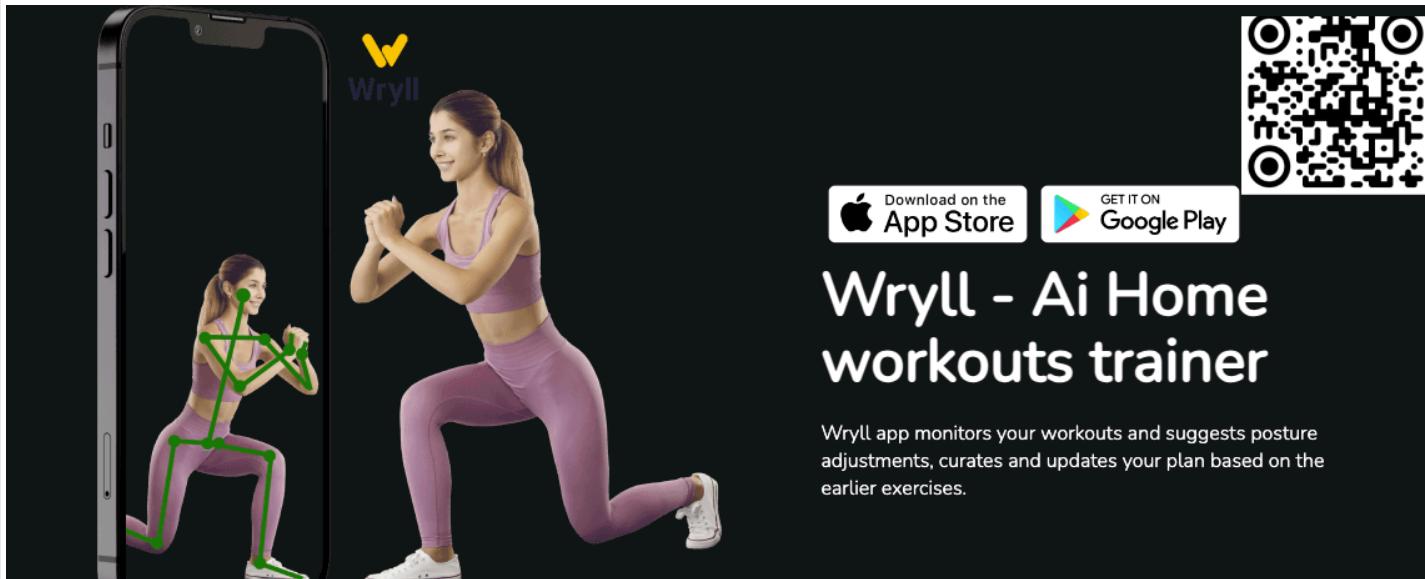
Options are :

Single system-based metrics



Metrics for the percentage of uptime of a service

Operational metrics
Answer :Metrics linked to defined outcomes



The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A smartphone on the left shows the same exercise with green motion capture lines overlaid. The Wryll logo is at the top left. At the bottom right, there's a QR code, download links for the App Store and Google Play, and the text "Wryll - Ai Home workouts trainer". Below that, a description states: "Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises."

What includes governance as a component?

Options are :

The service value chain

The service value system (Correct)

Practices

The guiding principles

Answer :The service value system

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

Options are :

Partners refers to suppliers and vendors (Correct)

Processes refers to skill and training

Products refers to producers and metrics

People refers to technology and tools

Answer :Partners refers to suppliers and vendors

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



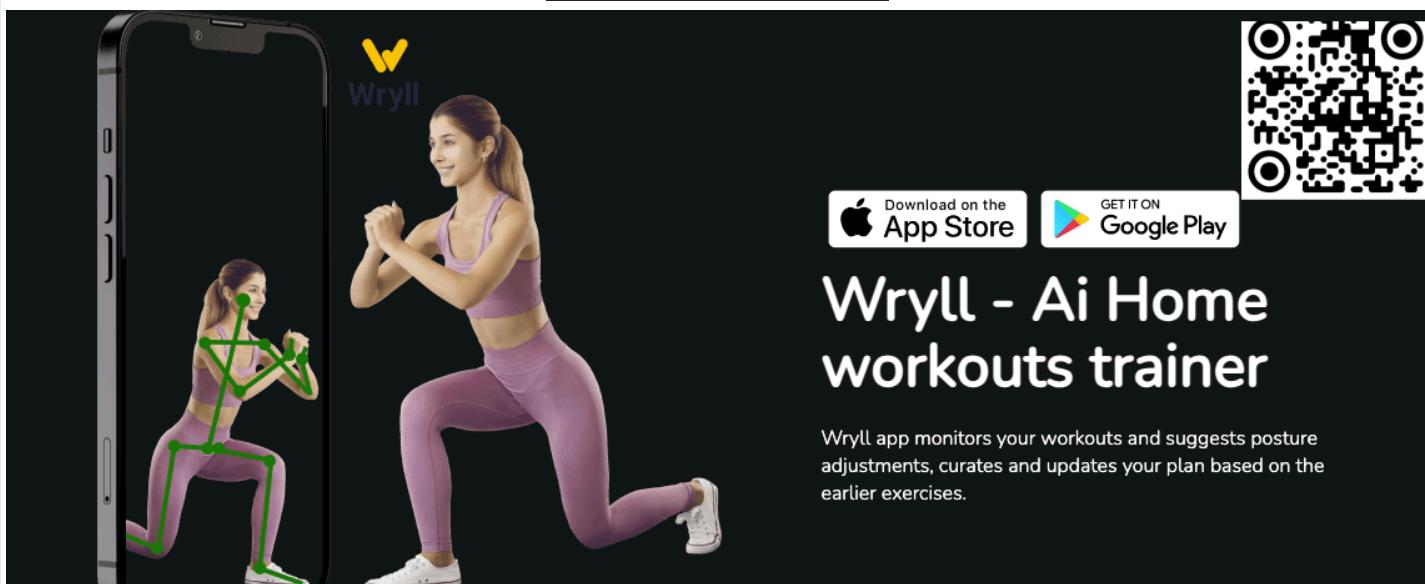
It reduces the duration and frequency of service outages

It reduces unplanned costs through optimized handling of service outages

It enables the service provider to understand what levels of service will make their customers successful (Correct)

It allows higher volumes of successful change

Answer :It enables the service provider to understand what levels of service will make their customers successful



What is the CORRECT definition of service management?

Options are :

A set of specialized organizational capabilities for delivering value to customers in the form of services (Correct)

The capability of supplier to deliver services to providers in exchange for money

The capability of service providers to minimize their costs without reducing the value of the services

A set of specialized assets for transitioning services into the live operational environment

Answer :A set of specialized organizational capabilities for delivering value to customers in the form of services

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

Options are :



It should be written in legal language

It should be simply written and easy to understand (Correct)

It should be based on the service provider's view of the service

Answer :It should be simply written and easy to understand

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

Options are :

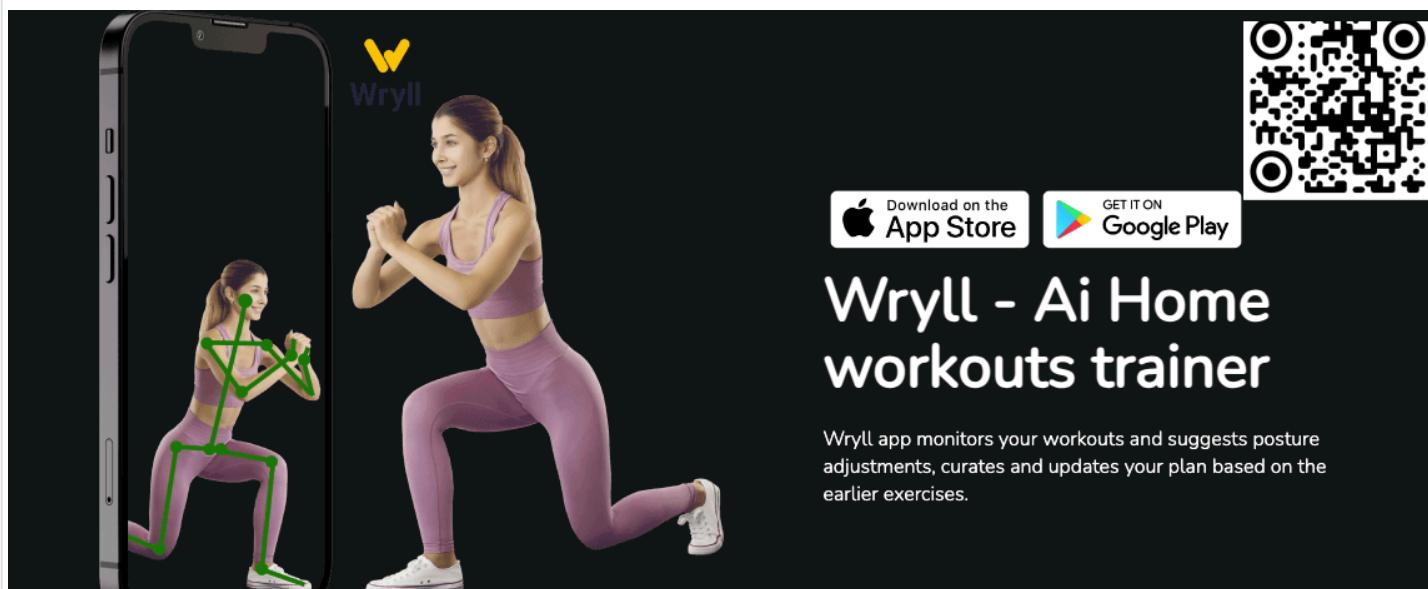
Practices

Service management

A value stream (Correct)

Service level management

Answer :A value stream



Which practice makes new services available for use?

Options are :

IT asset management

Change enablement

Release management (Correct)

Deployment management

Answer :Release management



Options are :

Value streams and processes

Partners and suppliers

Information and technology (Correct)

Organizations and people

Answer :Information and technology

Which statement about outcomes is CORRECT?

Options are :

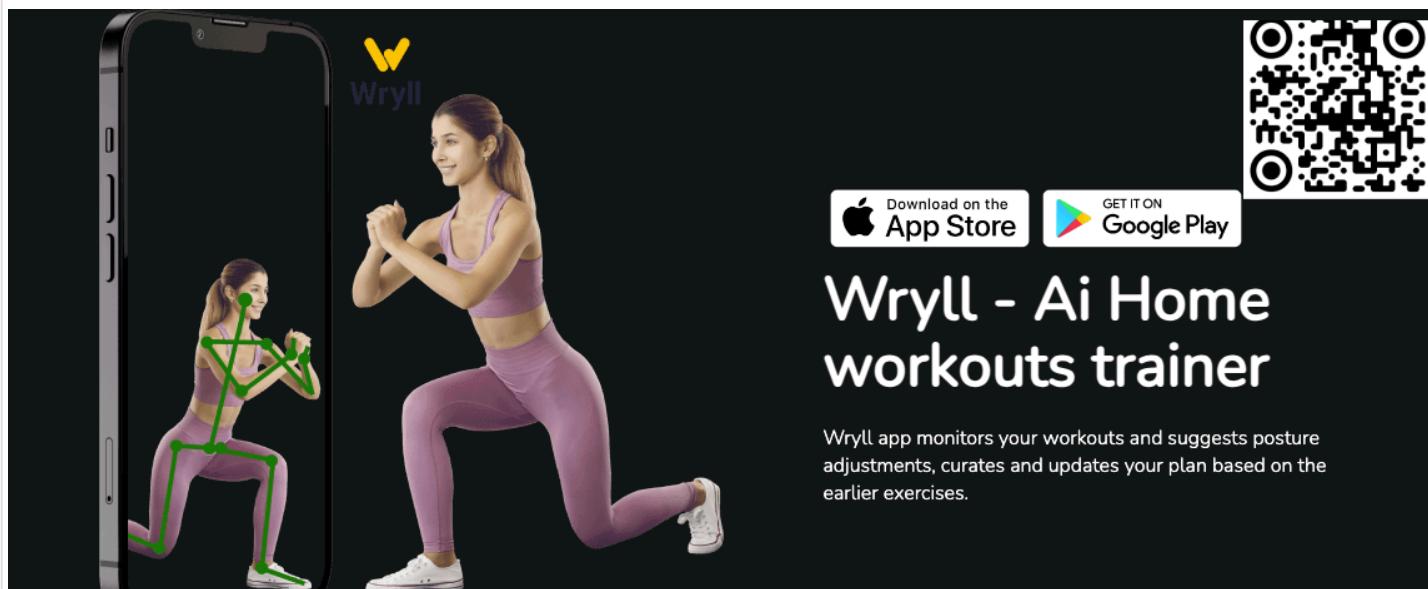
An outcome can be enabled by more than one output (Correct)

An output can be enabled by one or more outcomes

An outcome is a tangible or intangible activity

Outcomes are how the service performs

Answer :An outcome can be enabled by more than one output



What is the PRIMARY use of a change schedule?

Options are :

To support the 'incident management' practice and improvement planning

To manage emergency changes

To manage standard changes



Which is an objective of the design coordination process?

Options are :

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

To produce service design packages and ensure they are handed over to service transition (Correct)

To gather and document new service level requirements from the customer

To document the initial structure and relationship between services and customers

Answer :To produce service design packages and ensure they are handed over to service transition

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

Options are :

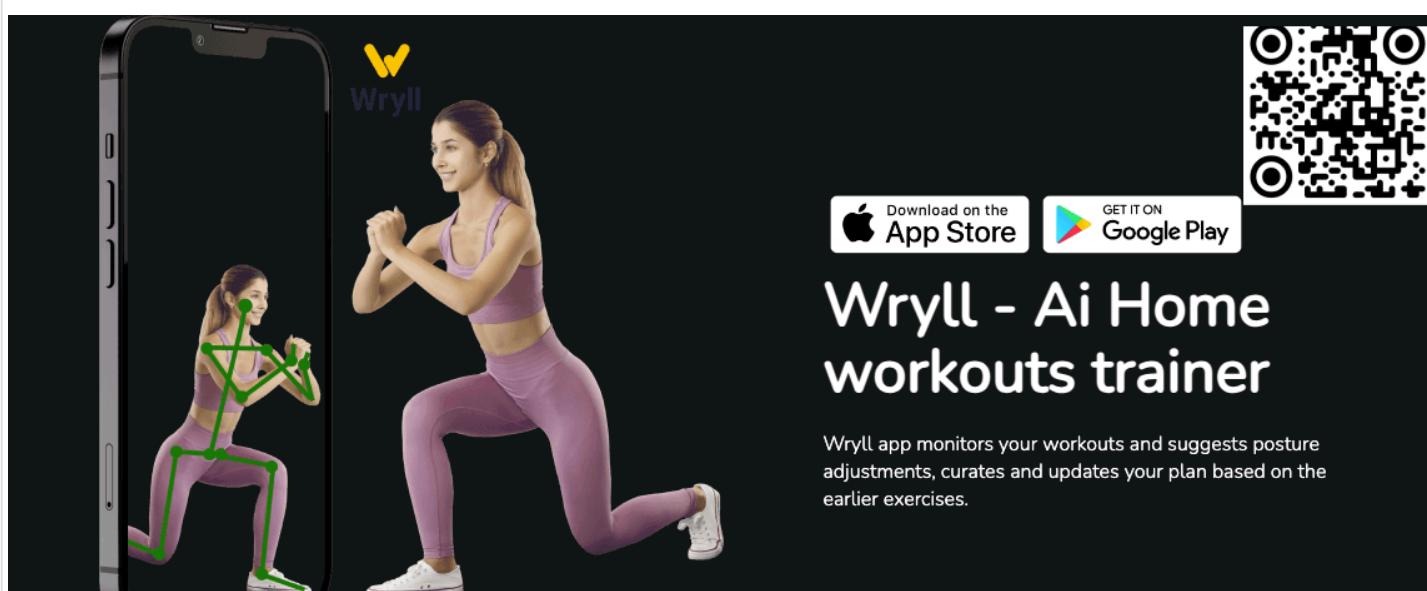
To support the agreed quality of a service handling all agreed, user-initiated service requests

To set clear business-based targets for service levels (Correct)

To establish and nurture the links between the organization and its stakeholders

To ensure that the organization's suppliers and their performance are managed appropriately

Answer :To set clear business-based targets for service levels



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

To set clear business-based targets for service performance

To move new or changed components to live environments (Correct)

To ensure services achieve agreed and expected performance

To make new or changed services available for use

Answer :To move new or changed components to live environments

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

Options are :

Improvement ideas are tested, funded and agreed

Improvement ideas are documented, assessed and prioritized (Correct)

Improvement ideas that are not being actioned immediately are removed from the CIR

Improvement ideas from many sources are kept in a single CIR

Answer :Improvement ideas are documented, assessed and prioritized

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

Options are :

1 and 2 (Correct)

1 and 3

3 and 4

2 and 4

Answer :1 and 2





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Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Download on the App Store GET IT ON Google Play

QR code

Which function is responsible for the management of a data centre?

Options are :

Technical management

Service desk

Facilities management (Correct)

Application management

Answer :Facilities management

Which guiding principle focuses on reducing costs and human errors?

Options are :

Collaborate and promote visibility

Think and work holistically

Focus and value

Optimize and automate (Correct)

Answer :Optimize and automate

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

Options are :

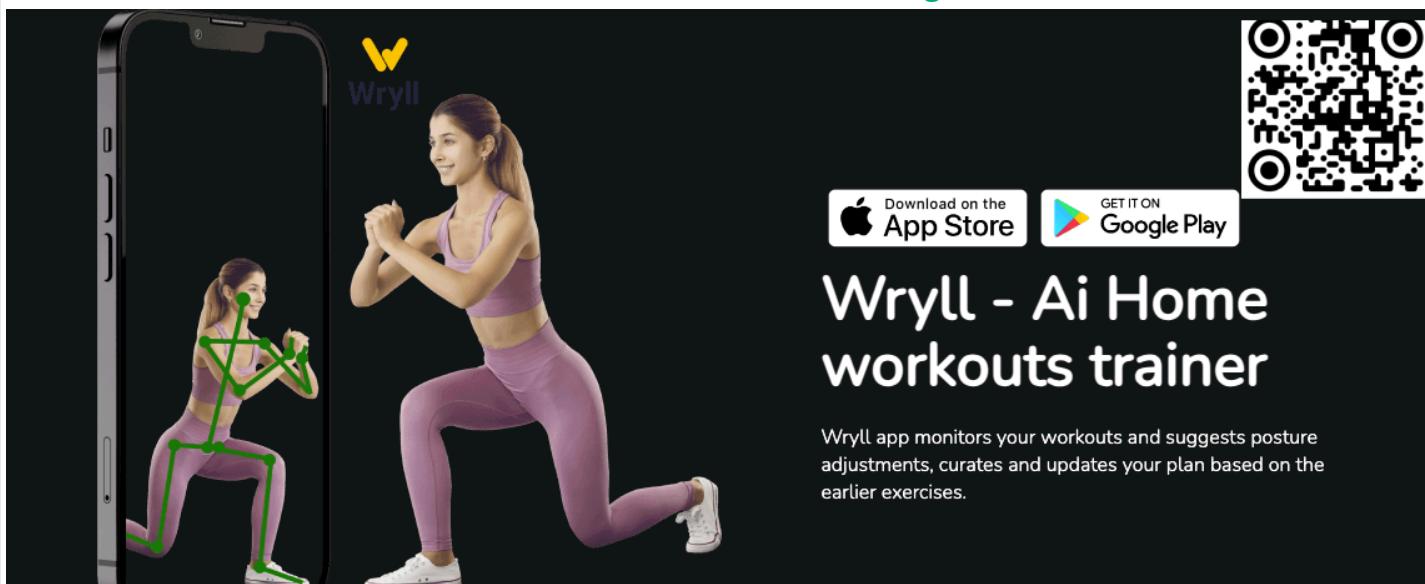
To set clear business-based targets for service performance

To support the agreed quality of a service handling all agreed, user-initiated service requests



To align the organization's practices and services with changing business needs

Answer :To establish and nurture the links between the organization and its stakeholders



The advertisement for Wryll features a woman in a purple athletic outfit performing a lunge exercise. A smartphone on the left shows a video feed of her performing the same exercise, with green motion capture lines overlaid on her body to track posture. The Wryll logo is in the top right corner. At the bottom, there are download links for the App Store and Google Play, and a QR code.

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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

Options are :

Supplier management

Problem management

Relationship management

Service desk (Correct)

Answer :Service desk

Which term is used to describe the prediction and control of income and expenditure within an organization?

Options are :

Accounting

Budgeting (Correct)

Charging

Governance

Answer :Budgeting



Options are :

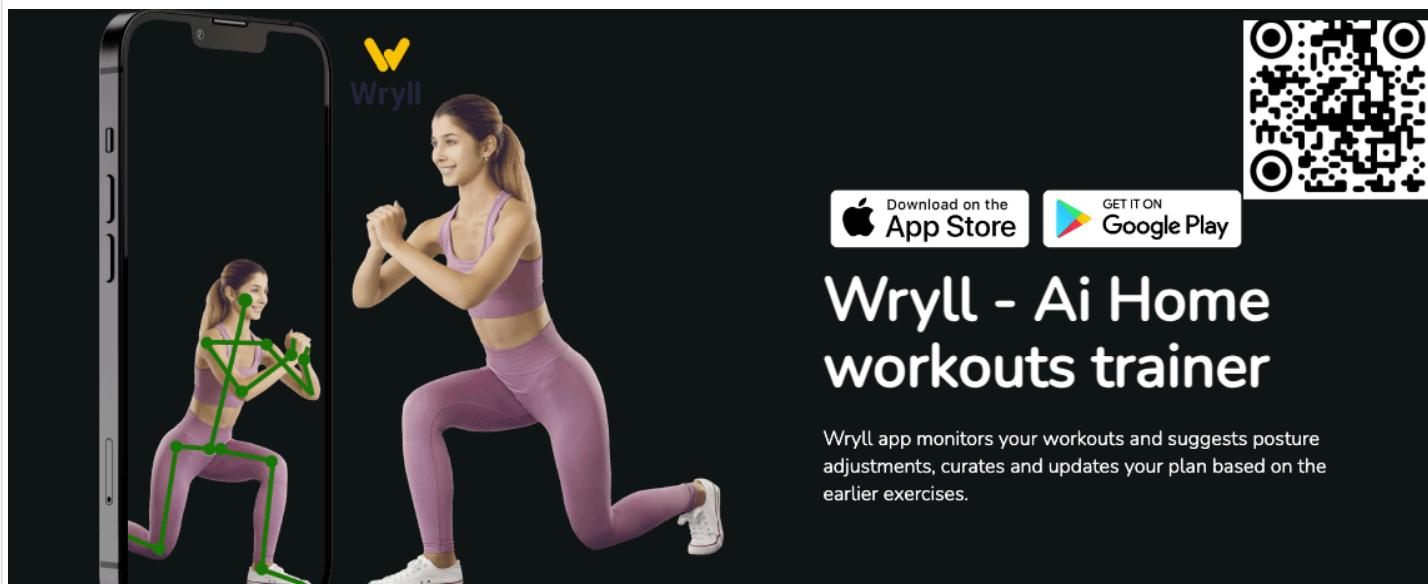
Evaluate measurements and metrics (Correct)

Define measurable targets

Perform baseline assessments

Execute improvement actions

Answer :Evaluate measurements and metrics



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

Options are :

Information security management

Change control

Monitoring and event management (Correct)

Incident management

Answer :Monitoring and event management

Identify the missing word(s) in the following sentence. The service desk should be the entry point and single point of contact for the [?] with all of its users.

Options are :



Supplier

Customer

Service consumer

Answer :Service provider

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

Options are :

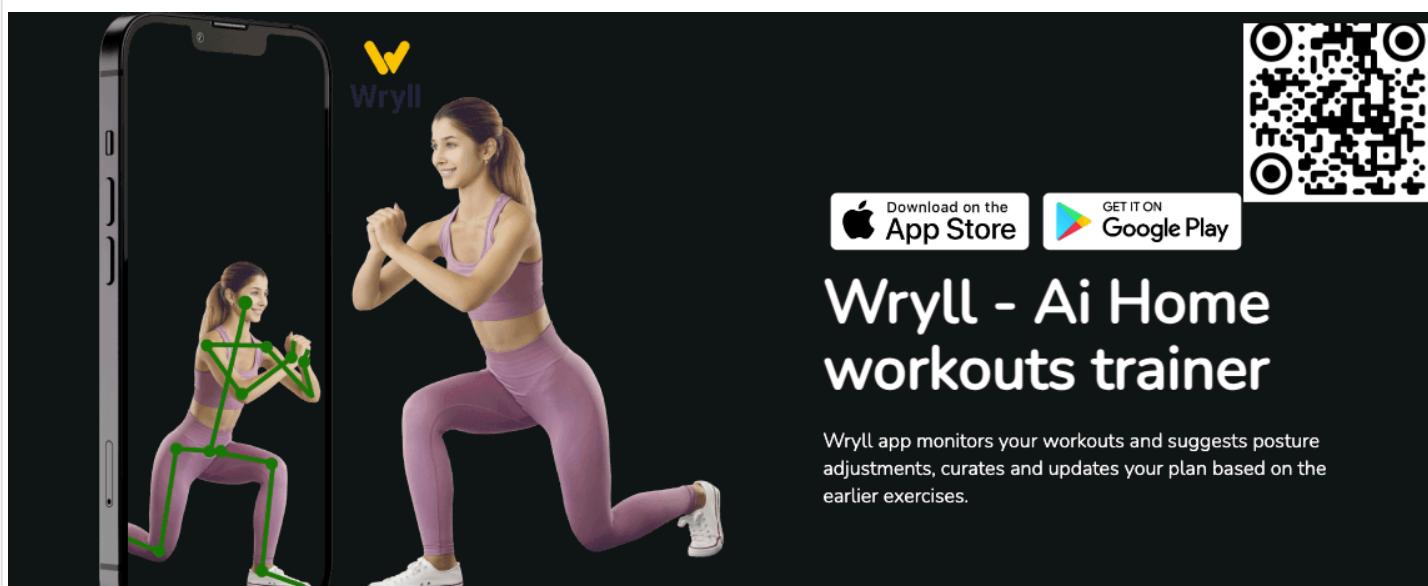
Service management (Correct)

Service provision

Service offering

Service consumption

Answer :Service management



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

Options are :

Warranty (Correct)

Cost

Service management

Utility

Answer :Warranty



Options are :

To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels

To be the entry point and single point of contact for the service provider with all of its users (Correct)

To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

To support the agreed quality of a service by handling all pre-defined, user-initiated service requests

Answer :To be the entry point and single point of contact for the service provider with all of its users

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

Options are :

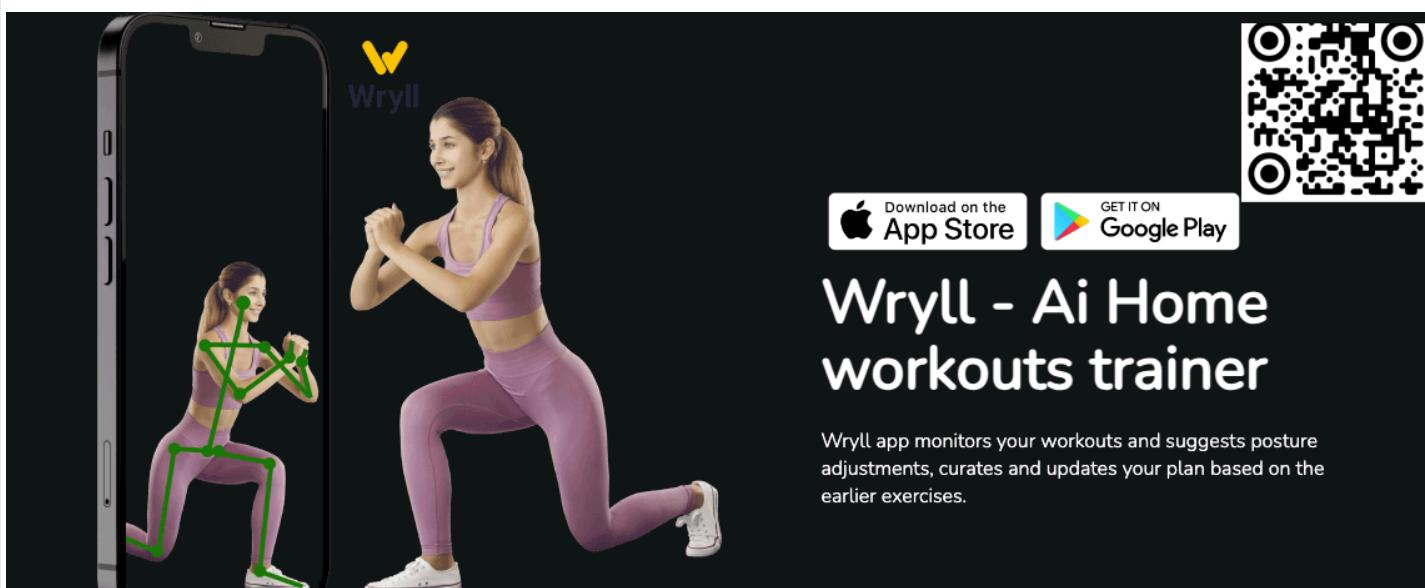
Utility

Cost (Correct)

Outcome

Asset

Answer :Cost



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



Service validation and testing

Knowledge management (Correct)

Change evaluation

Service asset and configuration management

Answer :Knowledge management

Which is part of service provision?

Options are :

The management of resources needed to consume the service

The management of resources configured to deliver the service (Correct)

The grouping of one or more services based on one or more products

The joint activities performed to ensure continual value co-creation

Answer :The management of resources configured to deliver the service

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

Options are :

The production of a detailed CSI plan

Understanding priorities for improvement

Verifying that improvement targets have been achieved (Correct)

An initial baseline assessment

Answer :Verifying that improvement targets have been achieved



Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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

Options are :

An incident

A configuration item (CI) (Correct)

An IT asset

A service request

Answer :A configuration item (CI)

When should the effectiveness of a problem workaround be assessed?

Options are :

Whenever the workaround is used (Correct)

Whenever the problem is resolved

Whenever the problem is prioritized

Whenever the workaround becomes a known error

Answer :Whenever the workaround is used

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

Options are :

Local



Virtual

Centralized
Answer :Outsourced

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Which dimension includes activities and workflows?

Options are :

Value streams and processes (Correct)

Organizations and people

Partners and suppliers

Information and technology

Answer :Value streams and processes

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

Options are :

Continual improvement (Correct)

Problem management

Incident management

Service request management

Answer :Continual improvement



state of a service is CORRECT?

Options are :

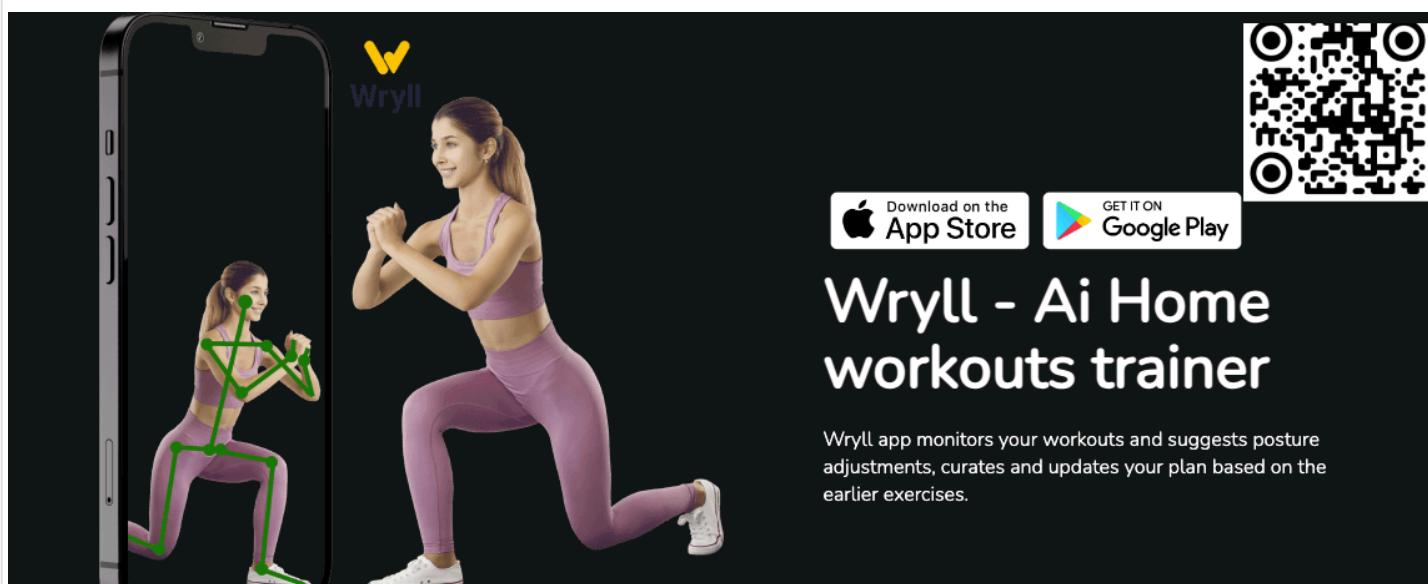
An organization should always develop competencies in methodologies and techniques that will meet their needs (Correct)

An organization should always use a strength, weakness, opportunity and threat (SWOT) analysis

An organization should always use an approach that combines Lean, Agile and DevOps methodologies

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

Answer :An organization should always develop competencies in methodologies and techniques that will meet their needs



Identify the missing word in the following sentence. A user is [?] that uses services.

Options are :

an organization

a team

a supplier

a role (Correct)

Answer :a role

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



A monitoring tool detects a change of state for a service

'Continual improvement' needs to prioritize an improvement opportunity

A user requests delivery of a laptop

Trend analysis shows a large number of similar incidents (Correct)

Answer :Trend analysis shows a large number of similar incidents

What is the expected outcome from using a service value chain?

Options are :

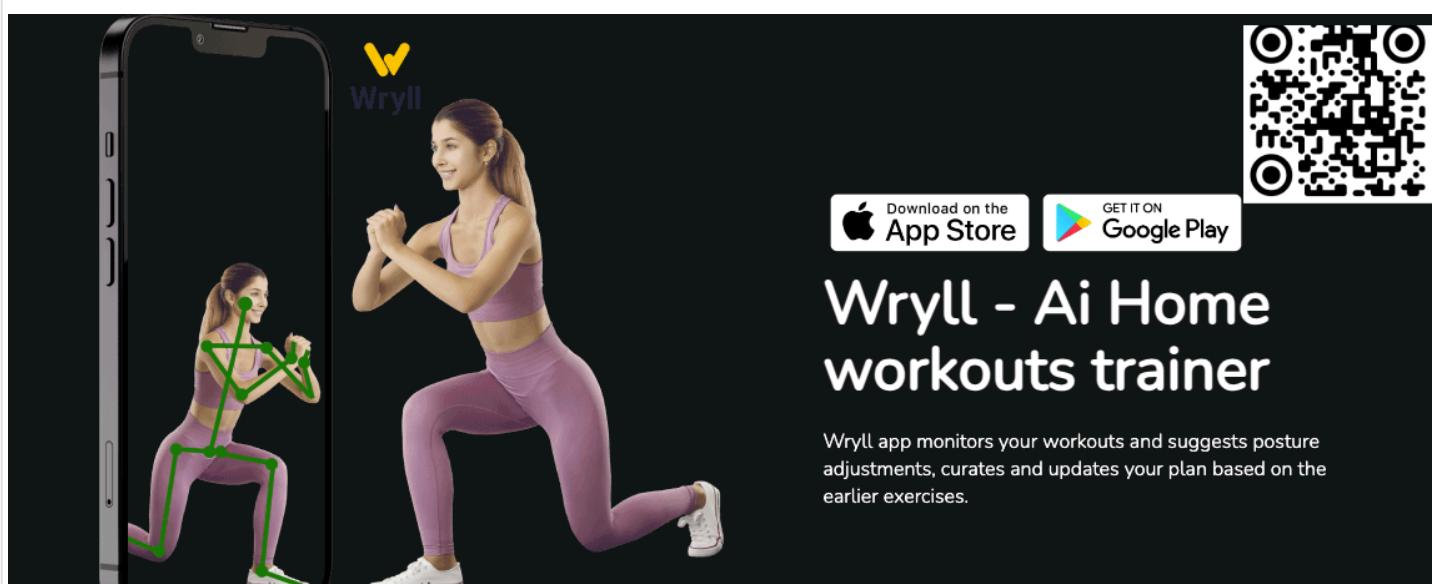
Value realization (Correct)

The application of practices

Customer engagement

Service value streams

Answer :Value realization



Which ITIL practice has the purpose to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels?

Options are :

Supplier management

Service desk

Change enablement



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

Options are :

Emergency changes are changes that must be fully tested and fully documented prior to implementation

Service requests are usually normal changes that can be implemented quickly without authorization

Standard changes are changes that need to be scheduled, assessed and authorized following a standard process

Emergency changes are changes that must be implemented as soon as possible and therefore authorization is expedited (Correct)

Answer :Emergency changes are changes that must be implemented as soon as possible and therefore authorization is expedited

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

Options are :

To protect the information needed by the organization to conduct its business (Correct)

To plan and manage the full lifecycle of all IT assets

To ensure that accurate and reliable information about the configuration of services is available when and where it is needed

To observe services and service components

Answer :To protect the information needed by the organization to conduct its business

The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A smartphone on the left displays the same exercise with green motion capture lines overlaid. The Wryll logo is in the top left corner. In the top right is a QR code. Below the QR code are download links for the App Store and Google Play. The text "Wryll - Ai Home workouts trainer" is prominently displayed. A small circular icon with an upward arrow is in the bottom right corner.

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Options are :

It is performed by customers using a mix of IT systems, services and processes

It is performed by IT service providers using a mix of suppliers and their products

It is performed by the service desk using a mix of people, process and technology

It is performed by IT service providers using a mix of people, process and technology
(Correct)

Answer :It is performed by IT service providers using a mix of people, process and technology

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

Options are :

To ensure that spending is properly accounted for

To set user expectations for fulfillment times

To streamline the fulfillment workflow (Correct)

To ensure that information security requirements are met

Answer :To streamline the fulfillment workflow

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

Options are :

Using artificial intelligence

Working with an integrator to manage relationships (Correct)

Defining controls and procedures

Using formal roles and responsibilities

Answer :Working with an integrator to manage relationships





Wryll - Ai Home workouts trainer

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Download on the App Store GET IT ON Google Play

QR code

Which statement about service desks is CORRECT?

Options are :

The service desk should work in close collaboration with support and development teams (Correct)

The service desk should escalate all technical issues to support and development teams

The service desk should rely on self-service portals instead of escalation to support teams

The service desk should remain isolated from technical support teams

Answer :The service desk should work in close collaboration with support and development teams

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

Options are :

measurement (Correct)

tools

plans

process

Answer :measurement

Which is handled as a service request?



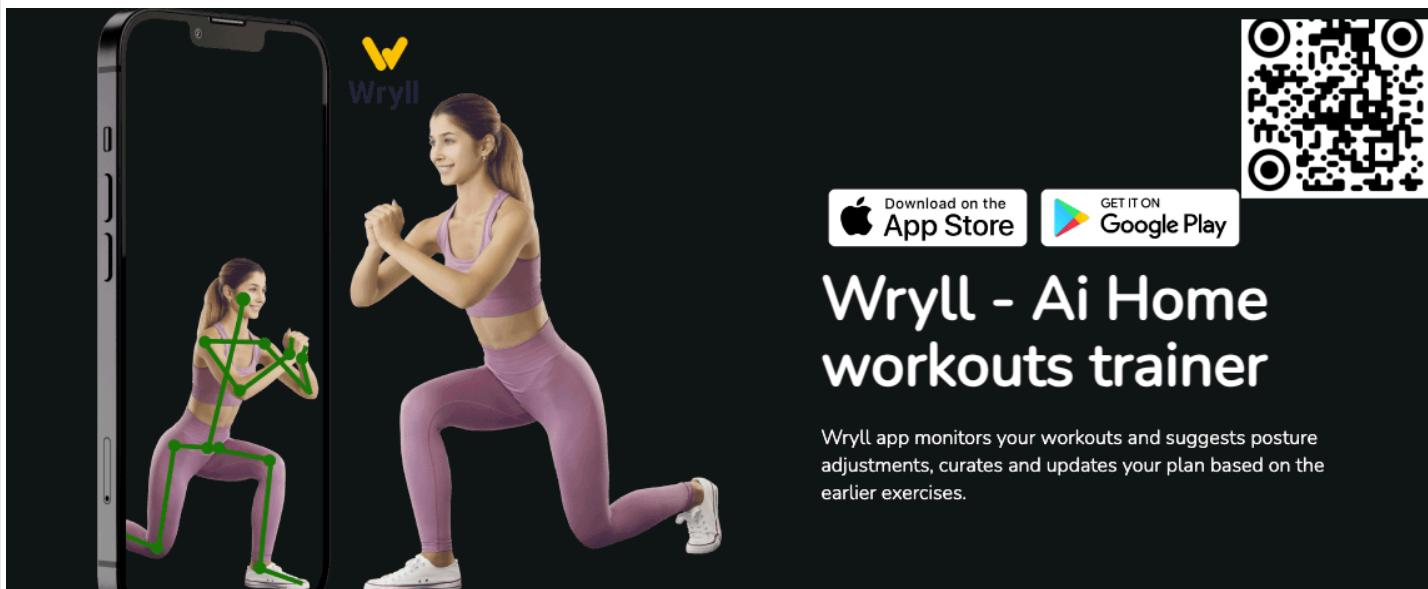
An investigation to identify the cause of an incident

The failure of an IT service (Correct)

An emergency change to implement a security patch

A compliment about an IT support team

Answer :The failure of an IT service



Which statement about emergency changes is CORRECT?

Options are :

Emergency changes must be fully documented before authorization and implementation

The testing of emergency can be eliminated in order to implement the change quickly

Emergency changes should be authorized and implemented as service requests

The assessment and authorization of emergency changes is expedited to ensure they can be implemented quickly (Correct)

Answer :The assessment and authorization of emergency changes is expedited to ensure they can be implemented quickly

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

Options are :

The incident priority

The incident category (Correct)



A change schedule
Answer :The incident category

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

Options are :

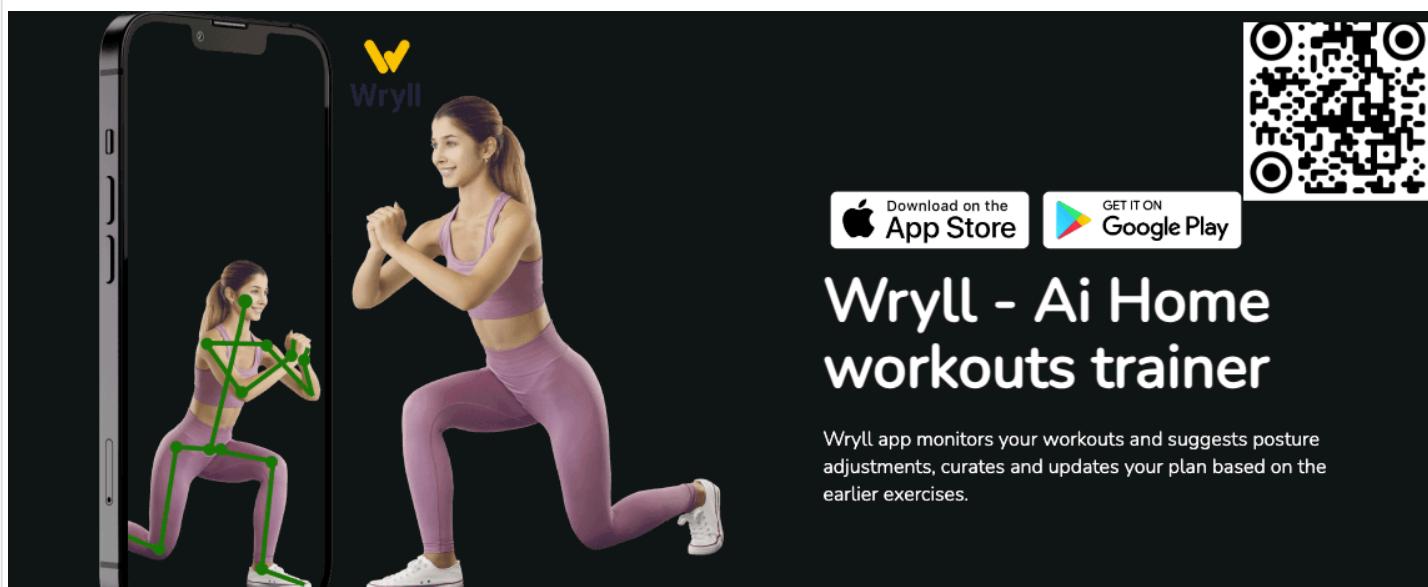
To ensure accurate information about the configuration of services is available

To set clear business-based targets for service levels (Correct)

To ensure that suppliers and their performance are managed appropriately

To maximize the number of successful service and product changes

Answer :To set clear business-based targets for service levels



Which is an important principle of communication in service operation?

Options are :

It is stored in the configuration management system

Meetings are always the best method of communication

Information should always be communicated

It has an intended purpose or a resultant action (Correct)

Answer :It has an intended purpose or a resultant action

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

Options are :



Retail customer view

Service-based SLA view

Wholesale customer view

Answer :Supporting services view

What is a change schedule PRIMARILY used for?

Options are :

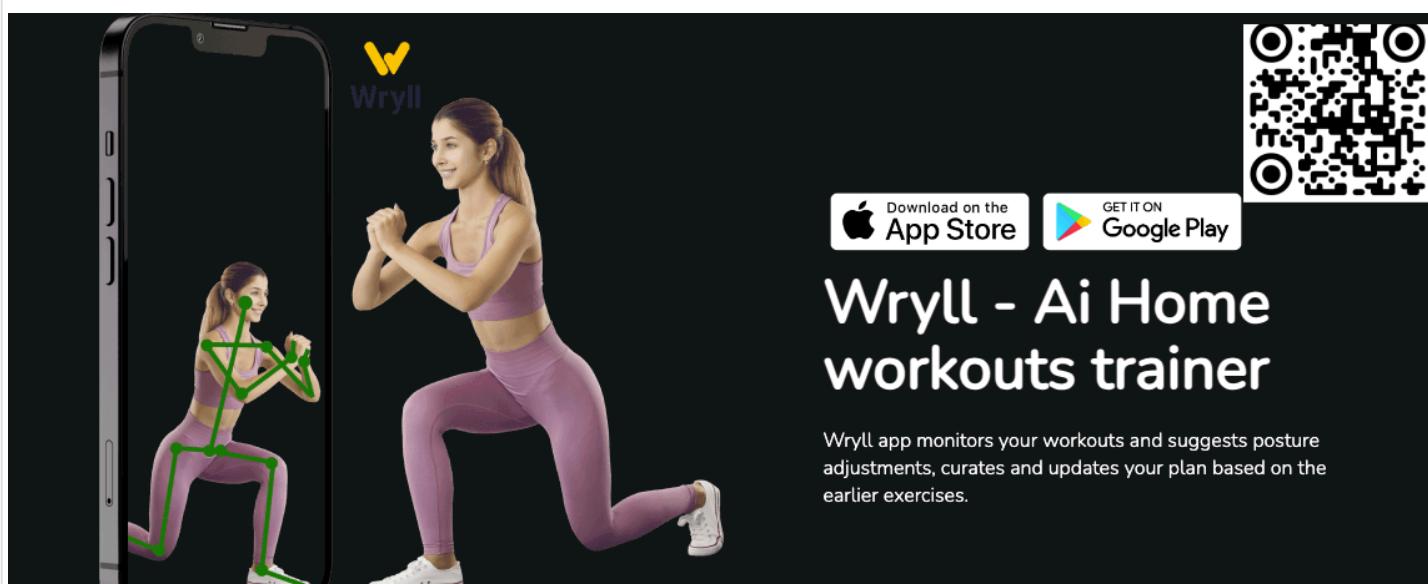
To publish a list of service requests that users can select

To help plan changes, assist in communication and avoid conflicts (Correct)

To ensure that a single change authority reviews every change

To help plan, authorize and schedule emergency changes

Answer :To help plan changes, assist in communication and avoid conflicts



Which gives a user access to a system?

Options are :

Service provision (Correct)

Service requirement

Service agreement

Service consumption

Answer :Service provision



Options are :

How to apply the systems approach of the guiding principle think and work holistically

How all the components and activities of the organization work together as a system to enable value creation (Correct)

Joint activities performed by a service provider and a service consumer to ensure continual value co-creation

Services based on one or more products, designed to address needs of a target consumer group

Answer :How all the components and activities of the organization work together as a system to enable value creation

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

Options are :

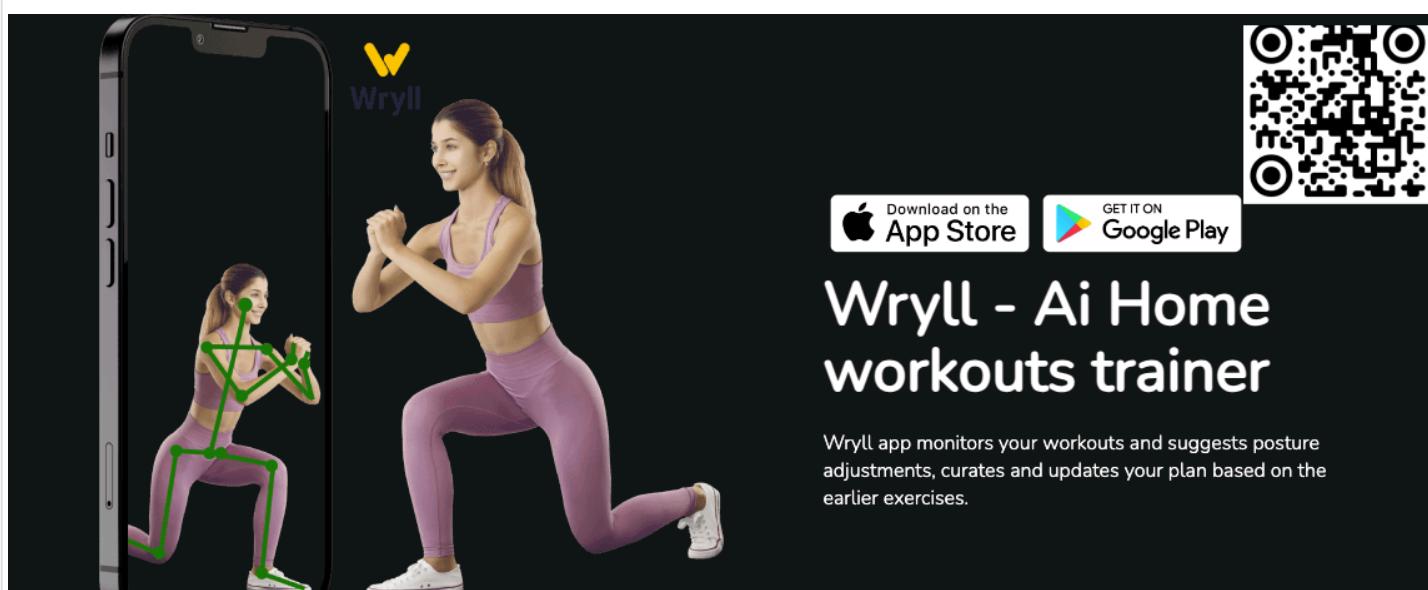
Service transition

Service operation

Service strategy

Continual service improvement (Correct)

Answer :Continual service improvement



Identify the missing word in the following sentence. The purpose of the service configuration management practice is to ensure that accurate and reliable



available when and where it is needed.

Options are :

customers

assets

suppliers

CIs (Correct)

Answer :CIs

Which is an example of a business related measurement?

Options are :

The number of problems resolved

The average time to response to change requests

The average resolution time for incidents

The number of passengers checked in (Correct)

Answer :The number of passengers checked in

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

change?

Options are :

When an emergency change is requested

At least once a year

When the procedure for the standard change is created (Correct)

Each time the standard change is implemented

Answer :When the procedure for the standard change is created



Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Which approach is CORRECT when applying the guiding principle 'keep it simple and practical'?

Options are :

Design controls and metrics first, then remove those not adding value

Design controls and metrics and add them individually until all are implemented

Only add controls and metrics when they are needed (Correct)

Only add controls and metrics that are required for compliance

Answer :Only add controls and metrics when they are needed

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

Options are :

It should be re-prioritized as ideas are documented (Correct)

There should only be one for the whole organization

It should be managed at the senior level of the organization

It should be used to capture user demand

Answer :It should be re-prioritized as ideas are documented

How should automation be implemented?

Options are :

By optimizing as much as possible first

By initially concentrating on the most complex tasks



By replacing human intervention wherever possible (Correct)

Answer :By replacing human intervention wherever possible

A small start-up in San Francisco is launching a brand new iPhone app. Their staff is small, but they have big dreams and ideas for their app. The app will perform 15 different functions when it is fully developed. Currently, the app only has 4 functions completed, but the company decided to release the app to get some initial feedback. Based on the feedback, the company changed the third function to improve the customer experience and continued to add one function every 3 weeks to the app. What guiding principle best describes what the company was doing?

Options are :

Optimize and automate

Progress iteratively with feedback (Correct)

Start where you are

Keep it simple and practical

Answer :Progress iteratively with feedback

What is the definition of a user?

Options are :

A person who defines the requirements for a service and takes responsibility for the outcomes of service consumption

A person who authorizes budget for service consumption

A person who uses services (Correct)

A person who works for an organization other than the service provider

Answer :A person who uses services

Which guiding principle is focused on using the minimum number of steps to accomplish an objective?

Options are :

Keep it simple and practical (Correct)



Progress iteratively with feedback

Optimize and automate
Answer :Keep it simple and practical

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

Options are :

Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner (Correct)

Establishing and nurturing links between an organization and its stakeholders at strategic and tactical levels

Setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets

Ensuring that an organization's suppliers and their performance levels are managed appropriately to support the provision of seamless quality products and services

Answer :Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner

What refers to the process of improving and increasing the efficiency of a process or service?

Options are :

Value

Automation

Optimization (Correct)

Warranty

Answer :Optimization

Which ITIL concept describes continual improvement?

Options are :

Four dimensions of service management

Service value system (Correct)

Practices



What is the effect of increased automation on the 'service desk' practice?

Options are :

Decrease in self-service incident logging and resolution

Greater ability to focus on customer experience when personal contact is needed
(Correct)

Elimination of the need to escalate incidents to support teams

Increased ability to focus on fixing technology instead of supporting people

Answer :Greater ability to focus on customer experience when personal contact is needed

How often should the guiding principles be changed within your organization?

Options are :

Quarterly

Yearly

Never (Correct)

Monthly

Answer :Never

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

Options are :

Identify all of the steps in the process and create an automated workflow that will route the form electronically to the authorized signatories

Create a new process first and then automate it



Identify all the steps in the process, eliminate any unnecessary steps, and then automate the remaining steps in the process (Correct)

Answer :Identify all the steps in the process, eliminate any unnecessary steps, and then automate the remaining steps in the process

Which phase of 'problem management' includes analyzing incident trends?

Options are :

Problem identification (Correct)

Error control

Change enablement

Problem control

Answer :Problem identification

What is the purpose of the 'change enablement' practice?

Options are :

Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner

Making new and changed services and features available for use

Aligning an organization's practices and services with changing business needs through the ongoing identification and improvement of all elements involved in the effective management of products and services

Ensuring that risks are properly assessed, authorizing changes to proceed and managing a change schedule in order to maximize the number of successful IT changes (Correct)

Answer :Ensuring that risks are properly assessed, authorizing changes to proceed and managing a change schedule in order to maximize the number of successful IT changes

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

Options are :

service value system (Correct)



'focus on value' guiding principle

four dimensions of service management
Answer :service value system

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

Options are :

Try to create a solution for every exception

Ignore conflicting objectives of different stakeholders

Start with a complex solution, then simplify

Understand how each element contributes to value creation (Correct)

Answer :Understand how each element contributes to value creation

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

Options are :

Automated (Correct)

Increased

Eliminated

Reduced

Answer :Automated

Which value chain activity ensures continual improvement of products, services, and practices across all value chain activities and the four dimensions of service management?

Options are :

Deliver and support

Obtain/build

Plan

Improve (Correct)



Your printer is currently out of toner and will not print. You ask your co-worker for help, but he says the toner has already been ordered but it won't arrive for a few days. What would you classify this as?

Options are :

Event

Problem

Incident

Known error (Correct)

Answer :Known error

What does a centralized service desk require?

Options are :

Outsourced employees

Good workflow systems from routing and escalation (Correct)

Robotic process automation

Walk-in service hours

Answer :Good workflow systems from routing and escalation

How should an organization include third-party suppliers in the continual improvement of services?

Options are :

Require evidence that the supplier uses agile development methods

Require evidence that the supplier implements all improvements using project management practices

Ensure suppliers include details of their approach to service improvement in contracts (Correct)

Ensure that all supplier problem management activities result in improvements

Answer :Ensure suppliers include details of their approach to service improvement in contracts



value, control costs and manage risks?

Options are :

IT asset management (Correct)

Relationship management

Service desk

Release management

Answer :IT asset management

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

Options are :

Obtain/build

Engage (Correct)

Improve

Plan

Answer :Engage

Recommended Reading

- ⌚ [ITIL 4 Foundation Practice Certification Exams \(6 Exams\) Set 2](#)
- ⌚ [ITIL 4 Sample Exams \[2021\] Set 1](#)
- ⌚ [ITIL Foundation Certification Exam Mock](#)
- ⌚ [ITIL Foundation Certification Exam Questions and Answers](#)
- ⌚ [ITIL 4 Sample Exams \[2021\] Set 2](#)
- ⌚ [ITIL Foundation Certification Exam Questions](#)



- ⌚ [ITIL 4 Foundation Practice Certification Exams \(6 Exams\) Set 3](#)
- ⌚ [ITIL 4 Foundation Certification 2021 Exam Question Answers Set 6](#)
- ⌚ [ITIL 4 Foundation Certification 2021 Exam Question Answers Set 4](#)
- ⌚ [ITIL Foundation Certification Exam Mock Test](#)
- ⌚ [ITIL 4 Foundation Practice Certification Exams \(6 Exams\) Set 1](#)

Comment / Suggestion Section

Point our Mistakes and Post Your Suggestions



1. ITIL 4 Sample Exams [2021] Set 1

ITIL 4 Sample Exams [2021] Set 1

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

Options are :

Supplier management

Problem management

Incident management

Deployment management

Answer : Incident management



Also Read : **ITIL Foundation Certification Exam**

The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A green wireframe overlay shows the movement path of her legs and torso. To the left is a smartphone displaying the same scene. The Wryll logo is in the top right. Below the phone are download links for the App Store and Google Play. A QR code is in the top right corner. The text "Wryll - Ai Home workouts trainer" is prominently displayed. A small magnifying glass icon is in the bottom right.

Download on the
App Store GET IT ON
Google Play

Wryll - Ai Home
workouts trainer

Wryll app monitors your workouts and suggests posture
adjustments, curates and updates your plan based on the
earlier exercises.

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



Options are :

Focus on value

Optimize and automate

Progress iteratively with feedback

Keep it simple and practical

Answer : Focus on value

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

Options are :

Focus on value

Collaborate and promote visibility

Progress iteratively with feedback

Start where you are

Answer : Start where you are

Which is the BEST example of an emergency change?

Options are :

A low-risk computer upgrade implemented as a service request

The implementation of a security patch to a critical software application

The implementation of a planned new release of a software application

A scheduled major hardware and software implementation



application



Also Read : [ITIL 4 Foundation Practice Certification Exams \(6 Exams\) Set 5](#)

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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.

Options are :

'focus on value' guiding principle

'service request management' practice

service value system

four dimensions of service management

Answer : service value system

How do all value chain activities transform inputs to outputs?



Options are :

By using a combination of practices

By using a single functional team

By implementing process automation

By determining service demand

Answer : By using a combination of practices

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

Options are :

To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

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

To ensure that accurate and reliable information about the configuration of services is available when and where it is needed

To systematically observe services and service components, and record and report selected changes of state

Answer : To systematically observe services and service components, and record and report selected changes of state



Also Read : ITIL Foundation Certification Exam Mock





The advertisement for Wryll features a woman in a purple athletic outfit performing a lunge exercise. A green overlay shows a 3D wireframe model of her body, highlighting joint angles and posture. The word "Wryll" is written vertically above her head. At the top right is a QR code. Below the image are download links for the App Store and Google Play. The main title "Wryll - Ai Home workouts trainer" is displayed prominently in white text. A subtitle explains the app's function: "Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises."

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

Options are :

outputs

costs

risks

outcomes

Answer : outcomes

How does customer engagement contribute to the 'service level management' practice? 1. It captures information that metrics can be based on 2. It ensures the organization meets defined service levels 3. It defines the workflows for service requests 4. It supports progress discussions

Options are :

3 and 4



1 and 4

1 and 2

Answer : 1 and 4

Why should service desk staff detect recurring issues?

Options are :

To help identify problems

To ensure effective handling of service requests

To escalate incidents to the correct support team

To engage the correct change authority

Answer : To help identify problems



Also Read : ITIL Foundation Certification Exam Questions

The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A green wireframe overlay shows the movement path of her legs and torso. To the left, a smartphone displays the same scene from a different angle. The Wryll logo is in the top right corner. In the bottom right, there's a QR code, download links for the App Store and Google Play, and a descriptive text about the app's monitoring and personalization features. A magnifying glass icon is in the bottom right corner of the main image.

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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



Options are :

The guiding principles

The service value chain

The four dimensions of service management

Practices

Answer : The guiding principles

Which term describes the functionality offered by a service?

Options are :

Risk

Cost

Utility

Warranty

Answer : Utility

Which statement about known errors and problems is CORRECT?

Options are :

Known errors are managed by technical staff, problems are managed by service management staff

Known errors cause vulnerabilities, problems cause incidents

Known error is the status assigned to a problem after it has been analysed

A known error is the cause of one or more problems



analysed



Also Read : [ITIL 4 Sample Exams \[2021\] Set 2](#)

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Which practice has a purpose that includes helping the organization to maximize value, control costs and manage risks?

Options are :

Relationship management

Release management

IT asset management

Service desk

Answer : IT asset management

Identify the missing word in the following sentence. A known error is a problem that has been [?] and has not been resolved.



Options are :



closed

escalated

logged

Answer : analysed

Which joint activity performed by a service provider and service consumer ensures continual value co-creation?

Options are :

Service offering

Service provision

Service relationship management

Service consumption

Answer : Service relationship management



Also Read : ITIL 4 Foundation Practice Certification Exams (6 Exams) Set 5

The advertisement features a woman in a purple athletic outfit performing a lunge. Green lines are overlaid on her body to show joint angles and movement paths. To the left is a smartphone displaying the same scene. The Wryll logo is in the top right corner. Below the phone are download links for the App Store and Google Play. A QR code is in the top right. The text "Wryll - Ai Home workouts trainer" is prominently displayed in the center. A magnifying glass icon is in the bottom right.

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Which guiding principle describes the importance of doing something, instead of spending a long time analysing different options?

Options are :

Start where you are

Progress iteratively with feedback

Optimize and automate

Focus on value

Answer : Progress iteratively with feedback

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

Options are :

Engage

Plan

Obtain/build

Improve

Answer : Plan

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

Options are :



Compliments and complaints

Self-service tools

Incident management

Answer : Processes and procedures



Also Read : ITIL Foundation Certification Exam Questions

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

Options are :

Service desk

Service request management

Service configuration management

Service level management

Answer : Service level management



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

Options are :

Service desk

Service configuration management

Monitoring and event management

IT asset management

Answer : Service configuration management

How should an organization include third-party suppliers in the continual improvement of services?

Options are :

Ensure suppliers include details of their approach to service improvement in contracts

Ensure that all supplier problem management activities result in improvements

Require evidence that the supplier implements all improvements using project management practices

Require evidence that the supplier uses agile development methods

Answer : Ensure suppliers include details of their approach to service improvement in contracts



Also Read : ITIL Foundation Certification Exam Questions and Answers





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Which practice may involve the initiation of disaster recovery?

Options are :

Service request management

Service level management

Incident management

IT asset management

Answer : Incident management

What is a problem?

Options are :

An addition or modification that could have an effect on services

Any change of state that has significance for the management of a configuration item 

A cause or potential cause of one or more incidents

An unplanned reduction in the quality of a service 

What type of change is MOST likely to be managed by the 'service request management' practice?

Options are :

An emergency change

A standard change

A normal change

An application change

Answer : A standard change



Also Read : ITIL 4 Sample Exams [2021] Set 1

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

Options are :

Incident management



Change control

Problem management

Answer : Service request management

What considerations influence the supplier strategy of an organization?

Options are :

Contracts and agreements

Level of formality

Type of cooperation with suppliers

Corporate culture of the organization

Answer : Corporate culture of the organization

What is a means of enabling value co-creation by facilitating outcomes that customers want to achieve?

Options are :

A practice

An output

Continual improvement

A service



Answer : A service



Also Read : ITIL Foundation Certification Exam Questions and Answers





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What should be done for every problem?

Options are :

It should be diagnosed to identify possible solutions

It should have a workaround to reduce the impact

It should be resolved so that it can be closed

It should be prioritized based on its potential impact and probability

Answer : It should be prioritized based on its potential impact and probability

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

Options are :

An up-to-date balanced scorecard

Details of how services are measured

A recent maturity assessment

Accurate and carefully analysed data



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

Options are :

- A mobile phone enables a user to work remotely*
- A password allows a user connect to a WiFi network*
- A license allows a user to install a software product*
- A service desk agent provides support to a user (Correct)*

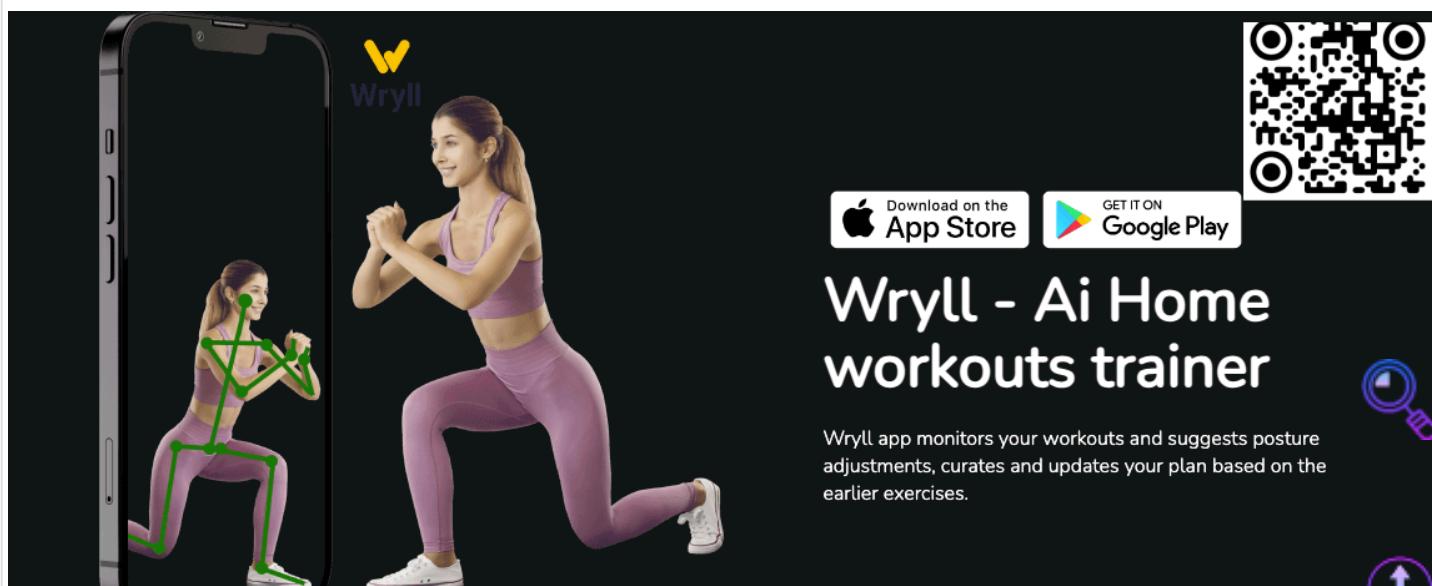
Answer :A service desk agent provides support to a user

Which describes a CORRECT approach to change authorization?

Options are :

- Changes included in the change schedule are pre-authorized and do not need additional authorization*
- Normal changes should be assessed and authorized before they are deployed (Correct)*
- Emergency changes should be authorized by as many people as possible to reduce risk*
- Normal changes are typically implemented as service requests and authorized by the service desk*

Answer :Normal changes should be assessed and authorized before they are deployed



Which statement about a service value stream is CORRECT?

Options are :

It uses prescriptive inputs and outputs

It is a value chain activity

It integrates practices for a specific scenario (Correct)

It is used to provide governance

Answer :It integrates practices for a specific scenario

Which statement about outputs is CORRECT?

Options are :

They consist of several outcomes

They capture customer demand for services

They contribute to the achievement of outcomes (Correct)

They describe how the service performs

Answer :They contribute to the achievement of outcomes

Which is an example of a business-related measurement?

Options are :

The number of passengers checked in (Correct)

The average time to respond to change requests

The average resolution time for incidents

The number of problems resolved

Answer :The number of passengers checked in





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Which includes governance, management practices, and continual improvement?

Options are :

The service value system (Correct)

The 'deliver and support' value chain activity

The 'focus on value' guiding principle

The 'value stream and processes' dimension

Answer :The service value system

Which practice is used to confirm customer requirements for services?

Options are :

Service request management

Service level management (Correct)

Service desk

Incident management

Answer :Service level management

What is the definition of a problem?

Options are :

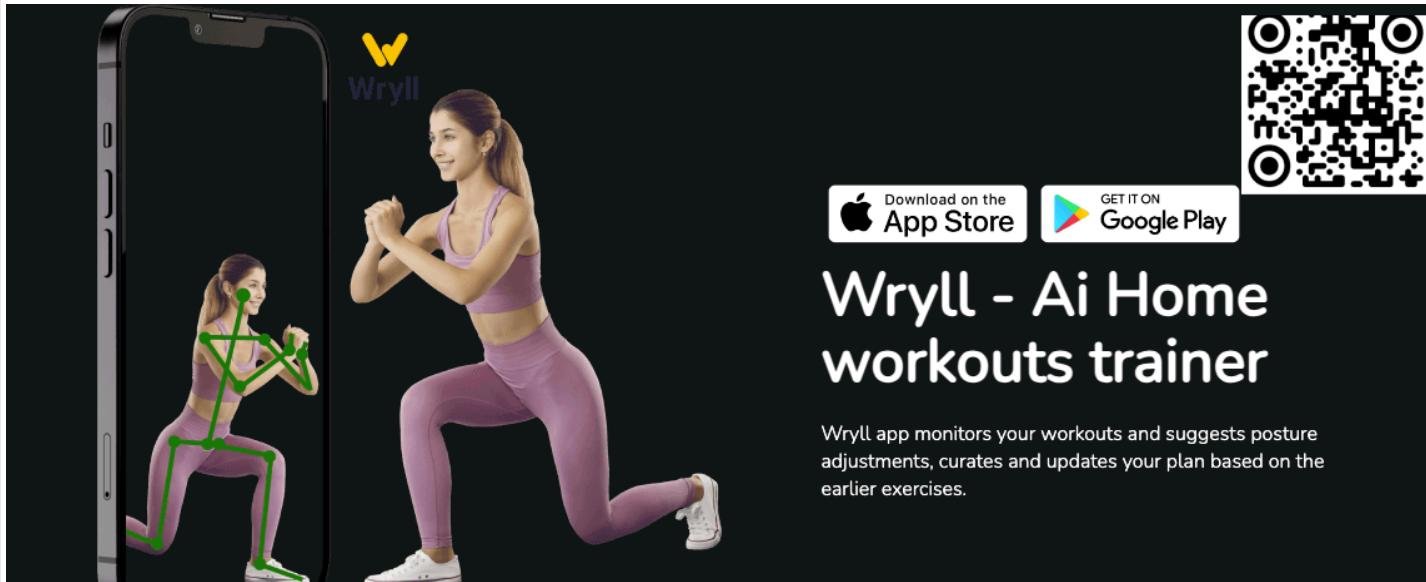
An unplanned interruption to a service, or reduction in the quality of a service



An incident for which a full resolution is not yet available

*Any change of state that has significance for the management of a configuration item
(CI)*

Answer :A cause, or potential cause, of one or more incidents



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

Options are :

Incident management

Continual improvement

Service desk (Correct)

Relationship management

Answer :Service desk

What is utility?

Options are :

The functionality offered by a service to meet a particular need (Correct)

Assurance that a service will meet agreed requirements

The amount of money spent on a specific activity or resource

The perceived benefits, usefulness and importance of something



An organization is notified by a supplier about a defect in a software product that they use. Which practice describes the activities needed to log and manage this?

Options are :

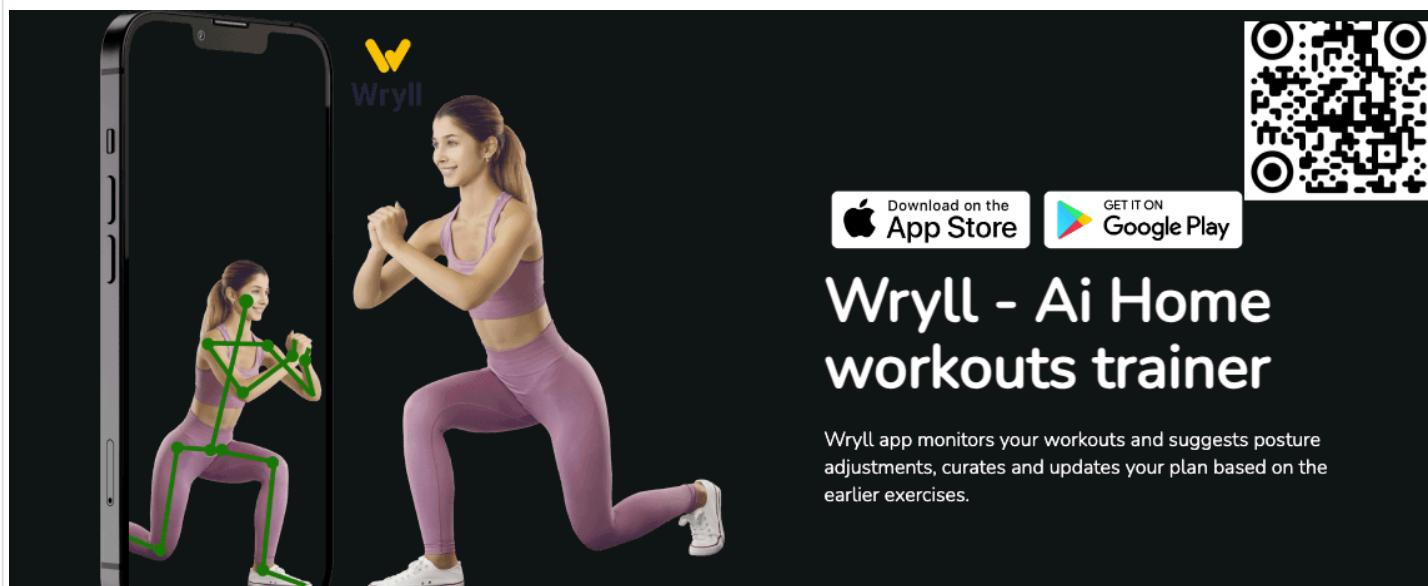
Incident management (Correct)

Problem management

Change enablement

Service desk

Answer :Incident management



How should the seven guiding principles be combined when an organization is making a decision?

Options are :

By using all the guiding principles equally when making any decision

By using the one or two guiding principles that are most relevant to the specific decision

By using the 'focus on value' principle and one or two others that are relevant to the specific decision

By reviewing each guiding principle to decide how relevant it is to the specific decision (Correct)



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

Options are :

Collaborate and promote visibility (Correct)

Start where you are

Focus on value

Keep it simple and practical

Answer :Collaborate and promote visibility

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

Options are :

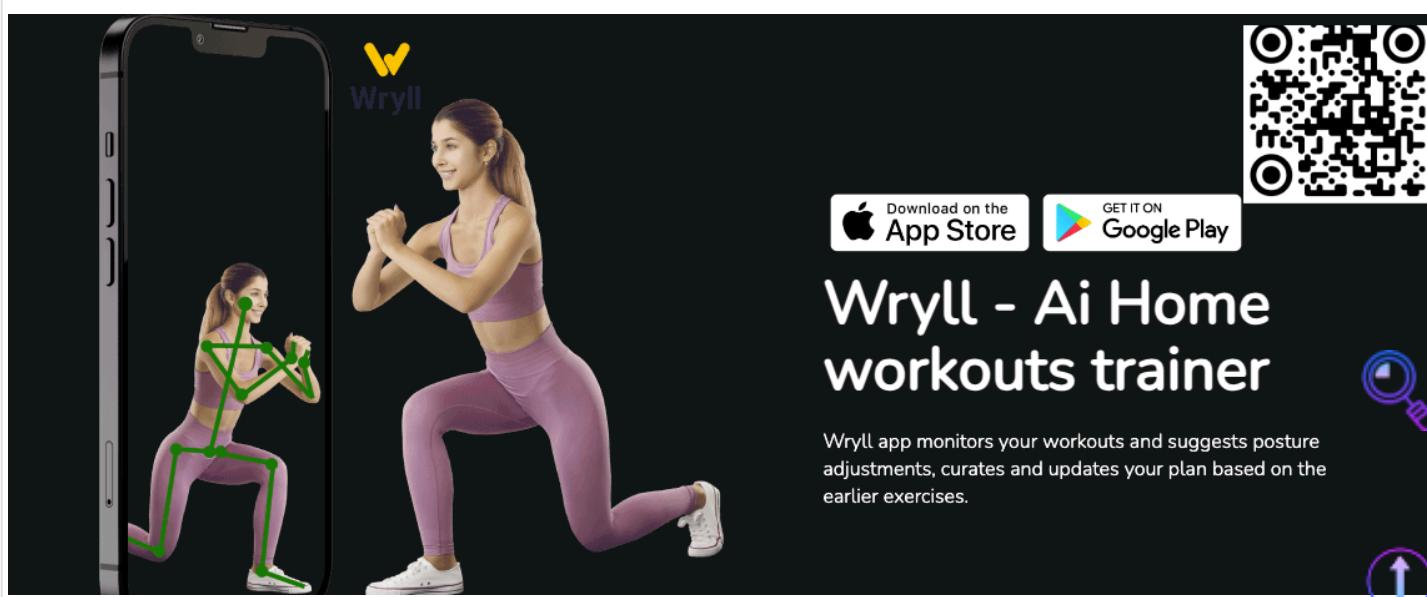
Service desk (Correct)

Change enablement

Service level management

Supplier management

Answer :Service desk



integrity and availability?

Options are :

Information security management (Correct)

Continual improvement

Monitoring and event management

Service level management

Answer :Information security management

Which principle concentrates on service consumers?

Options are :

Start where you are

Optimize and automate

Keep it simple

Focus on value (Correct)

Answer :Focus on value

What must always be done before an activity is automated?

Options are :

Check that the activity has already been optimized (Correct)

Check that suitable new technology has been purchased

Ensure that DevOps has been successfully implemented

Ensure the solution removes the need for human intervention

Answer :Check that the activity has already been optimized





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Which statement about service requests is CORRECT?

Options are :

Complex service requests should be dealt with as normal changes

Service requests that require simple workflows should be dealt with as incidents

Service requests require workflows that should use manual procedures and avoid automation

Service requests are usually formalized using standard procedures for initiation, approval and fulfillment (Correct)

Answer :Service requests are usually formalized using standard procedures for initiation, approval and fulfillment

Which is the BEST description of the value of a service to a customer?

Options are :

The amount of money the customer pays for using the service

The financial return the customer gets from using the service

The outcomes the customer receives by using the service

The customer's perception of the benefits of using the service (Correct)

Answer :The customer's perception of the benefits of using the service

Which practice is responsible for moving new or changed components to live or other environments?



Options are :

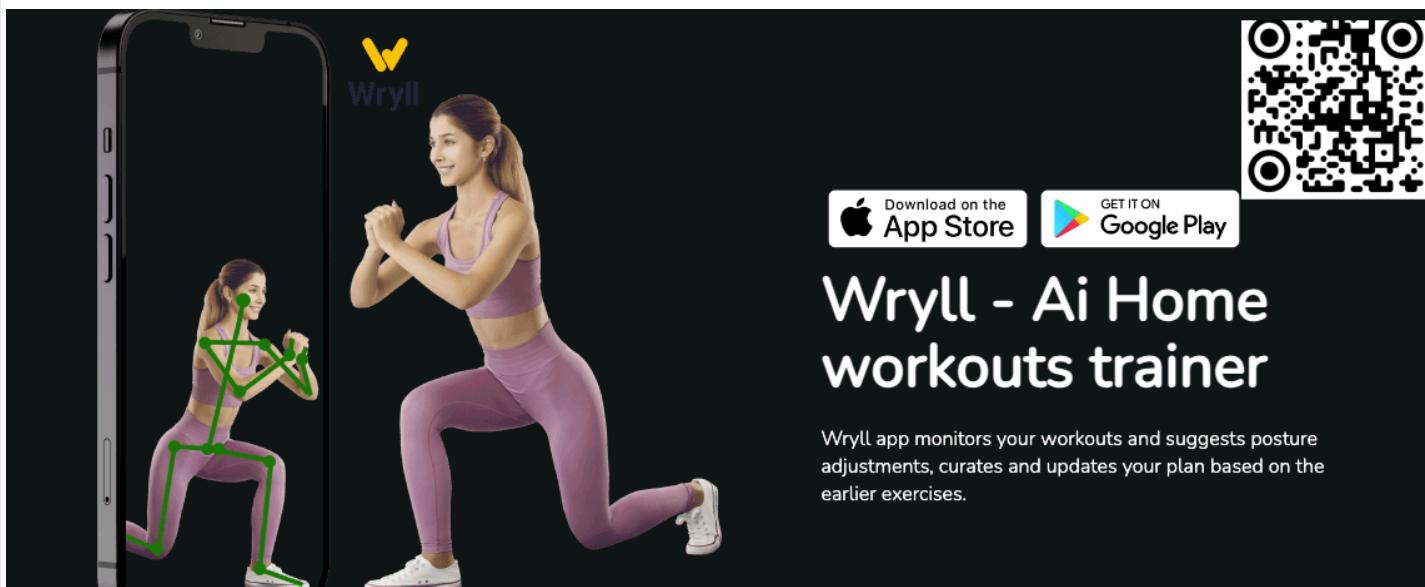
Release management

Deployment management (Correct)

Change enablement

Supplier management

Answer :Deployment management



Who is responsible for embedding continuing improvement into the way people think and work at a workplace?

Options are :

Highest levels of the organization (Correct)

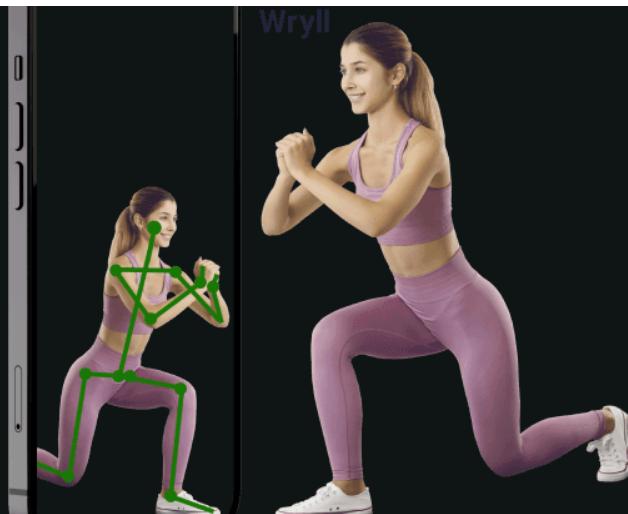
Society

Service manager

All members of society

Answer :Highest levels of the organization





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

Options are :

User

Sponsor

Customer (Correct)

Service provider

Answer :Customer

What is important for the success of ITSM?

Options are :

Relationships with all key stakeholders are understood and managed. (Correct)

Suppliers and investors are known from the start of the service

Government regulation are added as requirements

Users define requirements

Answer :Relationships with all key stakeholders are understood and managed.

Services that an organization provides are based on

Options are :

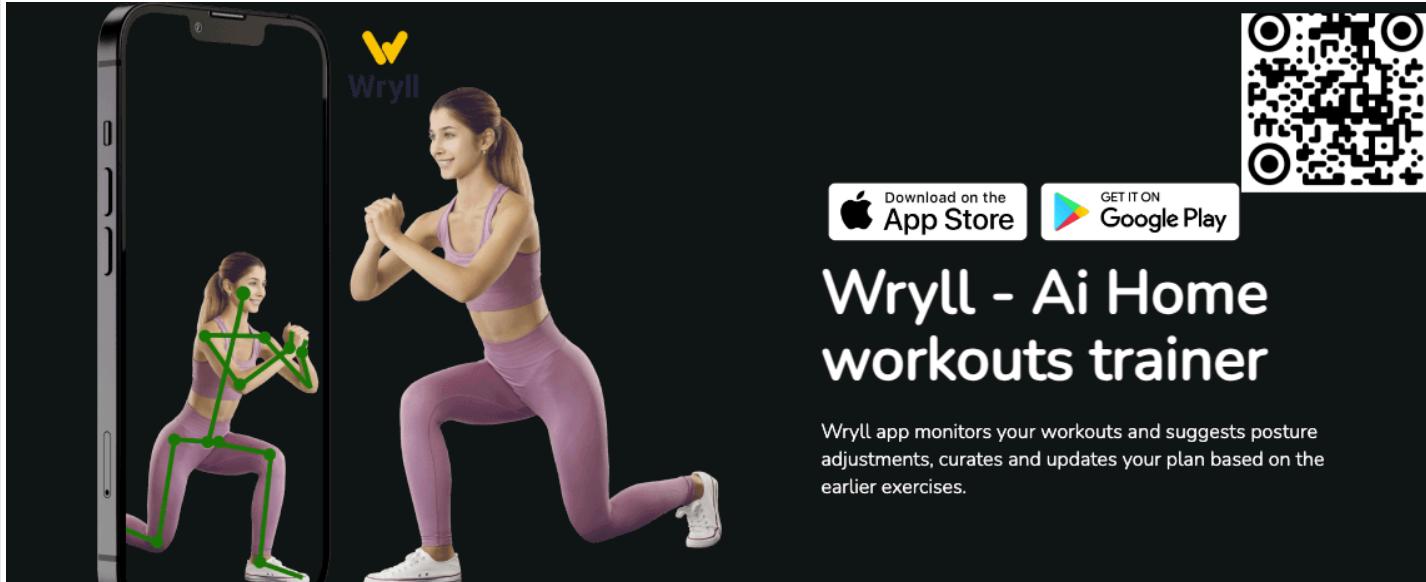
One or more of its services



One or more of its suppliers

One or more of its customers

Answer :One or more of its products



Which of the following would an organization consider its resources?

- 1. People**
- 2. Information and technology**
- 3. Value streams and processes**
- 4. Partners and suppliers**

Options are :

1 and 2 only

1 and 3 only

1 and 4 only

All of the above (Correct)

Answer :All of the above

A customer achieves value from a services without having to manage?

Options are :



Cost and time

Cost and technology

Cost and products

Answer :Cost and risk

An outcome can be described as a?

Options are :

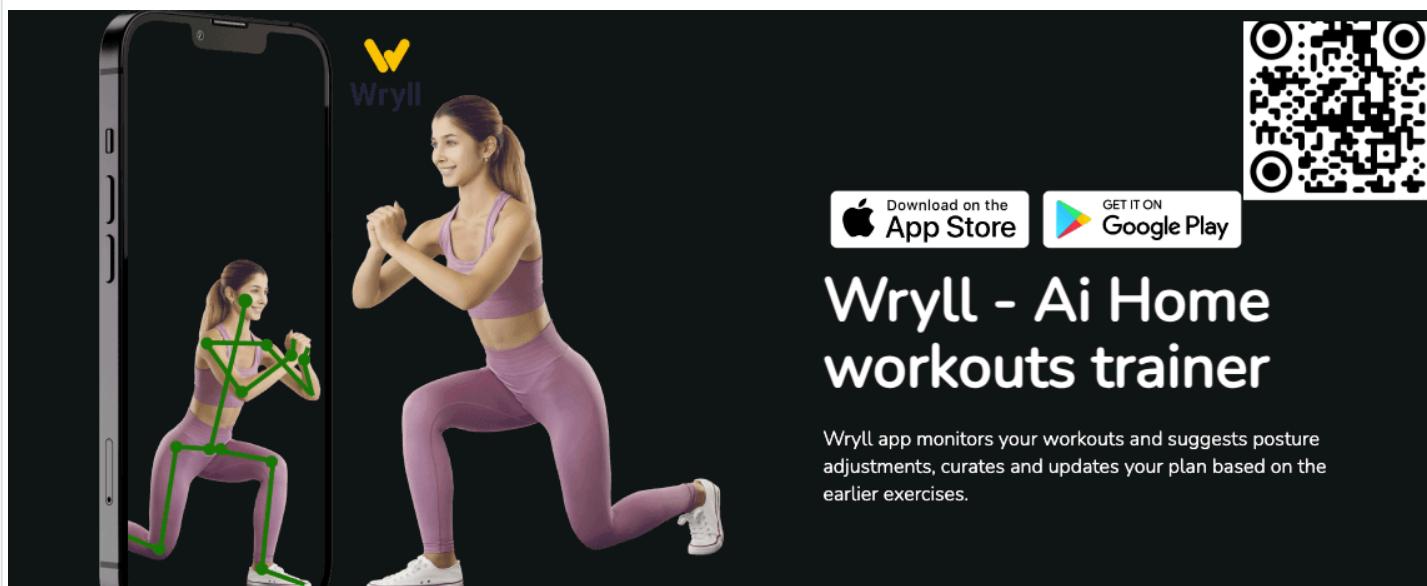
Need for a stakeholder

Set of related services

Result for a stakeholder enabled by one or more outputs (Correct)

Result for a service provider enabled by one or more products

Answer :Result for a stakeholder enabled by one or more outputs



Service providers present their services to consumers in the form of?

Options are :

Service gifts

Service offerings (Correct)

Products

Resources



Service offering generally includes?

- 1. Goods**
- 2. Access to resources**
- 3. Service actions.**
- 4. Technology**

Options are :

1, 2 and 3 (Correct)

1 and 4 only

3 and 4 only

All of the above

Answer :1, 2 and 3

When goods are transferred from the provider to the consumer, who takes responsibility for their future use?

Options are :

Supplier

Service provider

Stakeholder

Consumer (Correct)

Answer :Consumer





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Service actions must be performed by the service provider according to?

Options are :

Government regulations

Agreement (Correct)

Service provider requirements

Method of delivery

Answer :Agreement

Which of the following ownership is not transferred to the customer?

Options are :

Goods

Access to resources (Correct)

Service actions

Technology

Answer :Access to resources

What is establish between two or more organizations to co-create value?

Options are :

Service offering



Service relationship (Correct)

Service meeting

Answer :Service relationship

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What is a tangible or intangible deliverable of an activity?

Options are :

Outcome

Output (Correct)

Deliverable

Scope

Answer :Output

What are the two types of cost from a service consumer's perspective?

Options are :

Costs removed and cost imposed by the service (Correct)

Risk cost and product cost

Risk cost and cost removed

Cost imposed and risk cost

Answer :Costs removed and cost imposed by the service



Options are :

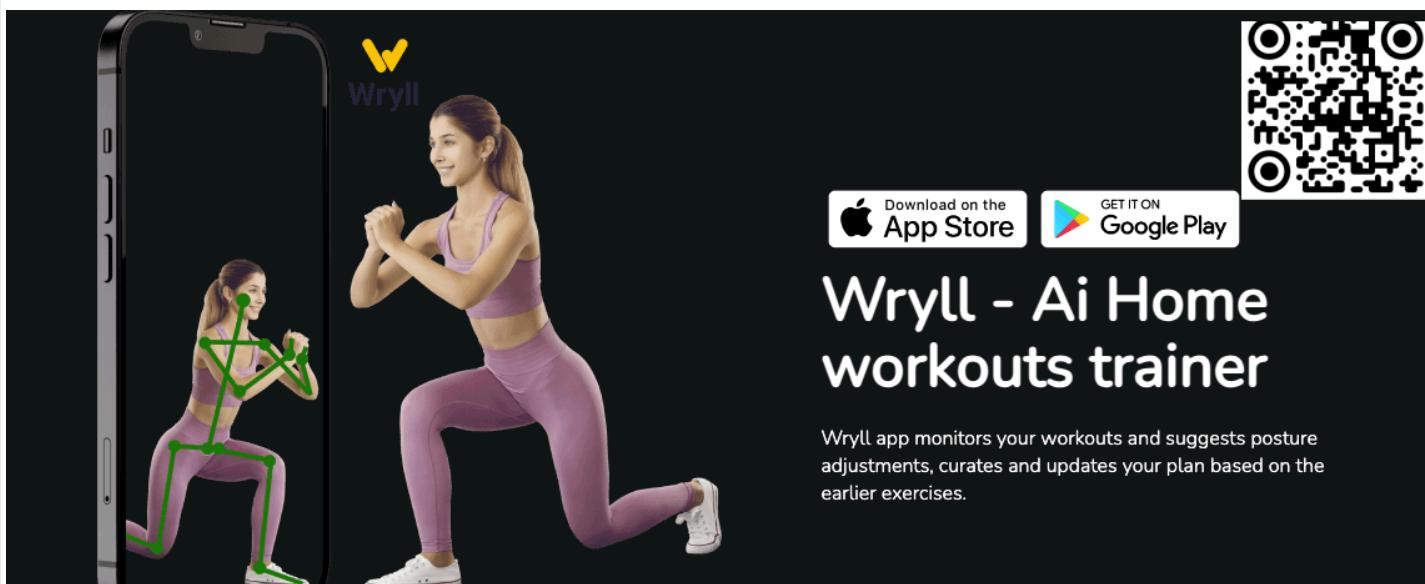
Service failure

Risk (Correct)

Service loss

Service risk

Answer :Risk



What can be summarized as 'what the service can do'?

Options are :

Warranty

Service function

Service performance

Utility (Correct)

Answer :Utility

What practice ensures that conflicting stakeholder requirements are mediated appropriately?

Options are :

Relationship management practice (Correct)

Conflict management

Problem management

Answer :Relationship management practice

What recovers from incidents after they have been detected?

Options are :

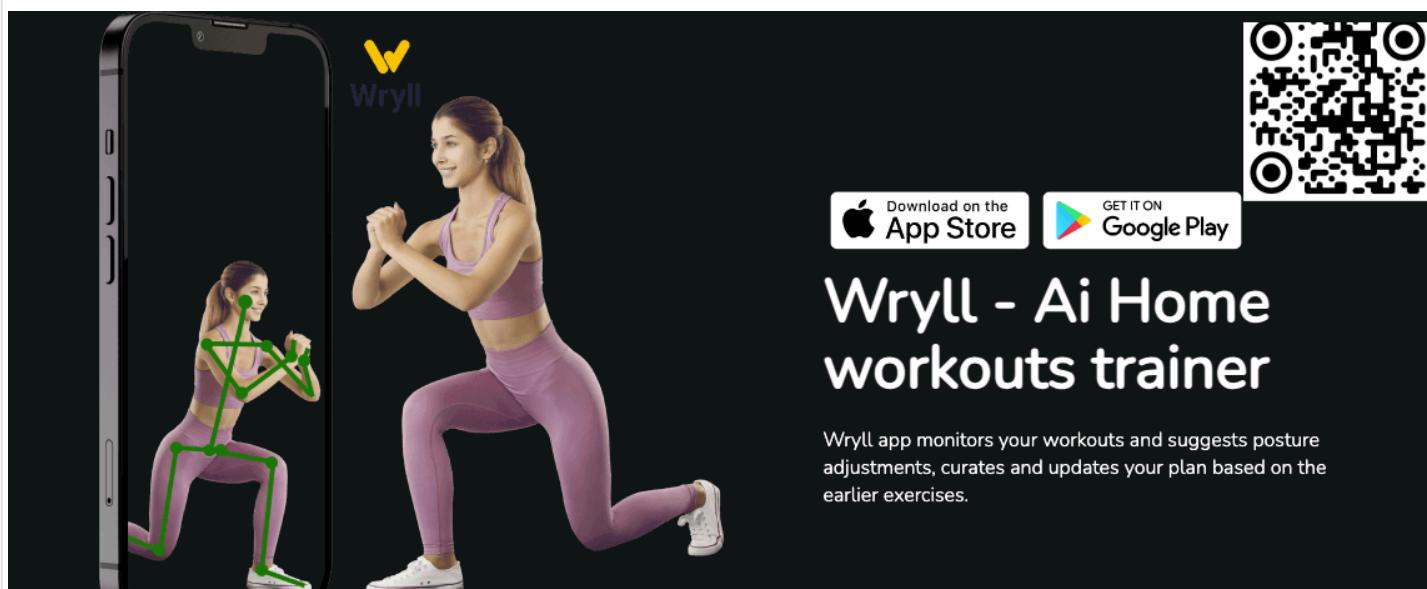
Prevention

Detection

Correction (Correct)

Users

Answer :Correction



What would be considered 'fit for use'

Options are :

Service

Utility

Warranty (Correct)

Usage

Answer :Warranty



Options are :

Confidentiality

Integrity

Non-repudiation (Correct)

Availability

Answer :Non-repudiation

Products are configurations of?

Options are :

Information and technology

People

Processes

Resources (Correct)

Answer :Resources

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What can cause services to become undeliverable or not meeting expectations?

Options are :

Cost of service being too high

Failing to address all four dimensions properly (Correct)

Service introducing new risk

Answer :Failing to address all four dimensions properly

What should every person in the organization have a clear understanding of?

Options are :

Their contribution towards creating value (Correct)

Their authority levels

Their skillset and abilities

Their work schedules

Answer :Their contribution towards creating value

The organizations and people dimension of a service covers:

1. Roles

2. Formal organization structures

3. Processes

Options are :

1, 2 and 3

1 and 2 only (Correct)

1 and 3 only

None of the above

Answer :1 and 2 only





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What is one or more metrics that defines expected or achieved service quality?

Options are :

Service requirement

Service goal

Service achievement

Service level (Correct)

Answer :Service level

Which approach to deployment is done to when new or changed components are deployed to all targets at the same time?

Options are :

Phased deployment

Continuous delivery

Big bang deployment (Correct)

Pull deployment

Answer :Big bang deployment

_____ is any financially valuable component that can contribute to the delivery of an IT product or service.



Options are :

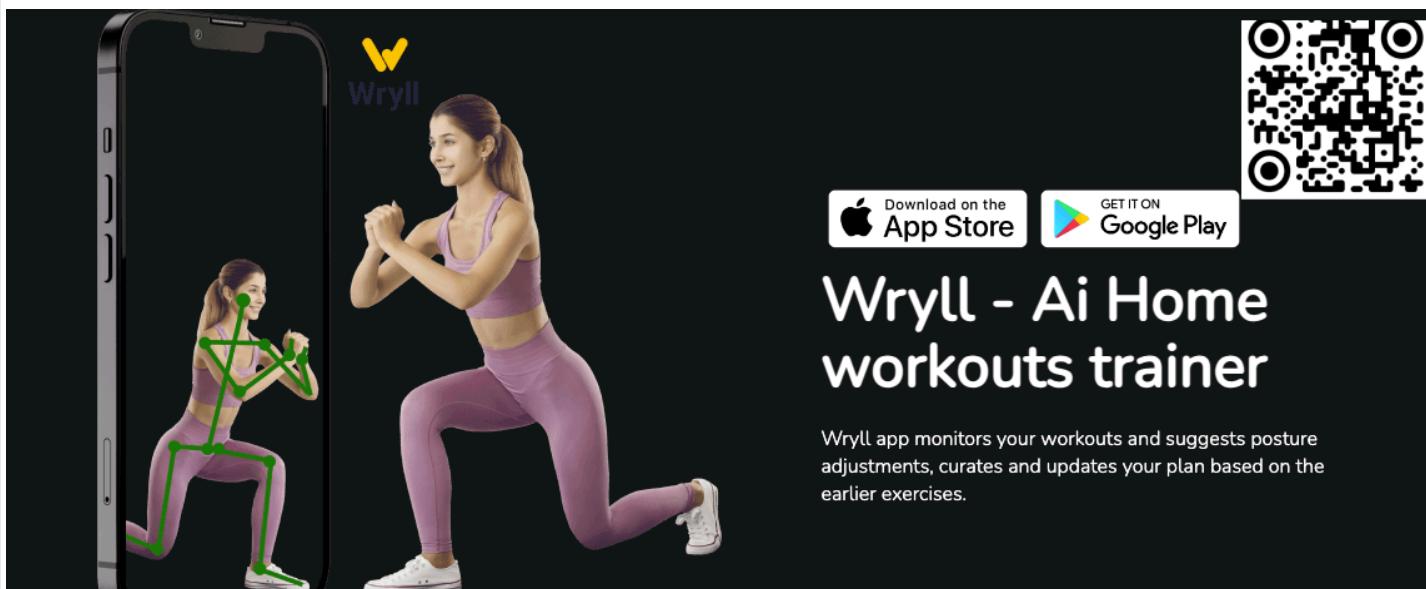
Service Asset

Product Asset

User Asset

IT Asset (Correct)

Answer :IT Asset



Information security management must be driven from?

Options are :

Users

Senior level management (Correct)

IT Workers

Regulators

Answer :Senior level management

What would be considered 'fit for purpose'?

Options are :

Service

Utility (Correct)

Warranty



If a security incident cannot be prevented, what must be done?

Options are :

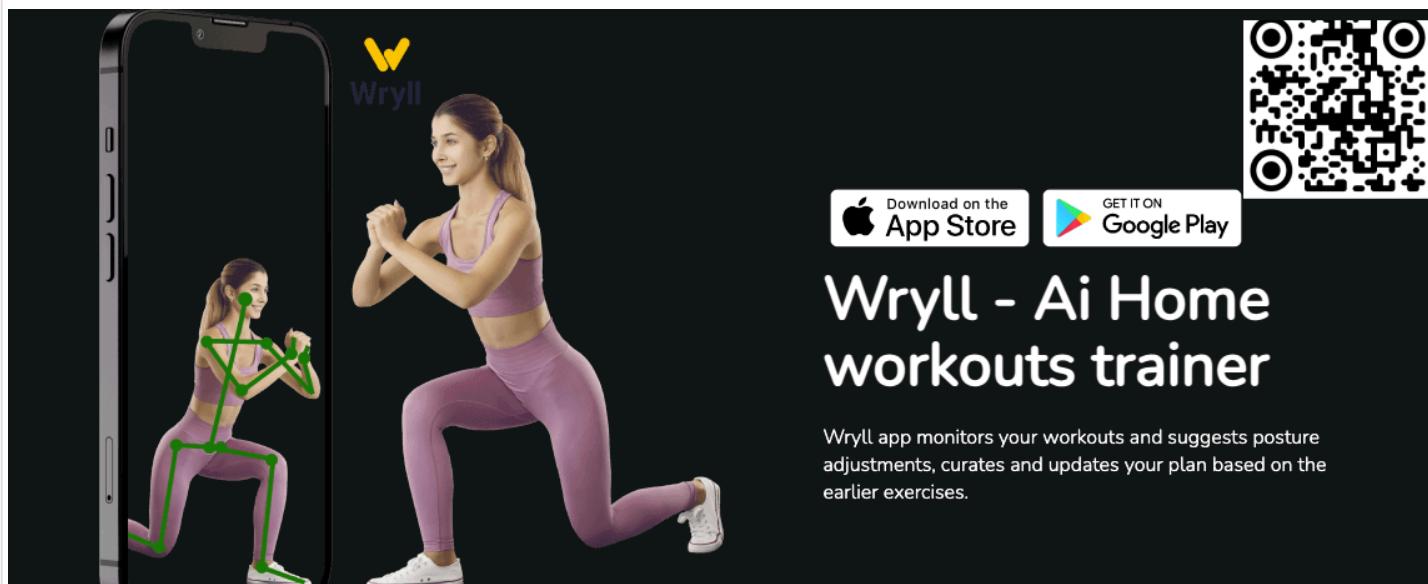
Change the service

Detection of the security of incident (Correct)

Correction of the security of incident

Changes in user training

Answer :Detection of the security of incident



Information security is critically dependent on the?

Options are :

IT Assets

Behavior of people (Correct)

Software used throughout the organization

Skills of IT workers

Answer :Behavior of people

What ensures that someone is who they claim to be?



Options are :

Confidentiality

Integrity

Non-repudiation

Authentication (Correct)

Answer :Authentication

What can be summarized as 'how the service performs?

Options are :

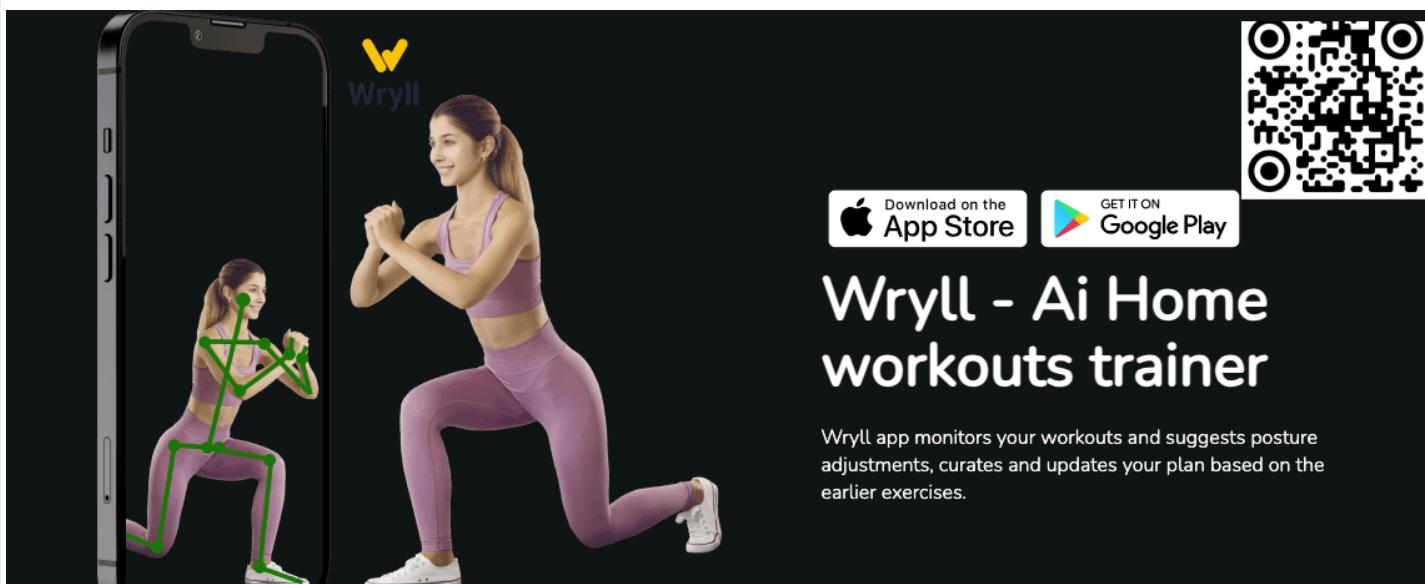
Warranty (Correct)

Service function

Service performance

Utility

Answer :Warranty



The purpose of the _____ practice is to protect the information needed by the organization to conduct its business.

Options are :

Information security management (Correct)

Asset security management

Problem management
Answer :Information security management

The organization should evaluate and select suppliers based on

1. Importance and impact

2. Risk

3. Cost

Options are :

1, 2, and 3 (Correct)

1 and 2 only

2 and 3 only

1 and 3 only

Answer :1, 2, and 3

What is the ability of an organization, person, process, application, configuration item, or IT service to carry out an activity called?

Options are :

Offering

Capability (Correct)

Skills

Competence

Answer :Capability





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Service offerings describes?

Options are :

Resources

Information and technology

One or more services based on one or more products. (Correct)

One or more configuration based on one or more technology

Answer :One or more services based on one or more products.

What is a repeatable approach to the management of a particular type of change?

Options are :

Change strategy

Change method

Change model (Correct)

Change types

Answer :Change model

What is a security objective that ensures information is not made available or disclosed to unauthorized entities?



Options are :

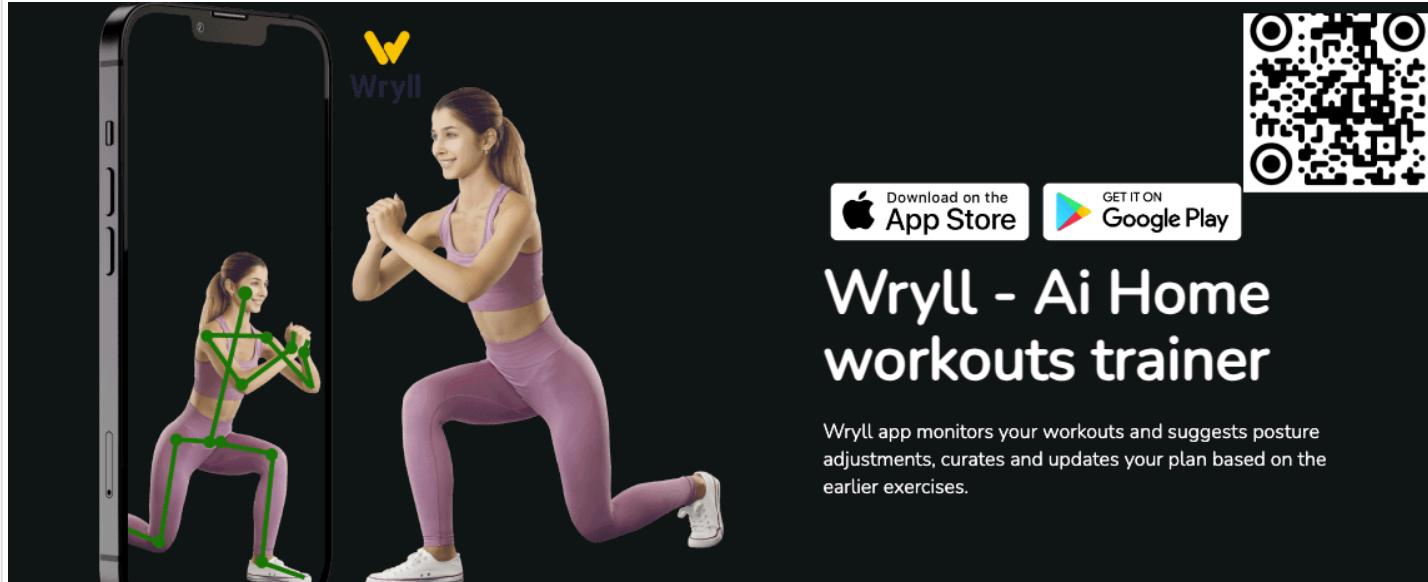
Confidentiality (Correct)



Availability

Authentication

Answer :Confidentiality



Almost all services today are considered to be:

Options are :

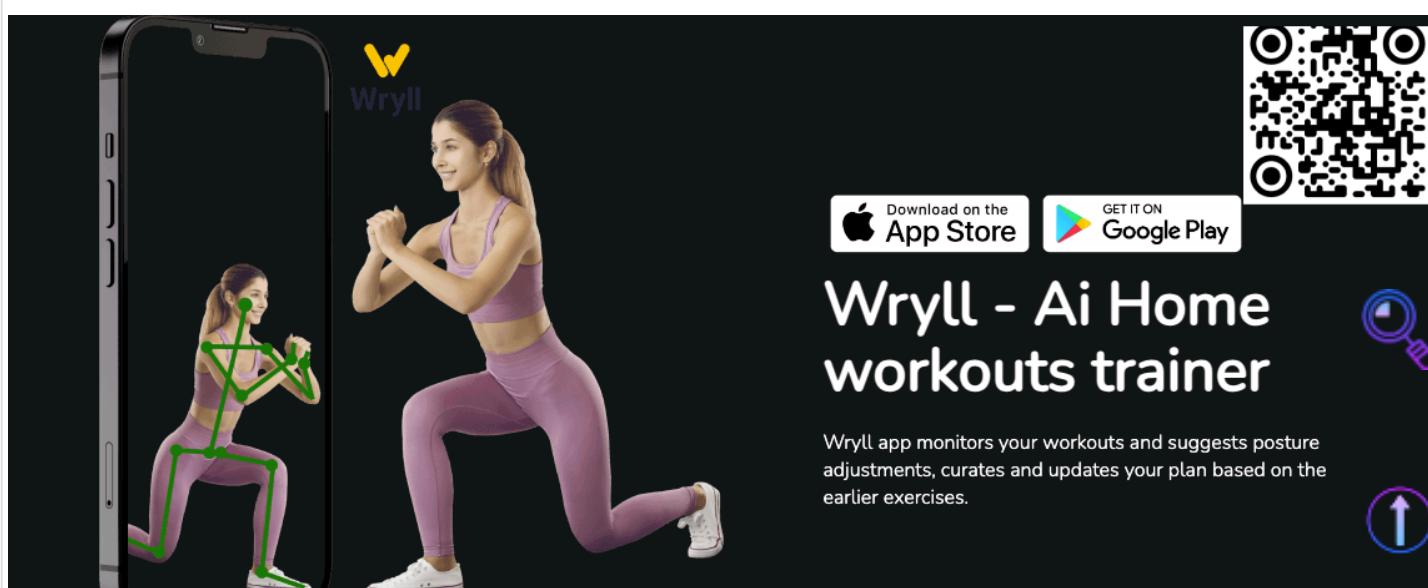
IT-enabled (Correct)

Cloud enabled

Security enabled

Service desk enabled

Answer :IT-enabled



Options are :

Service value system and service desk

Service value system and four dimensions model (Correct)

Four dimensions model and service desk

Four dimensions model and practices

Answer :Service value system and four dimensions model

How many core components does the service value system(SVS) contain?

Options are :

2

3

4

5 (Correct)

Answer :5

What part of the SVS helps to create the foundation for an organization culture?

Options are :

Service value chain

Practices

Guiding principles (Correct)

Continual improvement

Answer :Guiding principles





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Customers will get value through the use of?

Options are :

Services (Correct)

Technology

Email

Financial resources

Answer :Services

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

Options are :

IT management

Service desk management

Service delivery management

Service management (Correct)

Answer :Service management

Value is subject to the?

Options are :

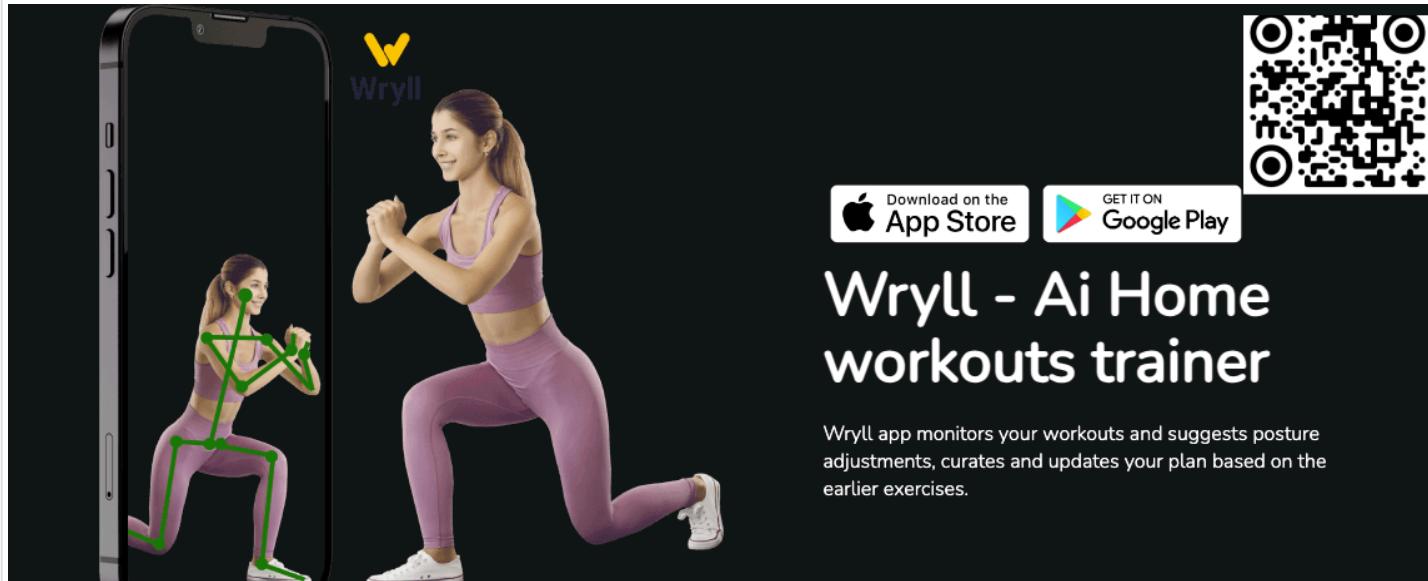
Cost of the service



Method of delivery

Technology used

Answer :Perception of the stakeholder



What does value co-creation means?

Options are :

Value is co-created between providers and technology

Value is co-created between providers and suppliers

Value is co-created between providers and consumers (Correct)

Value is co-created between providers and management

Answer :Value is co-created between providers and consumers

What is considered a person or a group of people that has its own functions with responsibilities, authorities, and relationships to achieve its goals?

Options are :

Service desk

Service support

Service value

Organization (Correct)



When provisioning services, an organization takes on the role of a?

Options are :

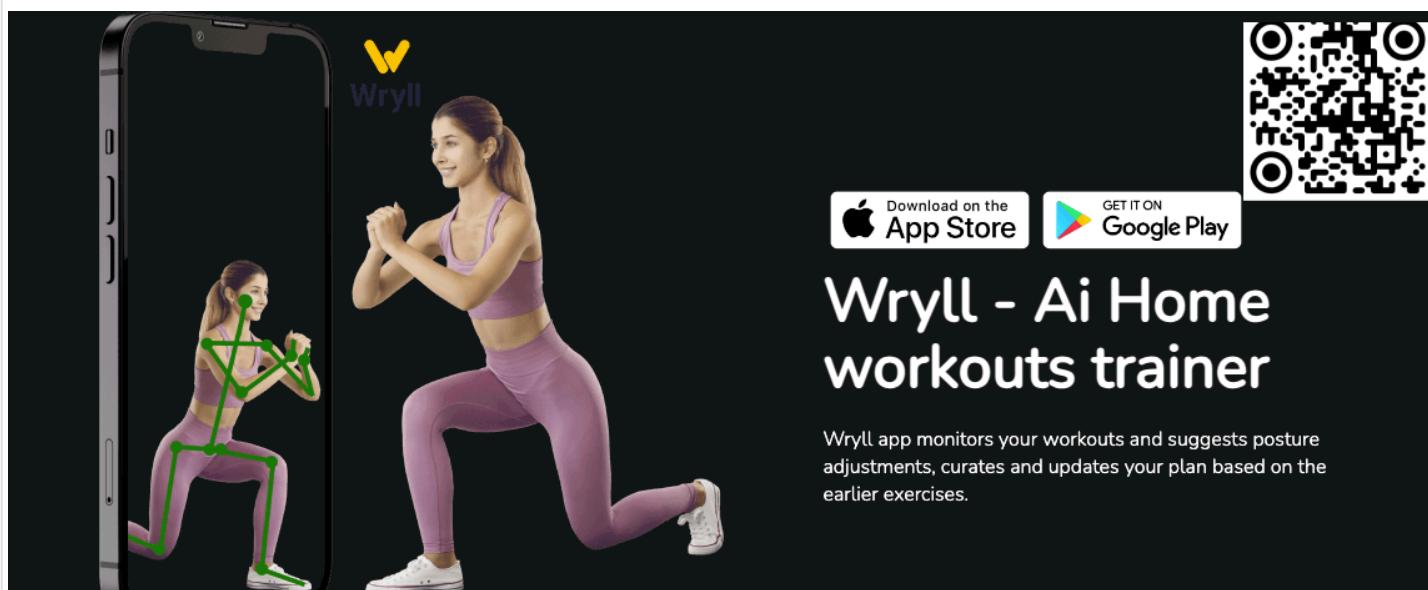
Service consumer

Service provider (Correct)

Consumer

Provider

Answer :Service provider



Who authorizes the budget for service consumption?

Options are :

Customer

Service provider

Senior management

Sponsor (Correct)

Answer :Sponsor

Which of the following is not part of the four dimensions model?

Options are :



Information and technology

Partners and suppliers

Process streams and procedures (Correct)

Answer :Process streams and procedures

What is the purpose of an organization?

Options are :

To setup technology for customers

To meet customers' needs

To create value for stakeholders (Correct)

To manage IT Services for customers

Answer :To create value for stakeholders

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Value is co-created through active collaboration between?

Options are :

Providers and consumers (Correct)

Providers only

Providers and technology

Providers and software



When receiving services, an organization takes on the role of the?

Options are :

Service consumer (Correct)

Service installer

Supplier

Stakeholder

Answer :Service consumer

All activities conducted by the organization should link back, directly or indirectly to?

Options are :

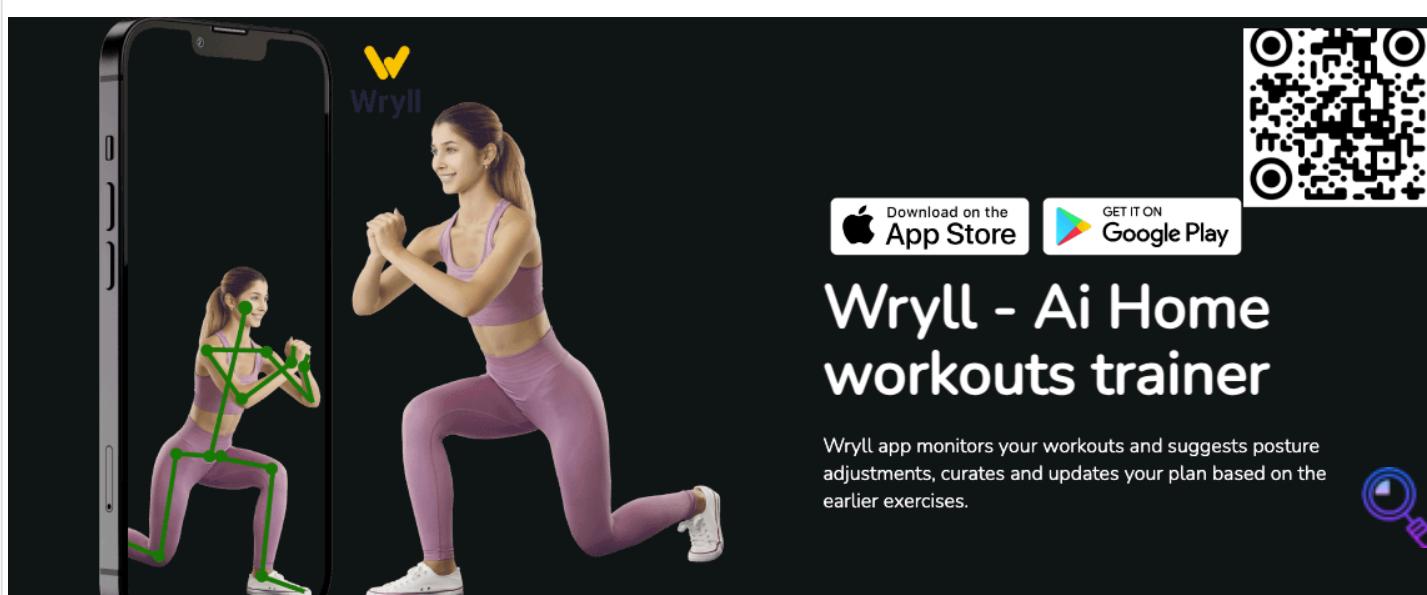
Services

Processes

Value (Correct)

Customers

Answer :Value



When focusing on value what should be done after the provider knows who the service is for?



Options are :

Find out the consumer perspectives of value (Correct)

Find out the customer experience

Find out the way to measure value

Find out how to provide the service

Answer :Find out the consumer perspectives of value

Before starting over and creating new services a provider should?

Options are :

Remove all unneeded services

Understand all resources needed for the new service

Consider what is already available to be leveraged. (Correct)

Speak to the service consumer

Answer :Consider what is already available to be leveraged.

Progress should be done?

Options are :

Quick and cost effective

Iteratively with feedback (Correct)

Iteratively and Quick

Quick with feedback

Answer :Iteratively with feedback





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What is a feedback loop?

Options are :

Customers giving the same feedback

Never ending feedback

An output of one activity is an input to another activity (Correct)

Part of an output is assessing

Answer :An output of one activity is an input to another activity

What is a version of the final product which allows the maximum amount of validated learning with the least effort?

Options are :

Complete product

Cost saving product

Least useable product

Minimum viable product (Correct)

Answer :Minimum viable product

What is considered a 'silo activity'?

Options are :

Isolated work (Correct)



Group work

Pool work

Answer :Isolated work

Working together in a way that leads to real accomplishment requires information, understanding, and _____.

Options are :

Technology

Co-location

Trust (Correct)

Dedication

Answer :Trust

What leads to poor decision-making, which in turn impacts the organization's ability to improve internal capabilities?

Options are :

Insufficient team

Insufficient time

Insufficient visibility of work (Correct)

Insufficient practices

Answer :Insufficient visibility of work

What does it mean to understanding how all the parts of an organization work together in an integrated way?

Options are :

Think and work together

Think and work holistically (Correct)



Integration of technology
Answer :Think and work holistically

When trying to accomplish an objective you should?

Options are :

Use the maximum number of steps

Use the minimum number of steps (Correct)

Use complex steps

Use steps you understand

Answer :Use the minimum number of steps

What is the best route to achieving quick wins?

Options are :

Quick Steps

Complex steps

Simplicity (Correct)

None of the above

Answer :Simplicity

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

Options are :

Optimization

Automation (Correct)

Computerization

Value Streams

Answer :Automation



Options are :

Accountable only to government compliance

Accountable to the service desk

Accountable for policies

Accountable for the organization's compliance with policies and any external regulations. (Correct)

Answer :Accountable for the organization's compliance with policies and any external regulations.

Which practice focuses on reducing the likelihood of incidents?

Options are :

Problem management (Correct)

Service desk

Incident management

Change Enablement

Answer :Problem management

What in the service value chain ensures a shared understanding of the vision, current status, and improvement direction for all four dimensions and all products and services across the organization?

Options are :

Plan (Correct)

Improve

Engage

Design

Answer :Plan

Software assets must be protected from unlawful?



Options are :

Purchases

Networking

Copying (Correct)

Installation

Answer :Copying

Hardware assets must be labelled for clear?

Options are :

Location

Identification (Correct)

Damages

Usage

Answer :Identification

IT asset management maintains information about the assets, their costs, and?

Options are :

Related contracts (Correct)

Usage

Disposal

Re-use

Answer :Related contracts

The IT asset register is often combined (or federated) with the information stored in a?



Options are :

Configuration management system (CMS) (Correct)



Central management system (CMS)

Asset management system (AMS)

Answer :Configuration management system (CMS)

What is it called when the CI itself generates the operational alerts?

Options are :

Active monitoring

Passive monitoring (Correct)

Self-monitoring

System monitoring

Answer :Passive monitoring

What is it called when tools will poll key CIs, looking at their status to generate alerts when an exception condition is identified?

Options are :

Active monitoring (Correct)

Passive monitoring

Self-monitoring

System monitoring

Answer :Active monitoring

Problem control activities include problem analysis, and documenting workarounds and?

Options are :

Error control

Incident control

Known errors (Correct)

Problem prioritization



Problems are prioritized for analysis based on the?

Options are :

Cost of fixing

Time needed to fix

Who is being affected

Risk they pose (Correct)

Answer :Risk they pose

Workarounds are documented in?

Options are :

Risk register

IT asset register

Problem register

Problem records (Correct)

Answer :Problem records

Recommended Reading

- ⌚ [ITIL 4 Foundation Certification 2021 Exam Question Answers Set 8](#)
- ⌚ [ITIL 4 Foundation Certification 2021 Exam Question Answers Set 3](#)
- ⌚ [ITIL Foundation Certification Exam Questions](#)
- ⌚ [ITIL Foundation Certification Exam Mock Test](#)
- ⌚ [ITIL 4 Foundation Certification 2021 Exam Question Answers Set 6](#)
- ⌚ [ITIL 4 Sample Exams \[2021\] Set 1](#)
- ⌚ [ITIL Foundation Certification Exam](#)
- ⌚ [ITIL 4 Foundation Practice Certification Exams \(6 Exams\) Set 3](#)
- ⌚ [ITIL Foundation Certification Exam Mock](#)



1. ITIL 4 Sample Exams [2021] Set 1

ITIL 4 Sample Exams [2021] Set 1

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

Options are :

Supplier management

Problem management

Incident management

Deployment management

Answer : Incident management



Also Read : **ITIL Foundation Certification Exam**

The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A green wireframe overlay shows the movement path of her legs and torso. To the left is a smartphone displaying the same scene. The Wryll logo is in the top right. Below the phone are download links for the App Store and Google Play. A QR code is in the top right corner. The text "Wryll - Ai Home workouts trainer" is prominently displayed, followed by a description: "Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises." A magnifying glass icon is in the bottom right.

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



Options are :

Focus on value

Optimize and automate

Progress iteratively with feedback

Keep it simple and practical

Answer : Focus on value

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

Options are :

Focus on value

Collaborate and promote visibility

Progress iteratively with feedback

Start where you are

Answer : Start where you are

Which is the BEST example of an emergency change?

Options are :

A low-risk computer upgrade implemented as a service request

The implementation of a security patch to a critical software application

The implementation of a planned new release of a software application

A scheduled major hardware and software implementation



application



Also Read : [ITIL 4 Foundation Practice Certification Exams \(6 Exams\) Set 5](#)

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Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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.

Options are :

'focus on value' guiding principle

'service request management' practice

service value system

four dimensions of service management

Answer : service value system

How do all value chain activities transform inputs to outputs?



Options are :

By using a combination of practices

By using a single functional team

By implementing process automation

By determining service demand

Answer : By using a combination of practices

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

Options are :

To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

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

To ensure that accurate and reliable information about the configuration of services is available when and where it is needed

To systematically observe services and service components, and record and report selected changes of state

Answer : To systematically observe services and service components, and record and report selected changes of state



Also Read : ITIL Foundation Certification Exam Mock





The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A green overlay shows a 3D wireframe model of her body, highlighting joint angles and posture. The word "Wryll" is visible in the top left corner of the image area.

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Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

QR code for download.

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

Options are :

outputs

costs

risks

outcomes

Answer : outcomes

How does customer engagement contribute to the 'service level management' practice? 1. It captures information that metrics can be based on 2. It ensures the organization meets defined service levels 3. It defines the workflows for service requests 4. It supports progress discussions

Options are :

3 and 4



1 and 4

1 and 2

Answer : 1 and 4

Why should service desk staff detect recurring issues?

Options are :

To help identify problems

To ensure effective handling of service requests

To escalate incidents to the correct support team

To engage the correct change authority

Answer : To help identify problems



Also Read : ITIL Foundation Certification Exam Questions

The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A green wireframe overlay shows the movement path of her legs and torso. To the left, a smartphone displays the same scene from a different angle. The Wryll logo is in the top right corner. In the bottom right, there's a QR code, download links for the App Store and Google Play, and a descriptive text about the app's monitoring and personalization features. A magnifying glass icon is in the bottom right corner of the main image.

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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



Options are :

The guiding principles

The service value chain

The four dimensions of service management

Practices

Answer : The guiding principles

Which term describes the functionality offered by a service?

Options are :

Risk

Cost

Utility

Warranty

Answer : Utility

Which statement about known errors and problems is CORRECT?

Options are :

Known errors are managed by technical staff, problems are managed by service management staff

Known errors cause vulnerabilities, problems cause incidents

Known error is the status assigned to a problem after it has been analysed

A known error is the cause of one or more problems



analysed



Also Read : [ITIL 4 Sample Exams \[2021\] Set 2](#)

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Which practice has a purpose that includes helping the organization to maximize value, control costs and manage risks?

Options are :

Relationship management

Release management

IT asset management

Service desk

Answer : IT asset management

Identify the missing word in the following sentence. A known error is a problem that has been [?] and has not been resolved.



Options are :



closed

escalated

logged

Answer : analysed

Which joint activity performed by a service provider and service consumer ensures continual value co-creation?

Options are :

Service offering

Service provision

Service relationship management

Service consumption

Answer : Service relationship management



Also Read : ITIL 4 Foundation Practice Certification Exams (6 Exams) Set 5

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.



Which guiding principle describes the importance of doing something, instead of spending a long time analysing different options?

Options are :

Start where you are

Progress iteratively with feedback

Optimize and automate

Focus on value

Answer : Progress iteratively with feedback

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

Options are :

Engage

Plan

Obtain/build

Improve

Answer : Plan

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

Options are :



Compliments and complaints

Self-service tools

Incident management

Answer : Processes and procedures



Also Read : ITIL Foundation Certification Exam Questions

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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

Options are :

Service desk

Service request management

Service configuration management

Service level management

Answer : Service level management



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

Options are :

Service desk

Service configuration management

Monitoring and event management

IT asset management

Answer : Service configuration management

How should an organization include third-party suppliers in the continual improvement of services?

Options are :

Ensure suppliers include details of their approach to service improvement in contracts

Ensure that all supplier problem management activities result in improvements

Require evidence that the supplier implements all improvements using project management practices

Require evidence that the supplier uses agile development methods

Answer : Ensure suppliers include details of their approach to service improvement in contracts



Also Read : ITIL Foundation Certification Exam Questions and Answers





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QR code

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Which practice may involve the initiation of disaster recovery?

Options are :

Service request management

Service level management

Incident management

IT asset management

Answer : Incident management

What is a problem?

Options are :

An addition or modification that could have an effect on services

Any change of state that has significance for the management of a configuration item 

A cause or potential cause of one or more incidents

An unplanned reduction in the quality of a service 

What type of change is MOST likely to be managed by the 'service request management' practice?

Options are :

An emergency change

A standard change

A normal change

An application change

Answer : A standard change



Also Read : ITIL 4 Sample Exams [2021] Set 1

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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

Options are :

Incident management



Change control

Problem management

Answer : Service request management

What considerations influence the supplier strategy of an organization?

Options are :

Contracts and agreements

Level of formality

Type of cooperation with suppliers

Corporate culture of the organization

Answer : Corporate culture of the organization

What is a means of enabling value co-creation by facilitating outcomes that customers want to achieve?

Options are :

A practice

An output

Continual improvement

A service



Answer : A service



Also Read : ITIL Foundation Certification Exam Questions and Answers





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Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

QR code

What should be done for every problem?

Options are :

It should be diagnosed to identify possible solutions

It should have a workaround to reduce the impact

It should be resolved so that it can be closed

It should be prioritized based on its potential impact and probability

Answer : It should be prioritized based on its potential impact and probability

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

Options are :

An up-to-date balanced scorecard

Details of how services are measured

A recent maturity assessment

Accurate and carefully analysed data



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

Options are :

- A mobile phone enables a user to work remotely*
- A password allows a user connect to a WiFi network*
- A license allows a user to install a software product*
- A service desk agent provides support to a user (Correct)*

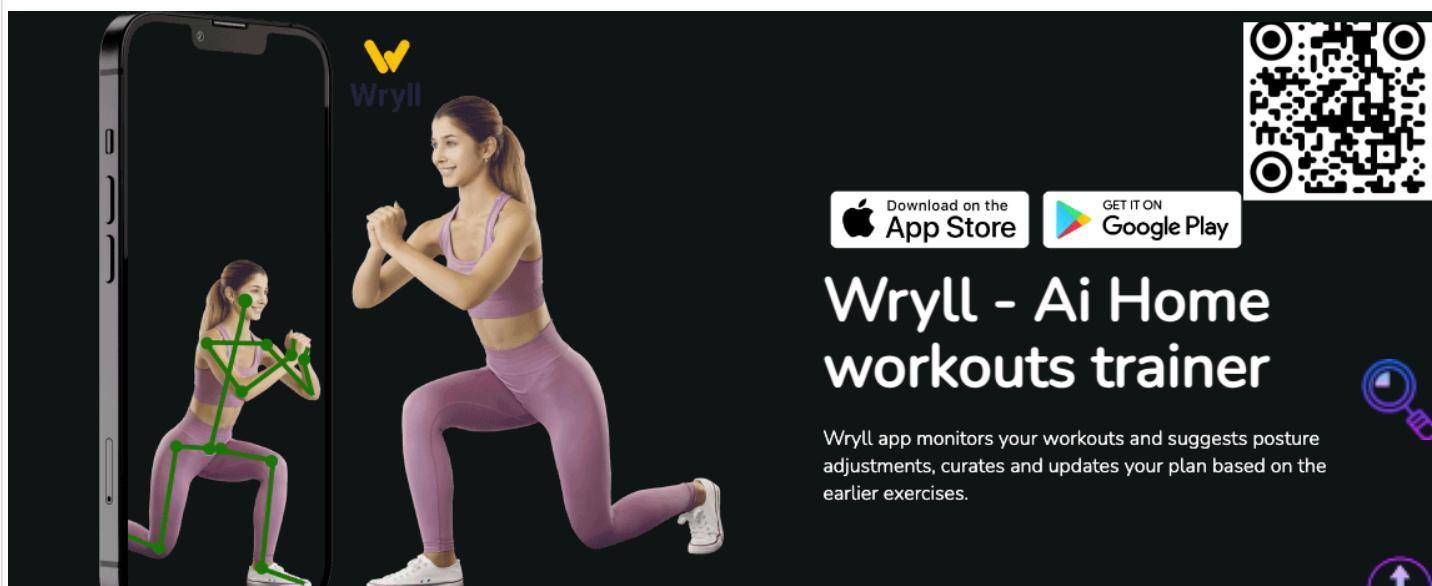
Answer :A service desk agent provides support to a user

Which describes a CORRECT approach to change authorization?

Options are :

- Changes included in the change schedule are pre-authorized and do not need additional authorization*
- Normal changes should be assessed and authorized before they are deployed (Correct)*
- Emergency changes should be authorized by as many people as possible to reduce risk*
- Normal changes are typically implemented as service requests and authorized by the service desk*

Answer :Normal changes should be assessed and authorized before they are deployed



Which statement about a service value stream is CORRECT?

Options are :

- It uses prescriptive inputs and outputs*
- It is a value chain activity*
- It integrates practices for a specific scenario (Correct)*
- It is used to provide governance*

Answer :It integrates practices for a specific scenario

Which statement about outputs is CORRECT?

Options are :

- They consist of several outcomes*
- They capture customer demand for services*
- They contribute to the achievement of outcomes (Correct)*
- They describe how the service performs*

Answer :They contribute to the achievement of outcomes

Which is an example of a business-related measurement?

Options are :

- The number of passengers checked in (Correct)*
- The average time to respond to change requests*
- The average resolution time for incidents*
- The number of problems resolved*

Answer :The number of passengers checked in





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QR code

Which includes governance, management practices, and continual improvement?

Options are :

The service value system (Correct)

The 'deliver and support' value chain activity

The 'focus on value' guiding principle

The 'value stream and processes' dimension

Answer :The service value system

Which practice is used to confirm customer requirements for services?

Options are :

Service request management

Service level management (Correct)

Service desk

Incident management

Answer :Service level management

What is the definition of a problem?

Options are :

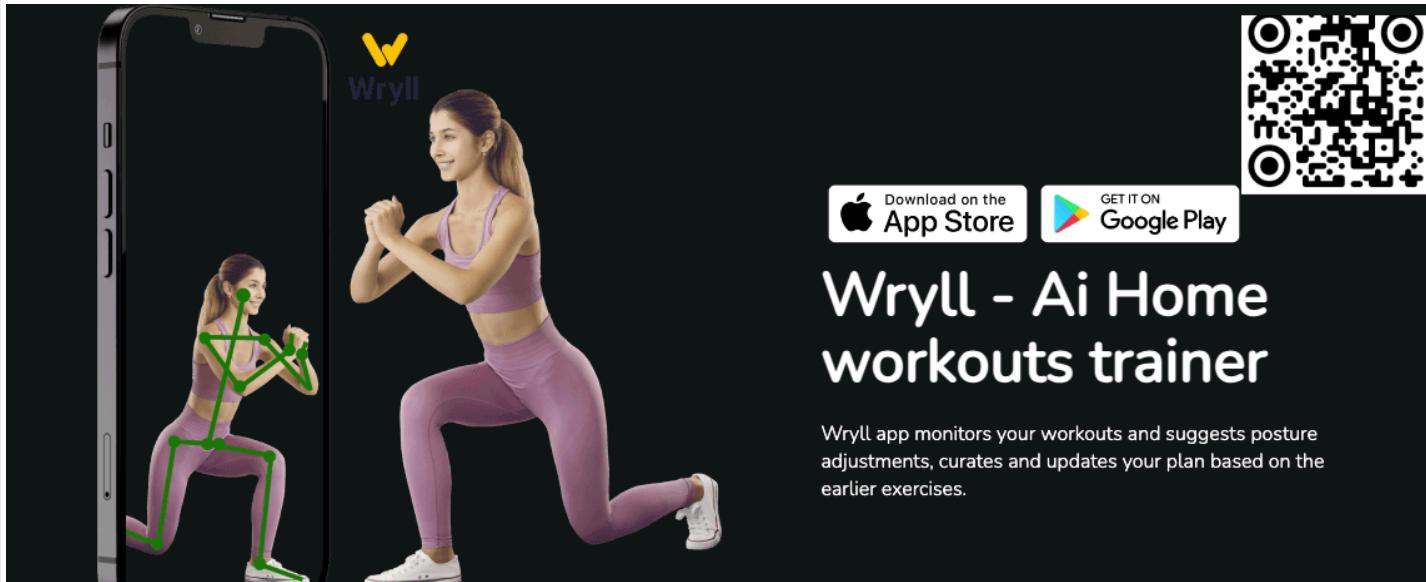
An unplanned interruption to a service, or reduction in the quality of a service



An incident for which a full resolution is not yet available

*Any change of state that has significance for the management of a configuration item
(CI)*

Answer :A cause, or potential cause, of one or more incidents



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

Options are :

Incident management

Continual improvement

Service desk (Correct)

Relationship management

Answer :Service desk

What is utility?

Options are :

The functionality offered by a service to meet a particular need (Correct)

Assurance that a service will meet agreed requirements

The amount of money spent on a specific activity or resource

The perceived benefits, usefulness and importance of something



An organization is notified by a supplier about a defect in a software product that they use. Which practice describes the activities needed to log and manage this?

Options are :

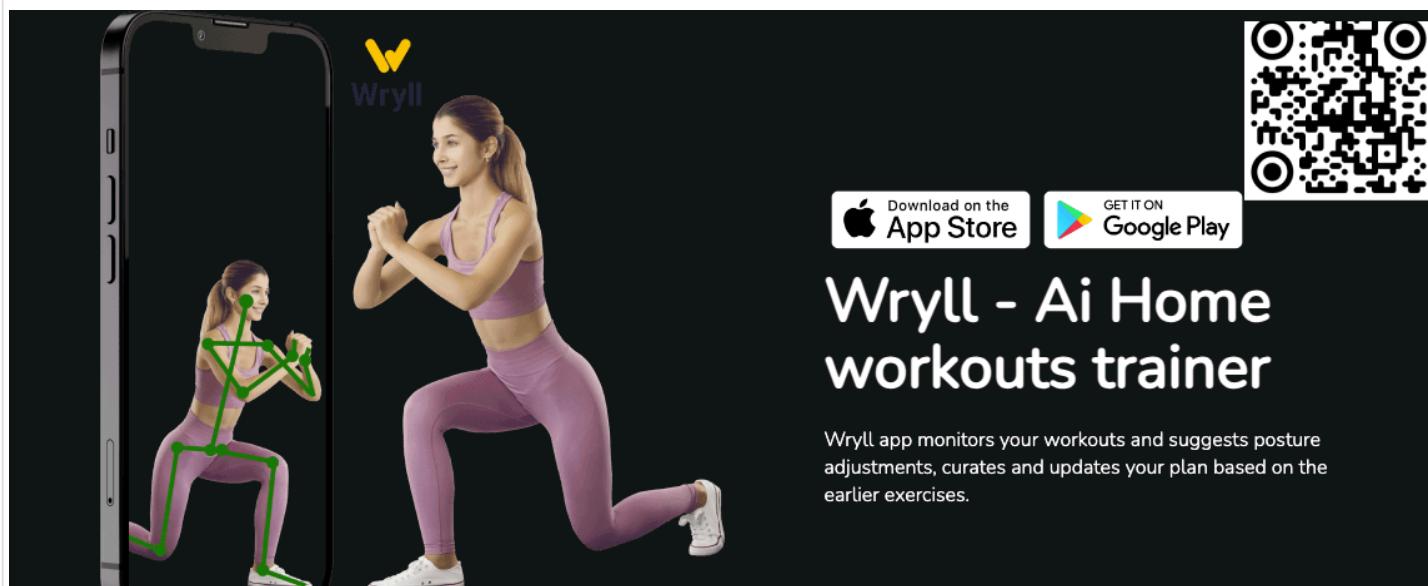
Incident management (Correct)

Problem management

Change enablement

Service desk

Answer :Incident management



How should the seven guiding principles be combined when an organization is making a decision?

Options are :

By using all the guiding principles equally when making any decision

By using the one or two guiding principles that are most relevant to the specific decision

By using the 'focus on value' principle and one or two others that are relevant to the specific decision

By reviewing each guiding principle to decide how relevant it is to the specific decision (Correct)



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

Options are :

Collaborate and promote visibility (Correct)

Start where you are

Focus on value

Keep it simple and practical

Answer :Collaborate and promote visibility

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

Options are :

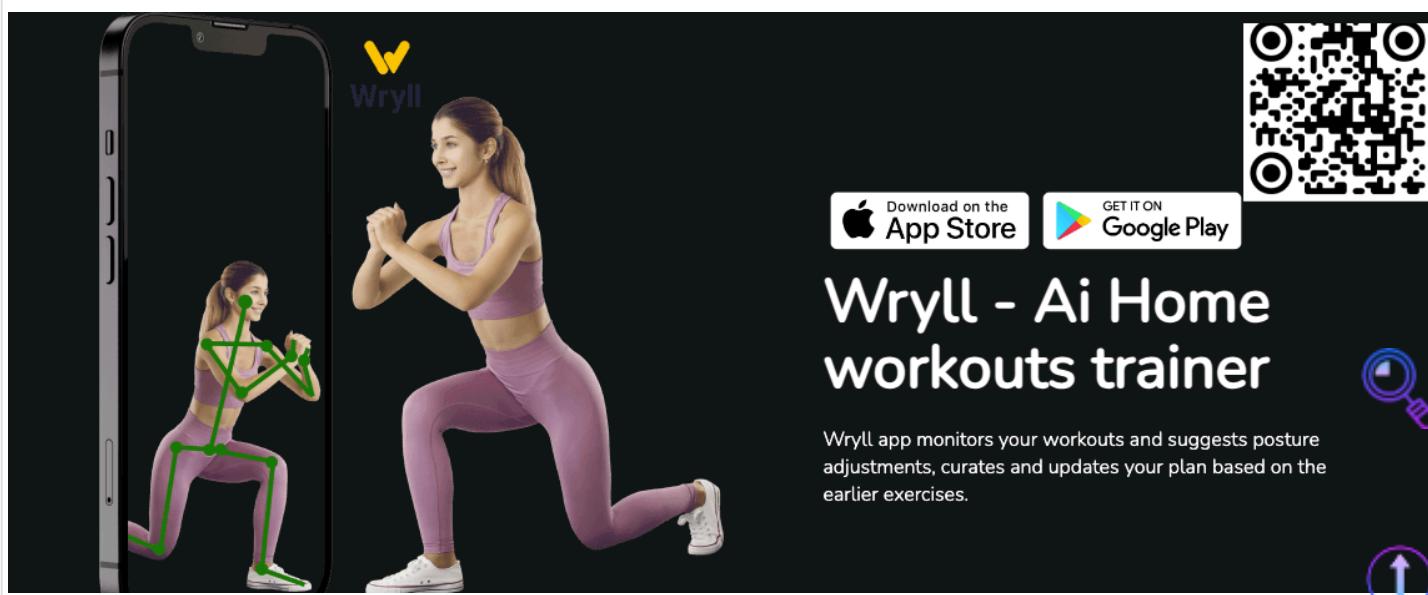
Service desk (Correct)

Change enablement

Service level management

Supplier management

Answer :Service desk



integrity and availability?

Options are :

Information security management (Correct)

Continual improvement

Monitoring and event management

Service level management

Answer :Information security management

Which principle concentrates on service consumers?

Options are :

Start where you are

Optimize and automate

Keep it simple

Focus on value (Correct)

Answer :Focus on value

What must always be done before an activity is automated?

Options are :

Check that the activity has already been optimized (Correct)

Check that suitable new technology has been purchased

Ensure that DevOps has been successfully implemented

Ensure the solution removes the need for human intervention

Answer :Check that the activity has already been optimized





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Which statement about service requests is CORRECT?

Options are :

Complex service requests should be dealt with as normal changes

Service requests that require simple workflows should be dealt with as incidents

Service requests require workflows that should use manual procedures and avoid automation

Service requests are usually formalized using standard procedures for initiation, approval and fulfillment (Correct)

Answer :Service requests are usually formalized using standard procedures for initiation, approval and fulfillment

Which is the BEST description of the value of a service to a customer?

Options are :

The amount of money the customer pays for using the service

The financial return the customer gets from using the service

The outcomes the customer receives by using the service

The customer's perception of the benefits of using the service (Correct)

Answer :The customer's perception of the benefits of using the service

Which practice is responsible for moving new or changed components to live or other environments?



Options are :

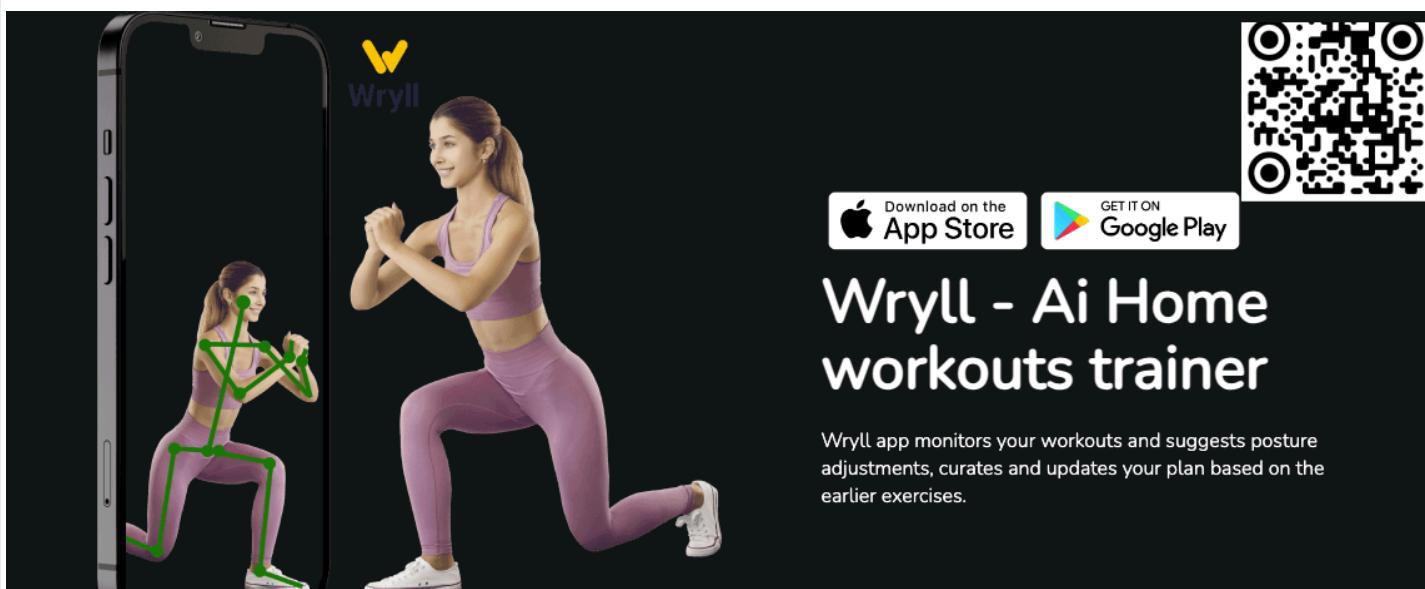
Release management

Deployment management (Correct)

Change enablement

Supplier management

Answer :Deployment management



Who is responsible for embedding continuing improvement into the way people think and work at a workplace?

Options are :

Highest levels of the organization (Correct)

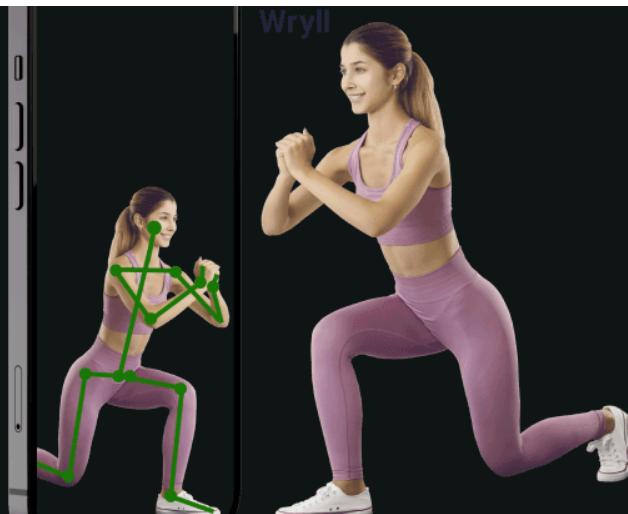
Society

Service manager

All members of society

Answer :Highest levels of the organization





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

Options are :

User

Sponsor

Customer (Correct)

Service provider

Answer :Customer

What is important for the success of ITSM?

Options are :

Relationships with all key stakeholders are understood and managed. (Correct)

Suppliers and investors are known form the start of the service

Government regulation are added as requirements

Users define requirements

Answer :Relationships with all key stakeholders are understood and managed.

Services that an organization provides are based on

Options are :

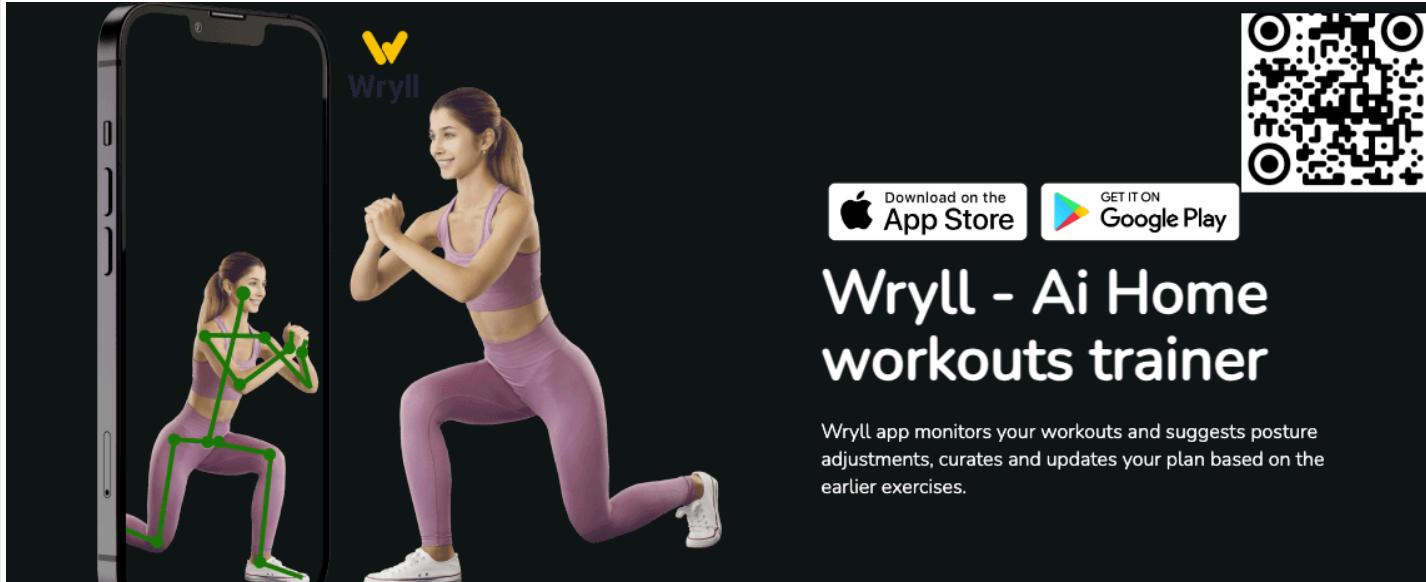
One or more of its services



One or more of its suppliers

One or more of its customers

Answer :One or more of its products



Which of the following would an organization consider its resources?

- 1. People**
- 2. Information and technology**
- 3. Value streams and processes**
- 4. Partners and suppliers**

Options are :

1 and 2 only

1 and 3 only

1 and 4 only

All of the above (Correct)

Answer :All of the above

A customer achieves value from a services without having to manage?

Options are :



Cost and time

Cost and technology

Cost and products

Answer :Cost and risk

An outcome can be described as a?

Options are :

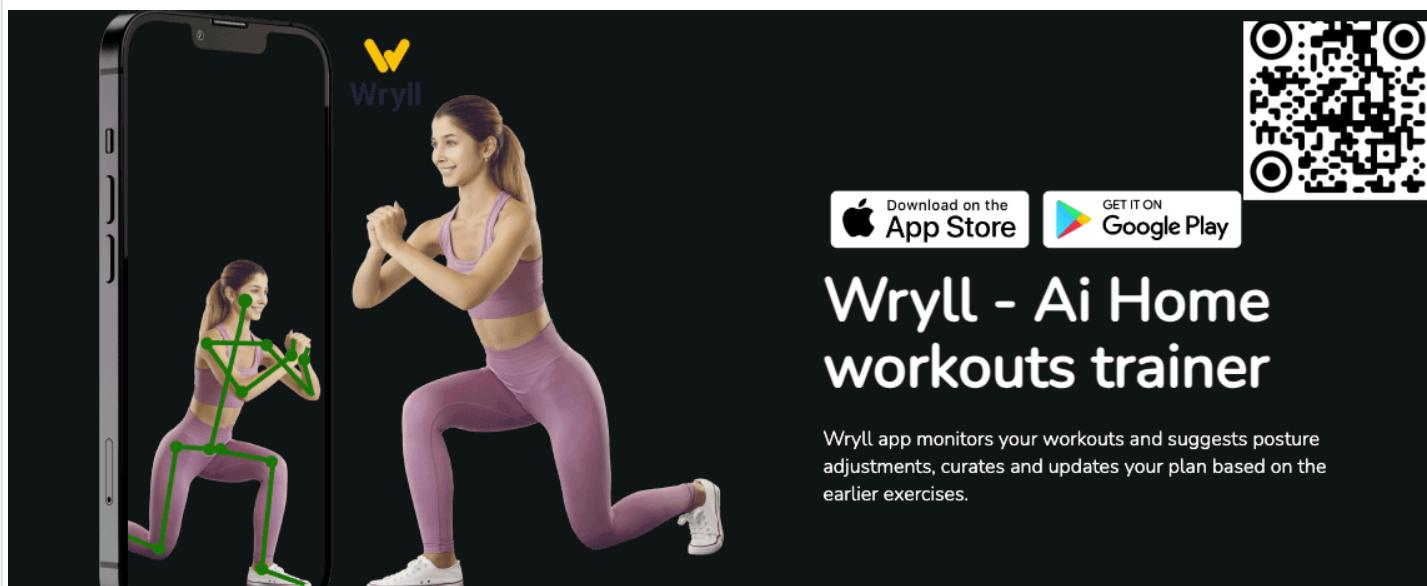
Need for a stakeholder

Set of related services

Result for a stakeholder enabled by one or more outputs (Correct)

Result for a service provider enabled by one or more products

Answer :Result for a stakeholder enabled by one or more outputs



Service providers present their services to consumers in the form of?

Options are :

Service gifts

Service offerings (Correct)

Products

Resources



Service offering generally includes?

- 1. Goods**
- 2. Access to resources**
- 3. Service actions.**
- 4. Technology**

Options are :

1, 2 and 3 (Correct)

1 and 4 only

3 and 4 only

All of the above

Answer :1, 2 and 3

When goods are transferred from the provider to the consumer, who takes responsibility for their future use?

Options are :

Supplier

Service provider

Stakeholder

Consumer (Correct)

Answer :Consumer





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Service actions must be performed by the service provider according to?

Options are :

Government regulations

Agreement (Correct)

Service provider requirements

Method of delivery

Answer :Agreement

Which of the following ownership is not transferred to the customer?

Options are :

Goods

Access to resources (Correct)

Service actions

Technology

Answer :Access to resources

What is establish between two or more organizations to co-create value?

Options are :

Service offering



Service relationship (Correct)

Service meeting

Answer :Service relationship

Wryll - Ai Home workouts trainer

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What is a tangible or intangible deliverable of an activity?

Options are :

Outcome

Output (Correct)

Deliverable

Scope

Answer :Output

What are the two types of cost from a service consumer's perspective?

Options are :

Costs removed and cost imposed by the service (Correct)

Risk cost and product cost

Risk cost and cost removed

Cost imposed and risk cost

Answer :Costs removed and cost imposed by the service



Options are :

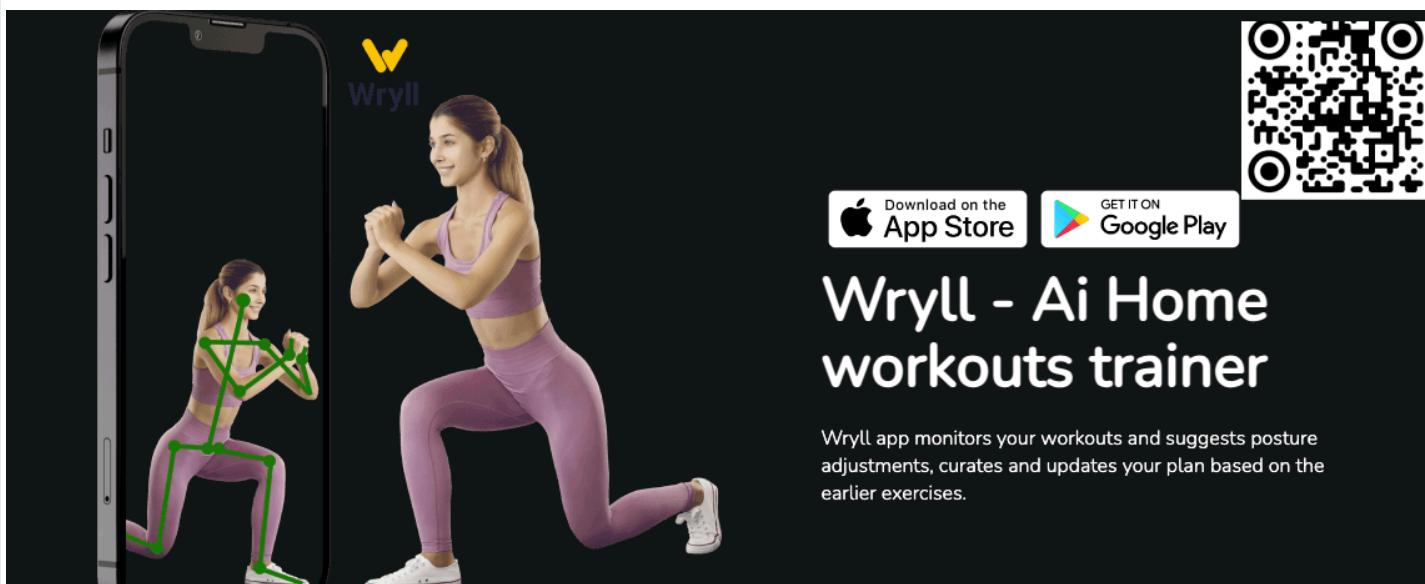
Service failure

Risk (Correct)

Service loss

Service risk

Answer :Risk



What can be summarized as 'what the service can do'?

Options are :

Warranty

Service function

Service performance

Utility (Correct)

Answer :Utility

What practice ensures that conflicting stakeholder requirements are mediated appropriately?

Options are :

Relationship management practice (Correct)

Conflict management

Problem management

Answer :Relationship management practice

What recovers from incidents after they have been detected?

Options are :

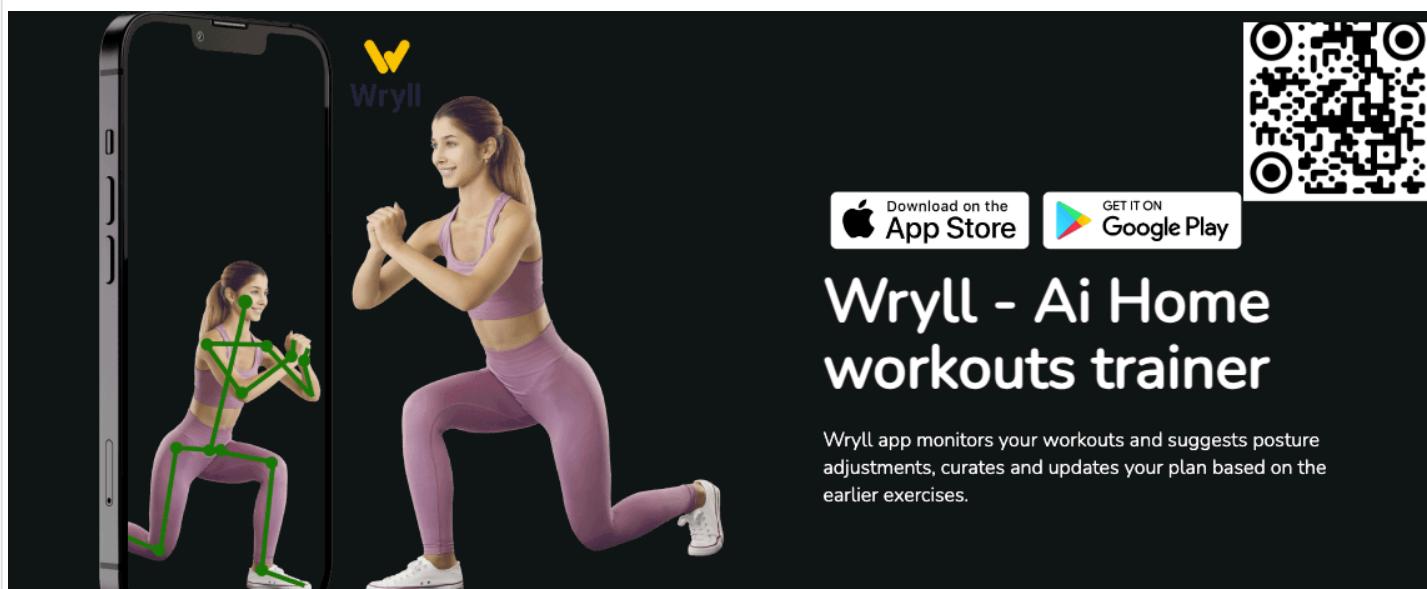
Prevention

Detection

Correction (Correct)

Users

Answer :Correction



What would be considered 'fit for use'

Options are :

Service

Utility

Warranty (Correct)

Usage

Answer :Warranty



Options are :

Confidentiality

Integrity

Non-repudiation (Correct)

Availability

Answer :Non-repudiation

Products are configurations of?

Options are :

Information and technology

People

Processes

Resources (Correct)

Answer :Resources

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Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

What can cause services to become undeliverable or not meeting expectations?

Options are :

Cost of service being too high

Failing to address all four dimensions properly (Correct)

Service introducing new risk

Answer :Failing to address all four dimensions properly

What should every person in the organization have a clear understanding of?

Options are :

Their contribution towards creating value (Correct)

Their authority levels

Their skillset and abilities

Their work schedules

Answer :Their contribution towards creating value

The organizations and people dimension of a service covers:

1. Roles

2. Formal organization structures

3. Processes

Options are :

1, 2 and 3

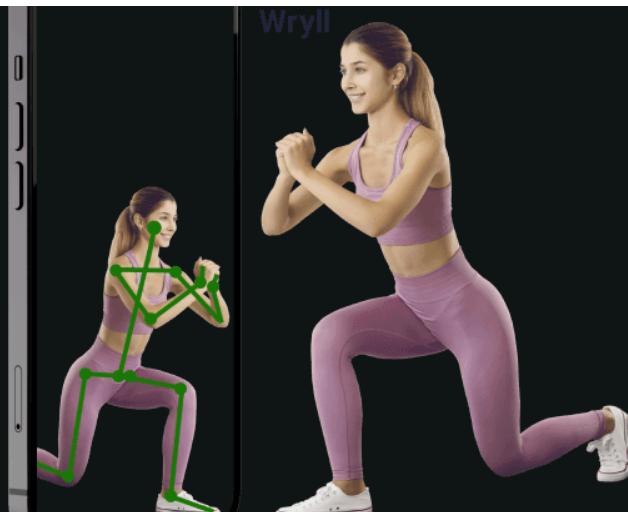
1 and 2 only (Correct)

1 and 3 only

None of the above

Answer :1 and 2 only





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Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

What is one or more metrics that defines expected or achieved service quality?

Options are :

Service requirement

Service goal

Service achievement

Service level (Correct)

Answer :Service level

Which approach to deployment is done to when new or changed components are deployed to all targets at the same time?

Options are :

Phased deployment

Continuous delivery

Big bang deployment (Correct)

Pull deployment

Answer :Big bang deployment

_____ is any financially valuable component that can contribute to the delivery of an IT product or service.



Options are :

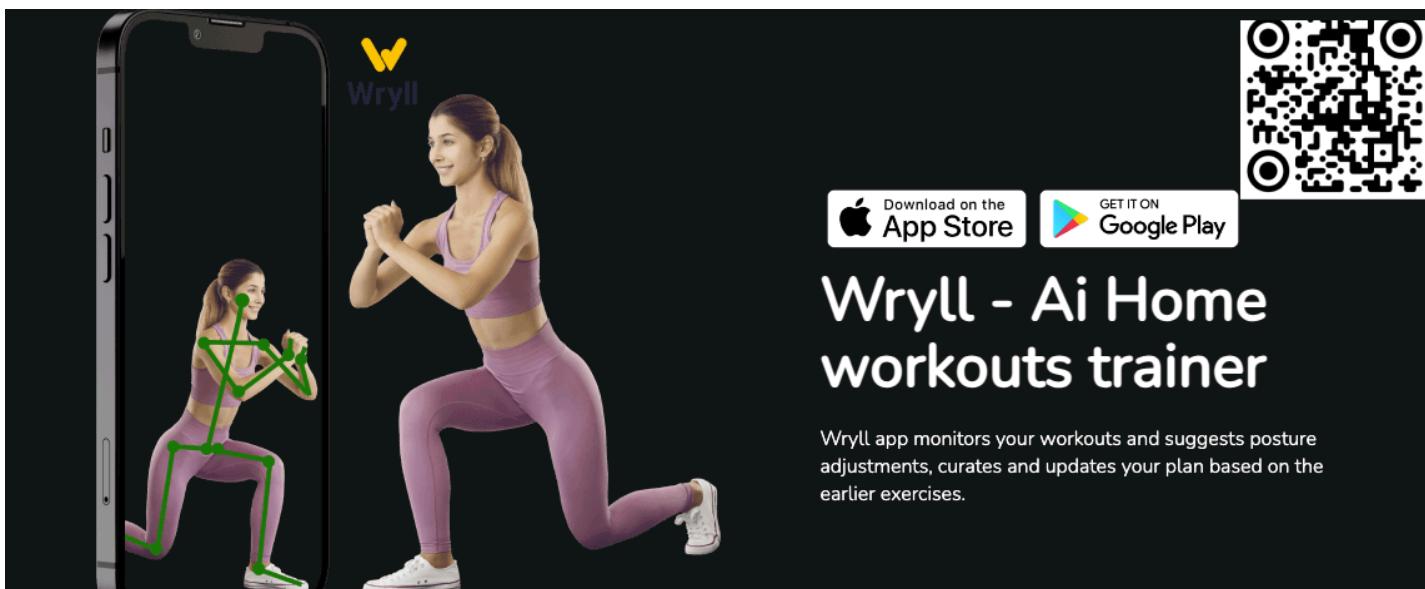
Service Asset

Product Asset

User Asset

IT Asset (Correct)

Answer :IT Asset



Information security management must be driven from?

Options are :

Users

Senior level management (Correct)

IT Workers

Regulators

Answer :Senior level management

What would be considered 'fit for purpose'?

Options are :

Service

Utility (Correct)

Warranty



If a security incident cannot be prevented, what must be done?

Options are :

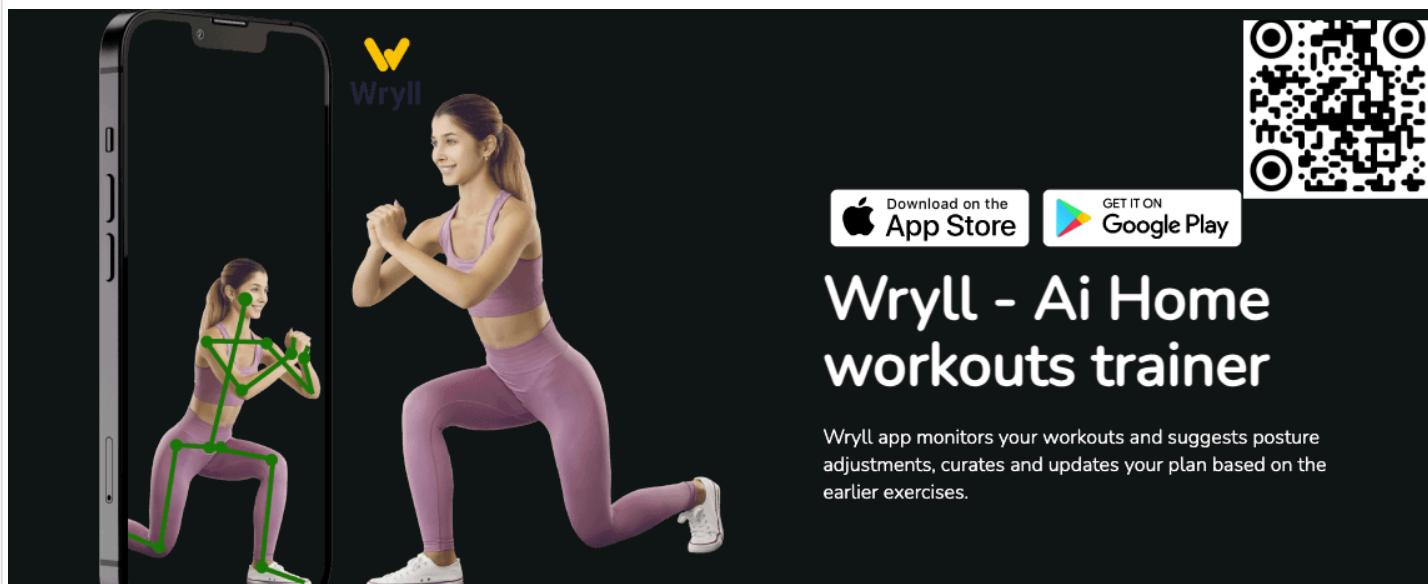
Change the service

Detection of the security of incident (Correct)

Correction of the security of incident

Changes in user training

Answer :Detection of the security of incident



Information security is critically dependent on the?

Options are :

IT Assets

Behavior of people (Correct)

Software used throughout the organization

Skills of IT workers

Answer :Behavior of people

What ensures that someone is who they claim to be?



Options are :

Confidentiality

Integrity

Non-repudiation

Authentication (Correct)

Answer :Authentication

What can be summarized as 'how the service performs?

Options are :

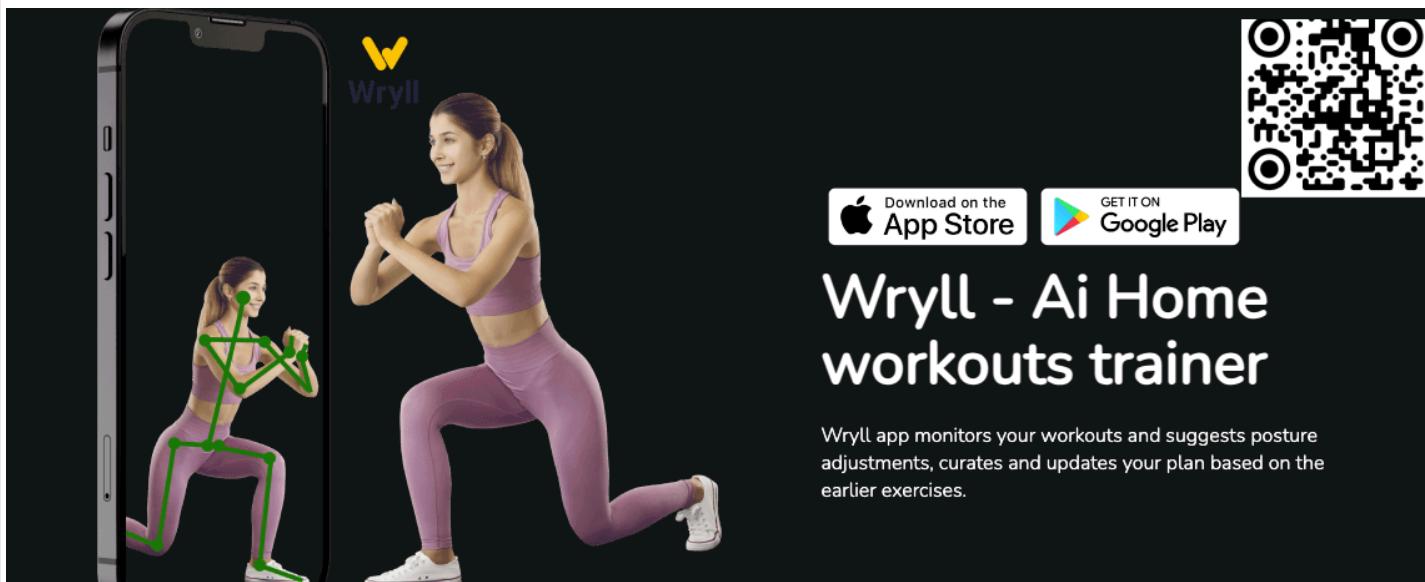
Warranty (Correct)

Service function

Service performance

Utility

Answer :Warranty



The purpose of the _____ practice is to protect the information needed by the organization to conduct its business.

Options are :

Information security management (Correct)

Asset security management

Problem management

Answer :Information security management

The organization should evaluate and select suppliers based on

1. Importance and impact

2. Risk

3. Cost

Options are :

1, 2, and 3 (Correct)

1 and 2 only

2 and 3 only

1 and 3 only

Answer :1, 2, and 3

What is the ability of an organization, person, process, application, configuration item, or IT service to carry out an activity called?

Options are :

Offering

Capability (Correct)

Skills

Competence

Answer :Capability





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Service offerings describes?

Options are :

Resources

Information and technology

One or more services based on one or more products. (Correct)

One or more configuration based on one or more technology

Answer :One or more services based on one or more products.

What is a repeatable approach to the management of a particular type of change?

Options are :

Change strategy

Change method

Change model (Correct)

Change types

Answer :Change model

What is a security objective that ensures information is not made available or disclosed to unauthorized entities?



Options are :

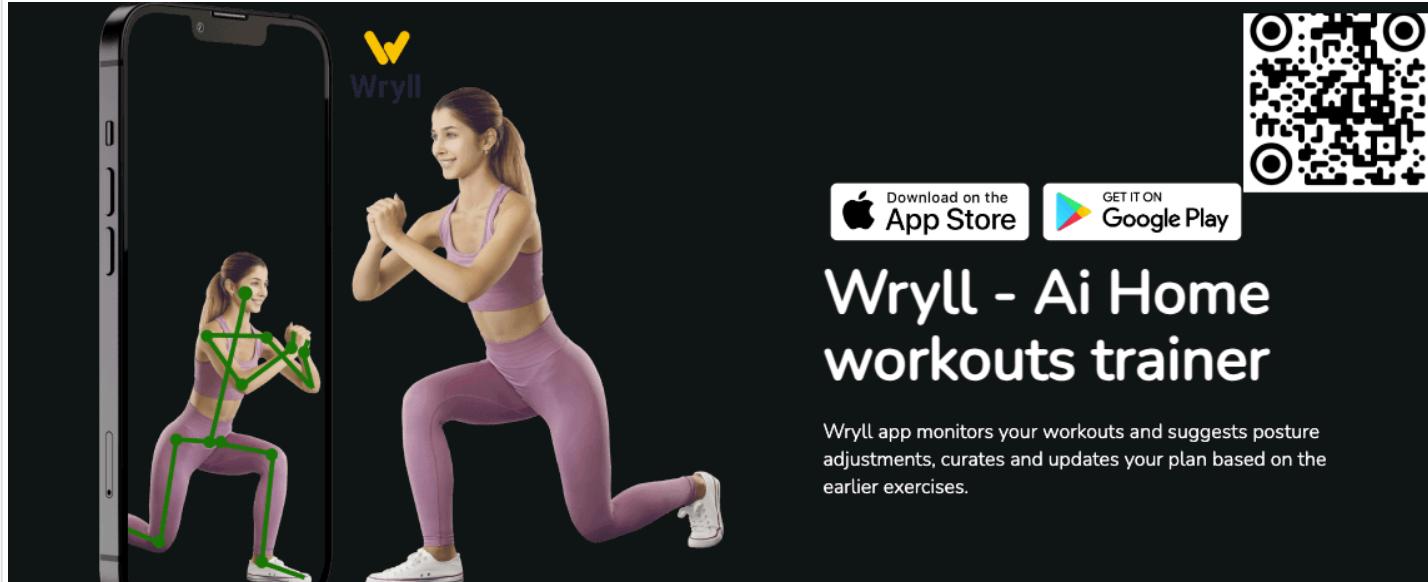
Confidentiality (Correct)



Availability

Authentication

Answer :Confidentiality



Almost all services today are considered to be:

Options are :

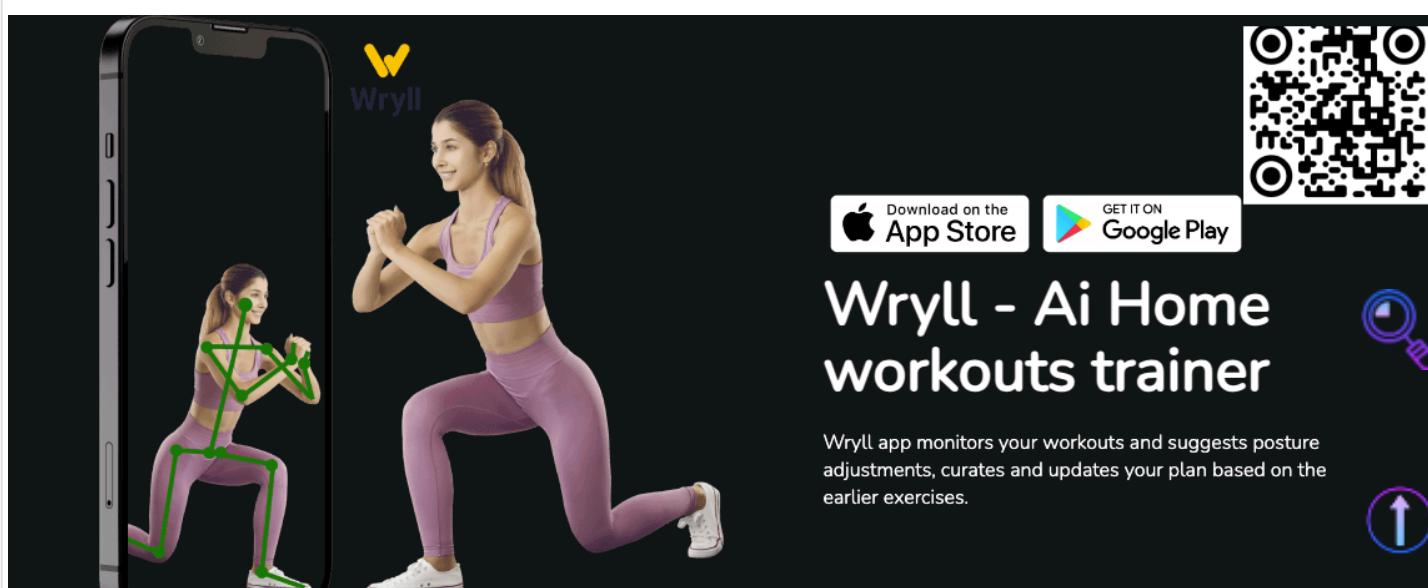
IT-enabled (Correct)

Cloud enabled

Security enabled

Service desk enabled

Answer :IT-enabled



Options are :

Service value system and service desk

Service value system and four dimensions model (Correct)

Four dimensions model and service desk

Four dimensions model and practices

Answer :Service value system and four dimensions model

How many core components does the service value system(SVS) contain?

Options are :

2

3

4

5 (Correct)

Answer :5

What part of the SVS helps to create the foundation for an organization culture?

Options are :

Service value chain

Practices

Guiding principles (Correct)

Continual improvement

Answer :Guiding principles





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Customers will get value through the use of?

Options are :

Services (Correct)

Technology

Email

Financial resources

Answer :Services

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

Options are :

IT management

Service desk management

Service delivery management

Service management (Correct)

Answer :Service management

Value is subject to the?

Options are :

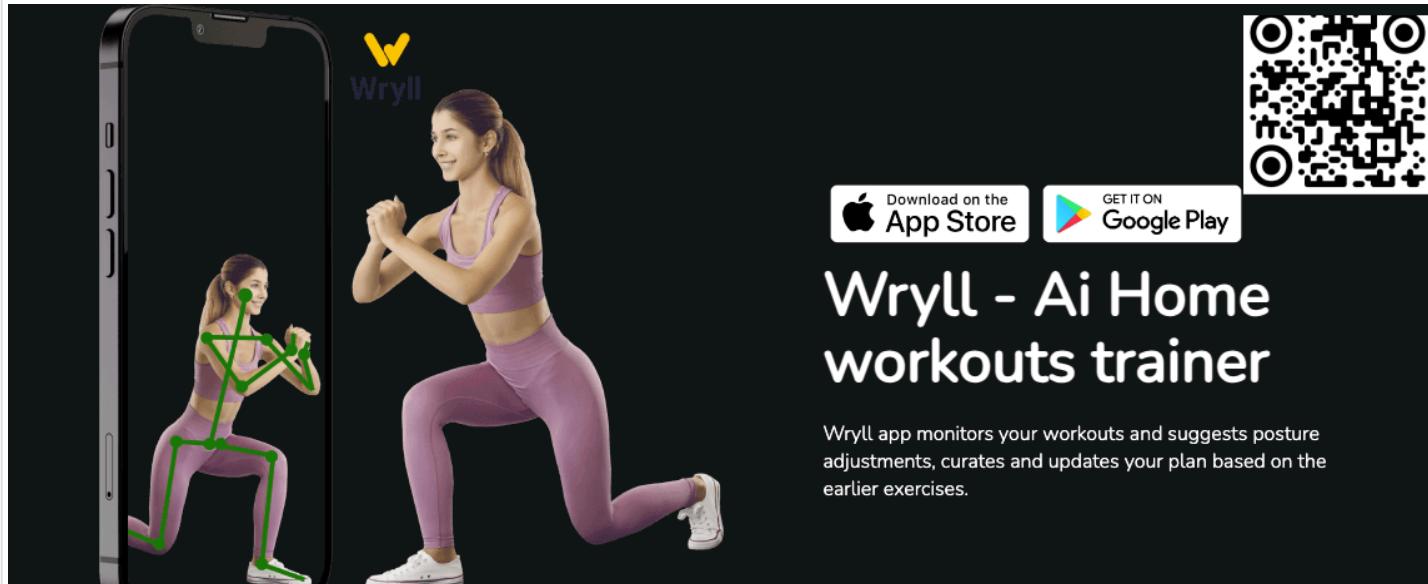
Cost of the service



Method of delivery

Technology used

Answer :Perception of the stakeholder



What does value co-creation means?

Options are :

Value is co-created between providers and technology

Value is co-created between providers and suppliers

Value is co-created between providers and consumers (Correct)

Value is co-created between providers and management

Answer :Value is co-created between providers and consumers

What is considered a person or a group of people that has its own functions with responsibilities, authorities, and relationships to achieve its goals?

Options are :

Service desk

Service support

Service value

Organization (Correct)



When provisioning services, an organization takes on the role of a?

Options are :

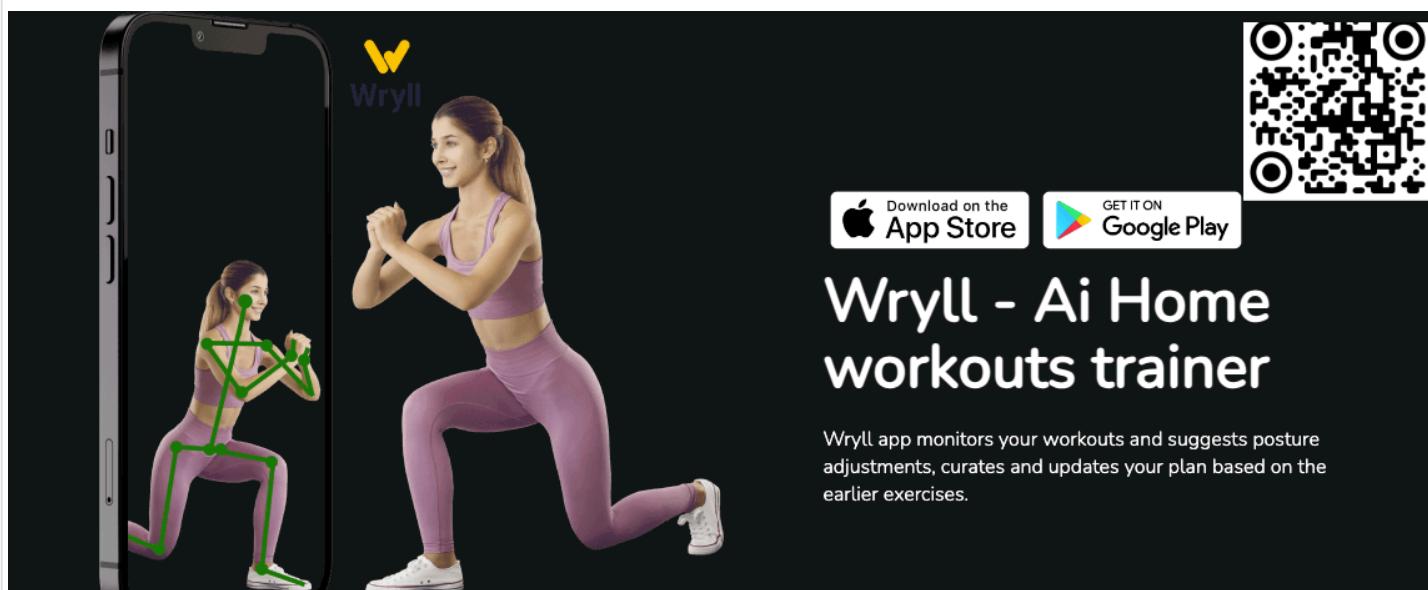
Service consumer

Service provider (Correct)

Consumer

Provider

Answer :Service provider



Who authorizes the budget for service consumption?

Options are :

Customer

Service provider

Senior management

Sponsor (Correct)

Answer :Sponsor

Which of the following is not part of the four dimensions model?

Options are :



Information and technology

Partners and suppliers

Process streams and procedures (Correct)

Answer :Process streams and procedures

What is the purpose of an organization?

Options are :

To setup technology for customers

To meet customers' needs

To create value for stakeholders (Correct)

To manage IT Services for customers

Answer :To create value for stakeholders

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Value is co-created through active collaboration between?

Options are :

Providers and consumers (Correct)

Providers only

Providers and technology

Providers and software



When receiving services, an organization takes on the role of the?

Options are :

Service consumer (Correct)

Service installer

Supplier

Stakeholder

Answer :Service consumer

All activities conducted by the organization should link back, directly or indirectly to?

Options are :

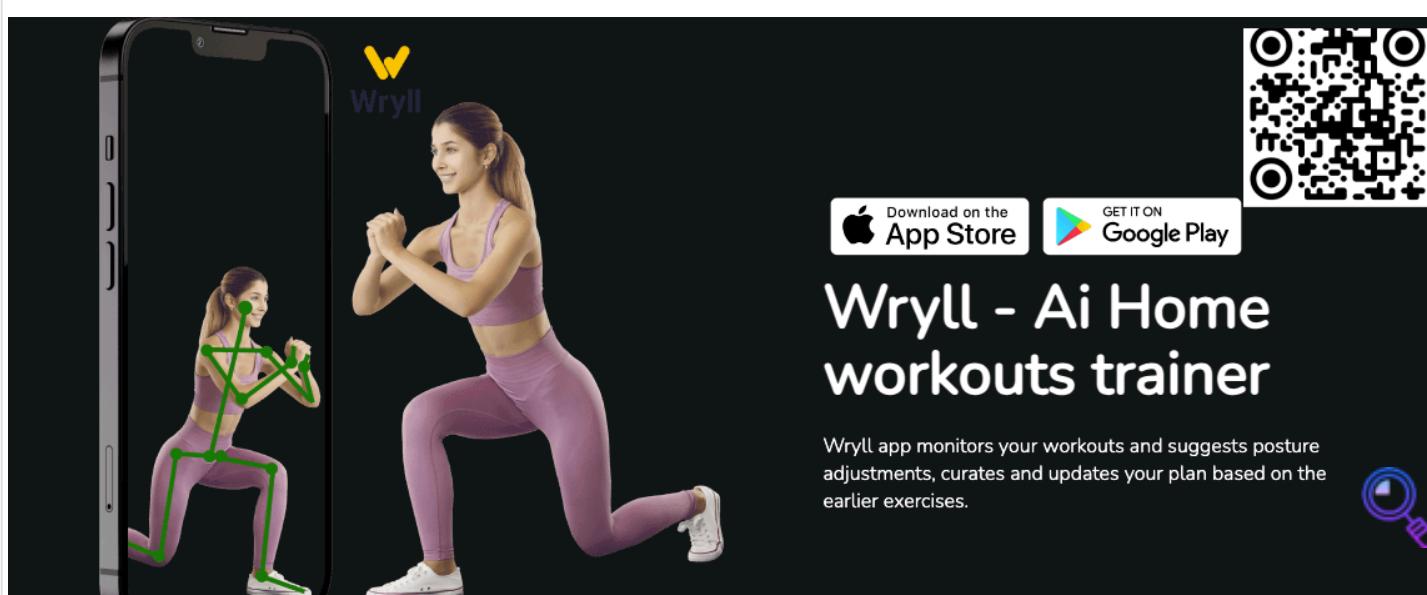
Services

Processes

Value (Correct)

Customers

Answer :Value



When focusing on value what should be done after the provider knows who the service is for?



Options are :

Find out the consumer perspectives of value (Correct)

Find out the customer experience

Find out the way to measure value

Find out how to provide the service

Answer :Find out the consumer perspectives of value

Before starting over and creating new services a provider should?

Options are :

Remove all unneeded services

Understand all resources needed for the new service

Consider what is already available to be leveraged. (Correct)

Speak to the service consumer

Answer :Consider what is already available to be leveraged.

Progress should be done?

Options are :

Quick and cost effective

Iteratively with feedback (Correct)

Iteratively and Quick

Quick with feedback

Answer :Iteratively with feedback





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What is a feedback loop?

Options are :

Customers giving the same feedback

Never ending feedback

An output of one activity is an input to another activity (Correct)

Part of an output is assessing

Answer :An output of one activity is an input to another activity

What is a version of the final product which allows the maximum amount of validated learning with the least effort?

Options are :

Complete product

Cost saving product

Least useable product

Minimum viable product (Correct)

Answer :Minimum viable product

What is considered a 'silo activity'?

Options are :

Isolated work (Correct)



Group work

Pool work

Answer :Isolated work

Working together in a way that leads to real accomplishment requires information, understanding, and _____.

Options are :

Technology

Co-location

Trust (Correct)

Dedication

Answer :Trust

What leads to poor decision-making, which in turn impacts the organization's ability to improve internal capabilities?

Options are :

Insufficient team

Insufficient time

Insufficient visibility of work (Correct)

Insufficient practices

Answer :Insufficient visibility of work

What does it mean to understanding how all the parts of an organization work together in an integrated way?

Options are :

Think and work together

Think and work holistically (Correct)



Integration of technology
Answer :Think and work holistically

When trying to accomplish an objective you should?

Options are :

Use the maximum number of steps

Use the minimum number of steps (Correct)

Use complex steps

Use steps you understand

Answer :Use the minimum number of steps

What is the best route to achieving quick wins?

Options are :

Quick Steps

Complex steps

Simplicity (Correct)

None of the above

Answer :Simplicity

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

Options are :

Optimization

Automation (Correct)

Computerization

Value Streams

Answer :Automation



Options are :

Accountable only to government compliance

Accountable to the service desk

Accountable for policies

Accountable for the organization's compliance with policies and any external regulations. (Correct)

Answer :Accountable for the organization's compliance with policies and any external regulations.

Which practice focuses on reducing the likelihood of incidents?

Options are :

Problem management (Correct)

Service desk

Incident management

Change Enablement

Answer :Problem management

What in the service value chain ensures a shared understanding of the vision, current status, and improvement direction for all four dimensions and all products and services across the organization?

Options are :

Plan (Correct)

Improve

Engage

Design

Answer :Plan

Software assets must be protected from unlawful?



Options are :

Purchases

Networking

Copying (Correct)

Installation

Answer :Copying

Hardware assets must be labelled for clear?

Options are :

Location

Identification (Correct)

Damages

Usage

Answer :Identification

IT asset management maintains information about the assets, their costs, and?

Options are :

Related contracts (Correct)

Usage

Disposal

Re-use

Answer :Related contracts

The IT asset register is often combined (or federated) with the information stored in a?



Options are :

Configuration management system (CMS) (Correct)



Central management system (CMS)

Asset management system (AMS)

Answer :Configuration management system (CMS)

What is it called when the CI itself generates the operational alerts?

Options are :

Active monitoring

Passive monitoring (Correct)

Self-monitoring

System monitoring

Answer :Passive monitoring

What is it called when tools will poll key CIs, looking at their status to generate alerts when an exception condition is identified?

Options are :

Active monitoring (Correct)

Passive monitoring

Self-monitoring

System monitoring

Answer :Active monitoring

Problem control activities include problem analysis, and documenting workarounds and?

Options are :

Error control

Incident control

Known errors (Correct)

Problem prioritization



Problems are prioritized for analysis based on the?

Options are :

Cost of fixing

Time needed to fix

Who is being affected

Risk they pose (Correct)

Answer :Risk they pose

Workarounds are documented in?

Options are :

Risk register

IT asset register

Problem register

Problem records (Correct)

Answer :Problem records

Recommended Reading

- ⌚ [ITIL Foundation Certification Exam Questions and Answers](#)
- ⌚ [ITIL 4 Foundation Certification 2021 Exam Question Answers Set 8](#)
- ⌚ [ITIL Foundation Certification Exam Questions](#)
- ⌚ [ITIL 4 Foundation Practice Certification Exams \(6 Exams\) Set 1](#)
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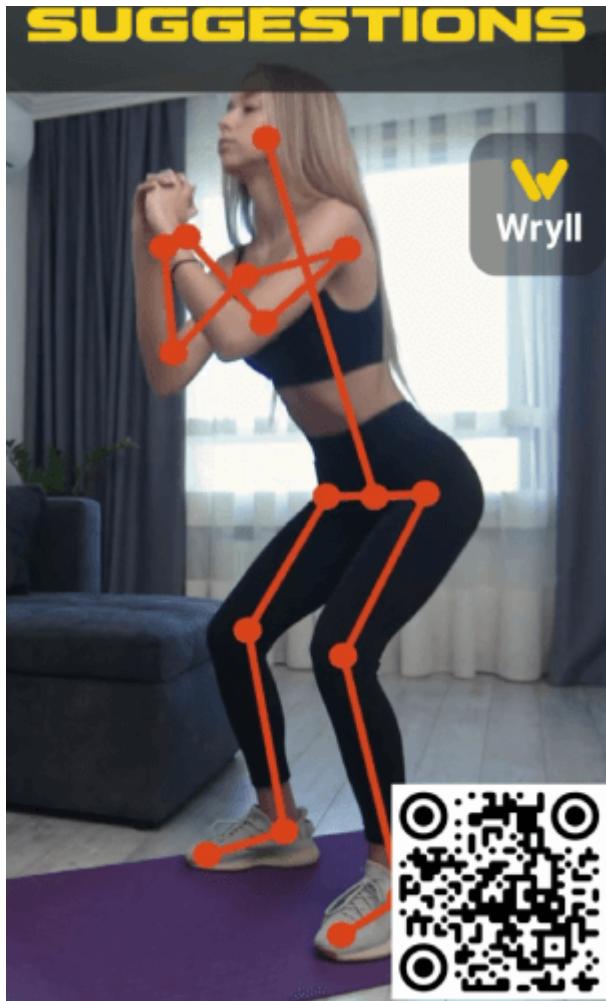
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Point our Mistakes and Post Your Suggestions





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Which one of the following do major incidents require?

Options are :

Longer timescales

Separate procedures

Less documentation

Less urgency

Answer : Separate procedures

Explanation Many organizations have ready=prepared plans to handle major incidents that include separate procedures.

Which of the following IS NOT managed by facilities management?

Options are :

Power and cooling equipment

Hardware within a data centre or computer room

Recovery sites

Applications

Answer : Applications



facilities which house IT operations, e.g. data centers, call centers, development facilities, etc. Its areas of responsibility including HVAC, Fire suppression, Facilities access, and power.



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Which of these statements about resources and capabilities is CORRECT?

Options are :

Neither capabilities nor resources are a type of service asset

Resources and capabilities are both a type of service asset

Capabilities are a type of service asset but resources are not a type of service asset

Resources are a type of service asset and capabilities are not a type of service asset

Answer : Resources and capabilities are both a type of service asset

Explanation Resources are raw materials which contribute to a service, such as money, equipment, time, staff, etc. Capabilities are specialized skills or abilities an organization applies to resources in order to create value. Both are a type of



Where would all the possible service improvement opportunities be recorded?

Options are :

Known error database

Configuration Management database

Capacity management information system

CSI Register

Answer : CSI Register

Explanation The CSI Register exists to record all potential improvement opportunities, and every stakeholder should be encouraged to submit entries into it.

What BEST describes the purpose of access management?

Options are :

Provides the rights for users to be able to use a service or group of services

To provide a channel for users to request and receive standard services

To prevent problems and resulting Incidents from happening

To detect security events and make sense of them

Answer : Provides the rights for users to be able to use a service or group of services



authorized parties with access to service and information as specified in the Information Security Policy. Access Management executes the Information Security Policy.



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What are the categories of events described in the ITIL Service Operation book?

Options are :

Scheduled, unscheduled, emergency

Warning, reactive, proactive

Informational, scheduled, normal

Informational, warning, exception

Answer : **Informational, warning, exception**

Explanation Events are listed as three basic types: information (no action required), warning (approaching a threshold), or exception (exceeded a threshold).



What body exists to support the authorization of changes and to assist change management in the assessment and prioritization of changes?

Options are :

Change advisory board

Change implementer

Change authorization board

Change manager

Answer : Change advisory board

Explanation The Change Advisory Board or CAB is a group of experts convened by the Change Manager to advise on the approval/rejection and planning for a specific change. The membership of the CAB usually varies with the change under consideration.

Which statement is CORRECT?

Options are :

The configuration management system is part of the configuration management database

The configuration management system is part of the known error database

The service knowledge management system is part of the configuration management system

The configuration management system is part of the service knowledge management system

Answer : The configuration management system is part of the service knowledge management system

repository and interfaces for management of information concerning items under configuration control (Configuration Items). It is part of the Knowledge Management System.



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Which of the following is NOT one of the five individual aspects of service design?

Options are :

The design of the service portfolio, including the service catalogue

The design of market spaces

The design of the technology architectures

The design of new or changed services

Answer : The design of market spaces

Explanation The design of market spaces is part of Service Strategy, not Service Design.



Which of the following is NOT a valid objective of problem management?

Options are :

To prevent problems and their resulting Incidents

To manage problems throughout their lifecycle

To eliminate recurring incidents

To restore service to a user

Answer : To restore service to a user

Explanation Problem Management is concerned with the identification and correction of flaws or errors in the environment which causes incidents. Restoring service to a user is part of incident management, not problem management.

What would you call the groups of people who have an interest in the activities, targets, resources, and deliverables from service management?

Options are :

Employers

Regulators

Stakeholders

Accreditors

Answer : Stakeholders

Explanation Stakeholders can be customers, users, or even suppliers. Everyone working within every type of service provider is a possible stakeholder.



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Which one of the following activities is NOT part of the Deming Cycle?

Options are :

Do

Coordinate

Act

Plan

Answer : Coordinate

Explanation The Deming Cycle consists of Plan, Do, Check, and Act.

What does NOT need to be defined as part of EVERY process?

Options are :

Functions

Metrics

Inputs and outputs



Answer : Functions

Explanation Functions are self-contained subsets of an organization that are intended to accomplish specific tasks. They are not required for EVERY process.

Which one of the following contains information that is passed to service transition to enable the implementation of a new service?

Options are :

Service design package (SDP)

Service transition package (STP)

Service charter

Service option

Answer : Service design package (SDP)

Explanation The Service Design Package (SDP) is the "blueprint" passed from Design to Transition. It provides detailed requirements and plans for operating the new or changed service in the live environment and for the continual service improvement of the service.



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Which process would be used to compare the value that newer services have offered over those they have replaced?

Options are :

Availability management

Service catalogue management

Capacity management

Service portfolio management

Answer : Service portfolio management

Explanation Service Portfolio Management process is concerned with management of the information concerning services in the Service Portfolio. It organizes the process by which services are identified, described, evaluated, selected, and chartered.

Which is the correct definition of a customer-facing service?

Options are :

A service not directly used by the business



A service that cannot be allowed to fail

One which is not covered by a service level agreement

Answer : One which directly supports the business processes of customers

Explanation Customer-facing is an adjective used to describe a hardware or software product, technology, or anything that the customer of a business deals with directly. It generally supports the business processes of the customer directly.

Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?

Options are :

Event management, incident management, change management, and access management

Incident management, service desk, request fulfillment, access management, and event management

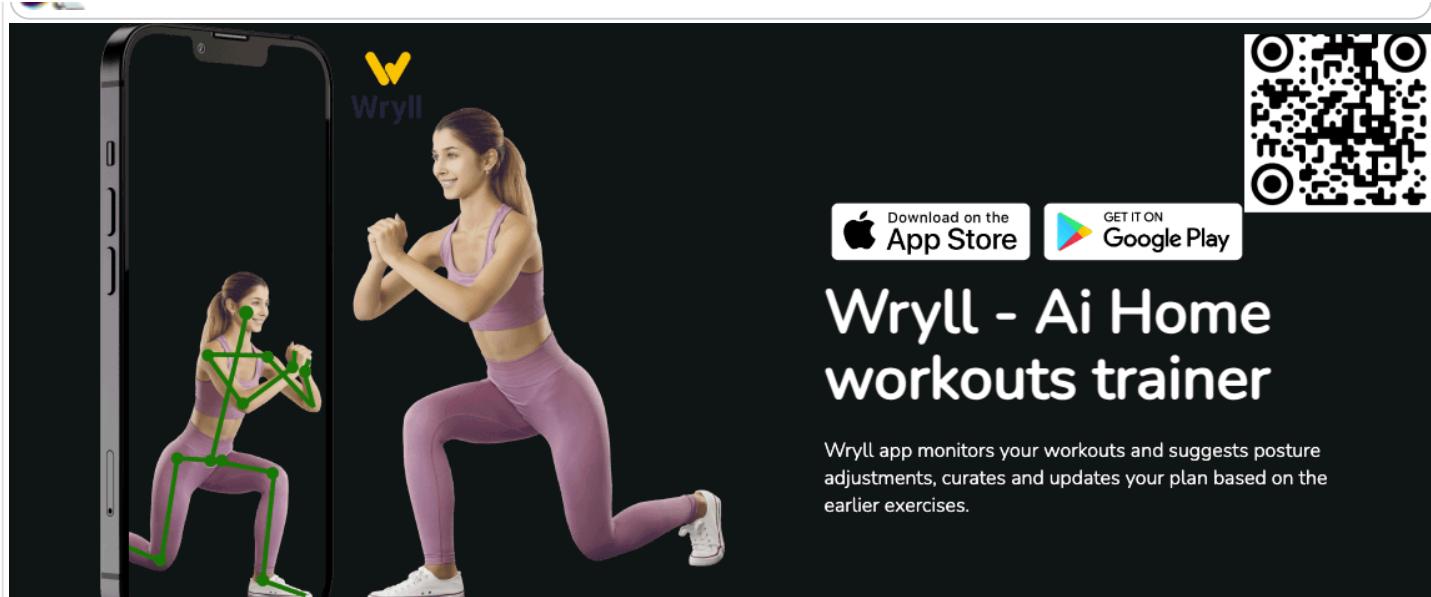
Event management, incident management, problem management, request fulfillment, and access management

Incident management, problem management, service desk, request fulfillment, and event management

Answer : Event management, incident management, problem management, request fulfillment, and access management

Explanation Service Operations includes the following processes: Incident Management, Problem Management, Event Management, Service Request Fulfillment, and Access Management.





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When can a known error record be raised or elevated?

Options are :

Both of these options

At any time it would be useful to do so

After a workaround has been found

Neither of these options

Answer : Both of these options

Explanation A Known Error record is one that has an identified underlying cause and a workaround. It can be elevated or raised any time it would be useful to do so, or after a workaround has been found.

Which one of the following can help determine the level of impact of a problem?

Options are :

Definitive media library (DML)



Standard operating procedures (SOP)

Statement of requirements (SOR)

Answer : Configuration management system (CMS)

Explanation The configuration management system (CMS) can be used to determine what other services, systems, or components are affected by a given component, and aids in determining the level of impact of a problem.

Which stage of the continual service improvement (CSI) approach is BEST described by the phrase "Understand and agree on the priorities for improvement based on a deeper development of the principles defined in the vision"??

Options are :

Where do we want to be?

Where are we now?

Did we get there?

How do we get there?

Answer : Where do we want to be?

Explanation Our vision describes where we want to be in the future.



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Which of the following is the BEST definition of IT service management?

Options are :

A complete set of all the documentation required to deliver world-class services to customers

The implementation and management of quality IT services that meet business needs

An internal service provider that is embedded within a business unit

Technical implementation of supporting IT infrastructure components

Answer : The implementation and management of quality IT services that meet business needs

Explanation Service Management is a set of specialized capabilities for delivering value to customers in the form of services. ITIL® is a framework for IT Service Management.

Which of the following statements correctly states the relationship between urgency, priority, and impact?



Urgency should be based on impact and priority

Impact, priority, and urgency are independent of each other

Impact should be based on urgency and priority

Priority should be based on impact and urgency

Answer : Priority should be based on impact and urgency

Explanation Priority is based on the impact and urgency of the incident. They are determined and factored together to determine its relative priority among other incidents.

Which one of the following is NOT part of the service design stage of the service lifecycle?

Options are :

Designing and maintaining all necessary service transition packages

Producing quality, secure, and resilient designs for new or improved services

Taking service strategies and ensuring they are reflected in the service design processes and the service designs that are produced

Answer : Designing and maintaining all necessary service transition packages

Explanation The creation of service transition packages occurs during the Service Transition phase of the ITIL Lifecycle.



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Which statement should NOT be part of the value proposition for Service Design?

Options are :

Reduced total cost of ownership

Improved quality of service

Improved service alignment with business goals

Better balance of technical skills to support live services

Answer : Better balance of technical skills to support live services

Explanation It is not the responsibility of Service Design to determine if a better balance of technical skills could support the live services. Supportability for live services rests with the Service Transition and Service Operations teams.

Which one of the following is an objective of release and deployment management?

Options are :

To standardize methods and procedures used for efficient and prompt handling of all changes



To define and agree release and deployment plans with customers and stakeholders

To ensure that the overall business risk of change is optimized

Answer : To define and agree release and deployment plans with customers and stakeholders

Explanation Release and Deployment Management would focus more exclusively on deployment/release logistics and testing. Release should occur once an agreed-upon deployment plan has been established with customers and stakeholders.

What is the key output handed over to service transition from the service design phase?

Options are :

Process definitions

Service portfolio design

Service design package

Measurement, methods, and metrics

Answer : Service design package

Explanation The Service Design Package is a comprehensive and high-quality package of documents that is passed from Service Design to Service Transition during the change in lifecycle phase.



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At which stage of the lifecycle is value creation a driving principle?

Options are :

Service strategy

Service transition

Continual service improvement

Service design

Answer : Service strategy

Explanation Service Strategy is about the selection of services a Service Provider will offer to customers. This is focused on determining how best to provide value to a service provider's customers.

Which Functions are included in IT Operations Management?

Options are :

IT Operations control and Facilities management

Facilities management and Release management



Technical management and Change management

Answer : IT Operations control and Facilities management

Explanation IT Operations Management is concerned with the day-to-day maintenance of the IT infrastructure and the facilities which house it. It is divided into two sub-functions: IT Operations Control and Facilities Management.

Which process is responsible for dealing with complaints, comments, and general inquiries from users?

Options are :

Service level management

Request fulfillment

Demand management

Service portfolio management

Answer : Request fulfillment

Explanation Service Request Fulfillment is the process charged with assisting users in situations where no service degradation or interruption is involved and it provides a means of addressing user requests for non-incident support, new equipment, training, etc.



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Which of the following statement about the service owner is INCORRECT?

Options are :

Is accountable for a specific service within an organization

Carries out the day-to-day monitoring and operation of the service they own

Is a stakeholder in all of the IT processes which support the service they own

Contributes to continual improvement affecting the service they own

Answer : Carries out the day-to-day monitoring and operation of the service they own

Explanation The service owner is accountable for the overall design, performance, integration, improvement, and management of a single service.

Which function or process would provide staff to monitor events in an operation's bridge or network operations center?

Options are :

Applications management

Request fulfillment



IT Operations Management

Answer : IT Operations Management

Explanation IT Operations Management is concerned with the day-to-day maintenance of the IT infrastructure and the facilities which house it. It is divided into two sub-functions: Operations Control and Facilities Management.

What would be used to communicate a high-level description of a major change that involved significant cost and risk to the organization?

Options are :

Change Policy

Risk register

Service request

Change proposal

Answer : Change proposal

Explanation A request for change is the formal change proposal used by an organization. The change proposal communicates a high-level description of a desired major change that might have significant cost and risk to the organization.



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Service design emphasizes the importance of the "Four Ps". These "Four Ps" include Partners, People, Processes and one other "P". Which of the following is the additional "P"?

Options are :

Products

Potential

Profit

Preparation

Answer : Products

Explanation People, processes, products, and partners are the Four P's of service design.



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Which one of the following do technology metrics measure?

Options are :

End-to-end service

Customer satisfaction

Components

Processes

Answer : Components

Explanation Technology metrics are component-based or application-based metrics, such as server availability and application performance. These are usually easy to obtain and come as part of a standard package.

Which of the following is it the responsibility of supplier management to negotiate and agree?

Options are :

Operational level agreements (OLAs)

Service level agreements (SLAs)



Third-party contracts

Answer : Third-party contracts

Explanation Supplier Management is the process charged with obtaining value for money from third-party suppliers. Supplier Management handles supplier evaluation, contract negotiations, performance reviews, renewals and terminations.

Which of the following is NOT a service desk organizational structures are described in service operation?

Options are :

Local Service Desk

Follow the Sun

Virtual Service Desk

IT Help Desk

Answer : IT Help Desk

Explanation IT Help Desk is a generic term and not a organizational structure like the Local Service Desk, Virtual Service Desk, and Follow-the-Sun models.



Also Read : [ITIL 4 Sample Exams \[2021\] Set 2](#)





The advertisement for Wryll features a woman in a purple athletic outfit performing a lunge exercise. A green overlay shows a star-shaped path or trajectory of her movement. The word "Wryll" is written vertically above her head. At the top right is a QR code. Below the QR code are two download links: "Download on the App Store" with the Apple logo and "GET IT ON Google Play" with the Google Play logo. To the right of the woman, the text "Wryll - Ai Home workouts trainer" is displayed in large white letters. Below this, a smaller text box states: "Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises."

Which of the following DOES NOT provide value to the business from service strategy?

Options are :

Reduction in the duration and frequency of service outages

Enabling the service provider to have a clear understanding of what levels of service will make their customer's successful

Enabling the service provider to respond quickly and effectively to changes in the business environment

Answer : Reduction in the duration and frequency of service outages

Explanation The duration and frequency of service outages would be more associated with Availability Management or Problem Management than service strategy.

Which of the following are basic concepts used in access management?

Options are :

Physical, personnel, network, emergency, service

Normal, temporary, emergency, personal, group



Rights, access, identity, directory services, service/service components

Answer : Rights, access, identity, directory services, service/service components

Explanation The Access Management process is charged with providing authorized parties with appropriate access to service and information as specified in the Information Security Policy. This includes things like rights, access, identity, services, etc.

Which process or function is responsible for monitoring activities and events in the IT infrastructure?

Options are :

Service level management

IT operations management

Incident management

Capacity management

Answer : IT operations management

Explanation IT Operations Management is concerned with the day-to-day maintenance of the IT infrastructure and the facilities which house it. It is divided into two sub-functions: Operations Control and Facilities Management.



Also Read : [ITIL Foundation Certification Exam Questions](#)





The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A green overlay shows a 3D wireframe model of her body, highlighting joint angles and posture. The word "Wryll" is written vertically above her head. At the top right is a QR code. Below the QR code are download links for the App Store and Google Play. The main title "Wryll - Ai Home workouts trainer" is displayed prominently. A subtitle explains: "Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises."

Which of the following are types of service are NOT defined in ITIL?

Options are :

Special

Enhancing

Enabling

Core

Answer : Special

Explanation ITIL covers three types of services: core, enabling, and enhancing.

What are the three service provider business models?

Options are :

Internal service operations provider, external service operations provider, shared service unit

Internal service provider, external service provider, shared service unit

Internal service provider, outsourced 3rd party and off-shore party



Answer : Internal service provider, external service provider, shared service unit

Explanation There are three types of service providers. Type I (internal service provider embeded in the business unit), Type II (internal srveice provider shared among the business units), and Type III (external service provider).

Which of the following should your IT service continuity strategy NOT be based on?

Options are :

Design of the service metrics

Risk assessment

Business impact analysis (BIA)

Business continuity strategy

Answer : Design of the service metrics

Explanation You metric design should not influence your IT service continuity strategy. Instead, your IT Service Continuity Strategy should support the overall business continuity management (BCM) arrangements by managing risks that affect critical IT services.





The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A green overlay shows a 3D wireframe model of her body, highlighting joint angles and posture. The word "Wryll" is written vertically above her head. At the top right is a QR code. Below the QR code are download links for the App Store and Google Play. The main title "Wryll - Ai Home workouts trainer" is displayed prominently in white text. A subtitle below it states: "Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises."

What is the BEST definition of the term 'service management'?

Options are :

A set of specialized organizational capabilities for providing value to customers in the form of services

A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose

Units of organizations with roles to perform certain activities

The management of functions within an organization to perform certain activities

Answer : A set of specialized organizational capabilities for providing value to customers in the form of services

Explanation The definition of 'service management' is a set of specialized organizational capabilities for providing value to customers in the form of services.

Which process is responsible for controlling, recording and reporting on the relationships between components of the IT infrastructure?

Options are :



Service asset and configuration management

Service level management

Change management

Answer : Service asset and configuration management

Explanation Service Asset and Configuration Management is responsible for planning, identifying, controlling, the status accountiong, and the verification/audit of components of the IT infrastructure.

Which one of the following is the BEST definition of reliability?

Options are :

How long a service or configuration item (CI) can perform its function without failing

How quickly a service or component can be restored to normal working order

The availability of a service or component

The level of risk that affects a service or process

Answer : How long a service or configuration item (CI) can perform its function without failing

Explanation Reliability is how long a service or component can perform its function without interruption. In other words, how long before something breaks?





The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A green overlay shows a 3D wireframe model of her body, highlighting joint angles and posture. The word "Wryll" is written vertically above her head. At the top right is a QR code. Below the QR code are two download links: "Download on the App Store" with the Apple logo and "GET IT ON Google Play" with the Google Play logo. To the right of the woman, the text "Wryll - Ai Home workouts trainer" is displayed in large white letters. Below this, a smaller text box states: "Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises."

Which of the following is NOT an objective of service transition?

Options are :

To plan and manage the capacity and resource requirements to manage a release

To ensure that a service can be operated, managed and supported

To provide quality knowledge and information about services and service assets

To provide training and certification in project management

Answer : To provide training and certification in project management

Explanation Service Transition is concerned with management of change and, more specifically, with the introduction of new and changed services into the live environment. This includes objectives that aid in determining service supportability.

What are the categories of event described in the ITIL Service Operation book?

Options are :

Scheduled, unscheduled, emergency

Informational, scheduled, normal



Informational, warning, exception

Answer : Informational, warning, exception

Explanation Events are listed as three basic types: information (no action required), warning (approaching a threshold), or exception (exceeded a threshold).

What is the purpose of the 'change enablement' practice?

Options are :

Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner

Making new and changed services and features available for use

Ensuring that risks are properly assessed, authorizing changes to proceed and managing a change schedule in order to maximize the number of successful IT changes (Correct)

Aligning an organization's practices and services with changing business needs through the ongoing identification and improvement of all elements involved in the effective management of products and services

Answer : Ensuring that risks are properly assessed, authorizing changes to proceed and managing a change schedule in order to maximize the number of successful IT changes

The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A green overlay shows a 3D wireframe model of her body, highlighting joint angles and movement paths. To the left is a smartphone displaying the Wryll app interface. The Wryll logo is at the top right of the phone screen. To the right of the phone, there is a QR code. Below the phone, two download links are shown: 'Download on the App Store' and 'GET IT ON Google Play'. The main text reads 'Wryll - Ai Home workouts trainer'. A descriptive paragraph below states: 'Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.' In the bottom right corner, there is a circular icon with a blue arrow pointing upwards.

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

Options are :

Ensuring that risks are properly assessed, authorizing changes to proceed and managing a change schedule in order to maximize the number of successful IT changes

Making new and changed services and features available for use

Moving new or changed hardware, software, documentation, processes, or any other service component to live environments (Correct)

Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner

Answer :Moving new or changed hardware, software, documentation, processes, or any other service component to live environments

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

Options are :

Establishing and nurturing links between an organization and its stakeholders at strategic and tactical levels

Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner

Ensuring that an organization's suppliers and their performance levels are managed appropriately to support the provision of seamless quality products and services

Setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets (Correct)

Answer :Setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets

What is defined as the practice of planning and managing the full lifecycle of all IT assets?

Options are :

Change enablement

IT asset management (Correct)

Release management





The Wryll app interface shows a woman in a purple athletic outfit performing a lunge. Green lines and dots are overlaid on her body to track posture and movement. The Wryll logo is in the top left corner of the phone screen.

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Download on the App Store GET IT ON Google Play

QR code for download

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

Options are :

Availability

Event

Incident (Correct)

Problem

Answer :Incident

Dion Training has just hired three new staff members. The IT department at Dion Training has created new accounts for the new staff members on the domain controller and allocated 10 GB of storage on the company's internal file server per staff member. What term best describes these activities performed by the IT department?

Options are :

Service consumption

Service provision (Correct)

Service offering



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

Options are :

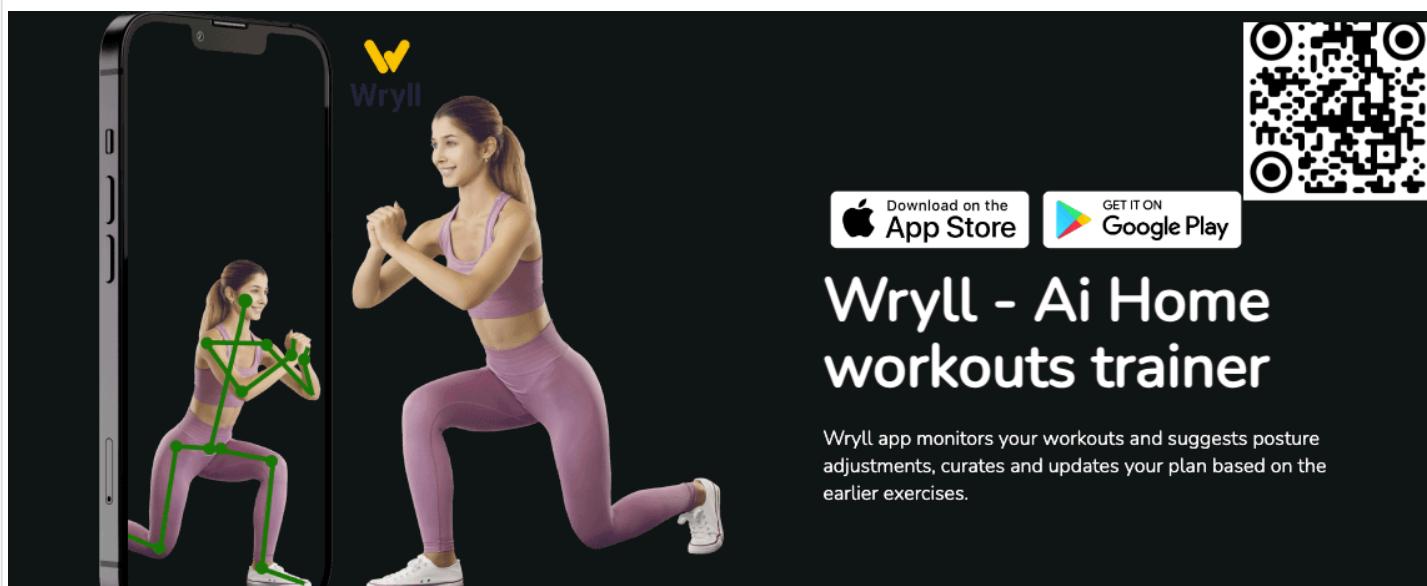
Value

Outputs

Outcomes

Costs (Correct)

Answer :**Costs**



Your organization has recently installed a brand new accounting program. The program has many functions including one that creates a report that shows the 'Profit and Loss (P&L)' metrics for the month. What term best describes the P&L report that is produced each month?

Options are :

Output (Correct)

Value

Cost



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

Options are :

Mandatory actions

Guiding principle (Correct)

Governance

Value

Answer :Guiding principle

Which guiding principle may best be served by understanding the cost and financial consequences that a service consumer might face when choosing to use a service?

Options are :

Collaborate and promote visibility

Think and work holistically

Focus on value (Correct)

Progress iteratively with feedback

Answer :Focus on value





Wryll

Download on the App Store GET IT ON Google Play

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

QR code

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

Options are :

Start where you are (Correct)

Focus on value

Optimize and automate

Progress iteratively with feedback

Answer :Start where you are

A company is planning to launch a new service and expects it will take them a full year to develop, test, and release the service. The project board for the project (the new service) has decided that instead of using a waterfall development method, they will use an Agile development method. This method will rely on two-week timeboxes, which means that every two weeks, the team must deliver some portion of the final service. As these smaller pieces of the new service are delivered, beta testers will be given access to the new features and functions to test and provide their initial thoughts on the new service. What guiding principle best describes this scenario?

Options are :

Progress iteratively with feedback (Correct)

Optimize and automate



Focus on value
Answer :Progress iteratively with feedback

Which guiding principle requires the identification and managing of all stakeholder groups in order to establish more robust communication across the staff?

Options are :

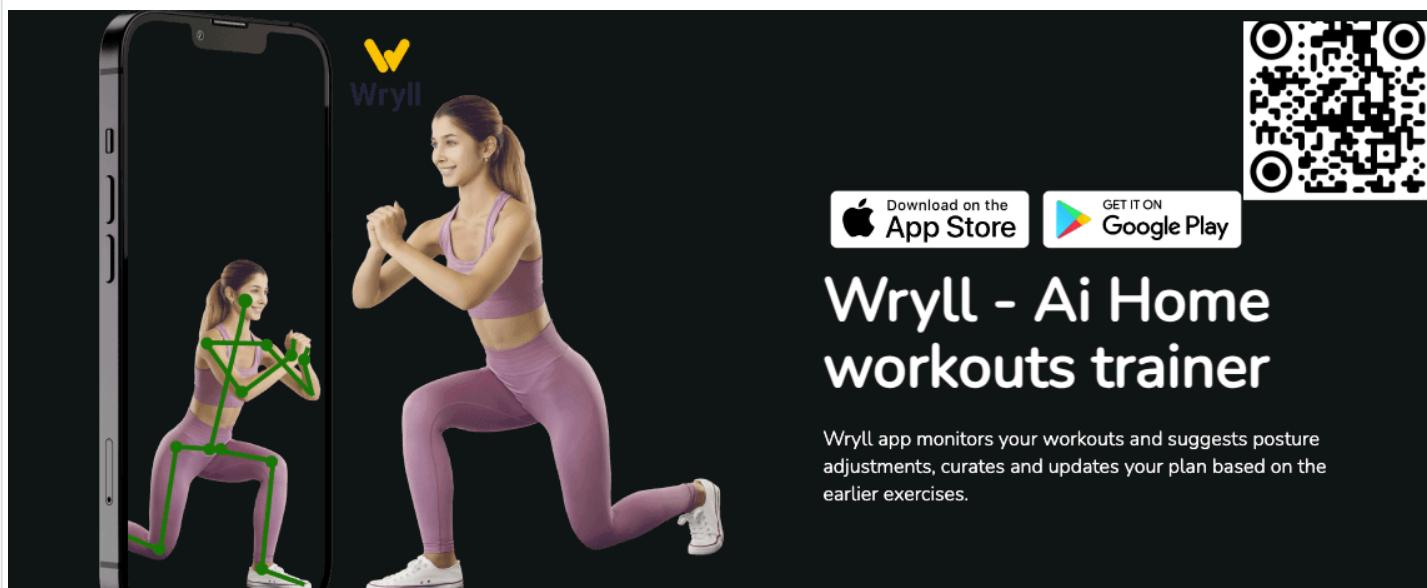
Keep it simple and practical

Focus on value

Collaborate and promote visibility (Correct)

Start where you are

Answer :Collaborate and promote visibility



What refers to the process of improving and increasing the efficiency of a process or service?

Options are :

Automation

Optimization (Correct)

Value

Warranty



Your company has decided to implement a new management style that will significantly flatten the management hierarchy within the company. Which dimension of service management is most applicable to this change?

Options are :

Information and technology

Organizations and people (Correct)

Partners and suppliers

Value streams and processes

Answer :Organizations and people

Dion Training Solutions has created an automated system that allows students to purchase their ITIL 4 Foundation exam vouchers at a discount through the Dion Training website. To accomplish this, the company sets up a 9-step automated series of activities that occurs once the student orders the voucher on the website. When this occurs, the automation selects a voucher for the student, emails them their unique voucher code and exam scheduling instructions, logs the purchase, remove the voucher from the inventory, and notifies the staff if the voucher inventory gets below a certain threshold. Which dimension of service management best represents this series of actions that is occurring through automation?

Options are :

Organizations and people

Information and technology

Value streams and processes (Correct)

Partners and suppliers

Answer :Value streams and processes





Wryll

Download on the App Store GET IT ON Google Play

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

QR code

Which ITIL concept describes guiding principles?

Options are :

Service value system (Correct)

Four dimensions of service management

Service value chain

Practices

Answer :Service value system

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

Options are :

Plan

Obtain/Build

Continual improvement (Correct)

Engage

Answer :Continual improvement

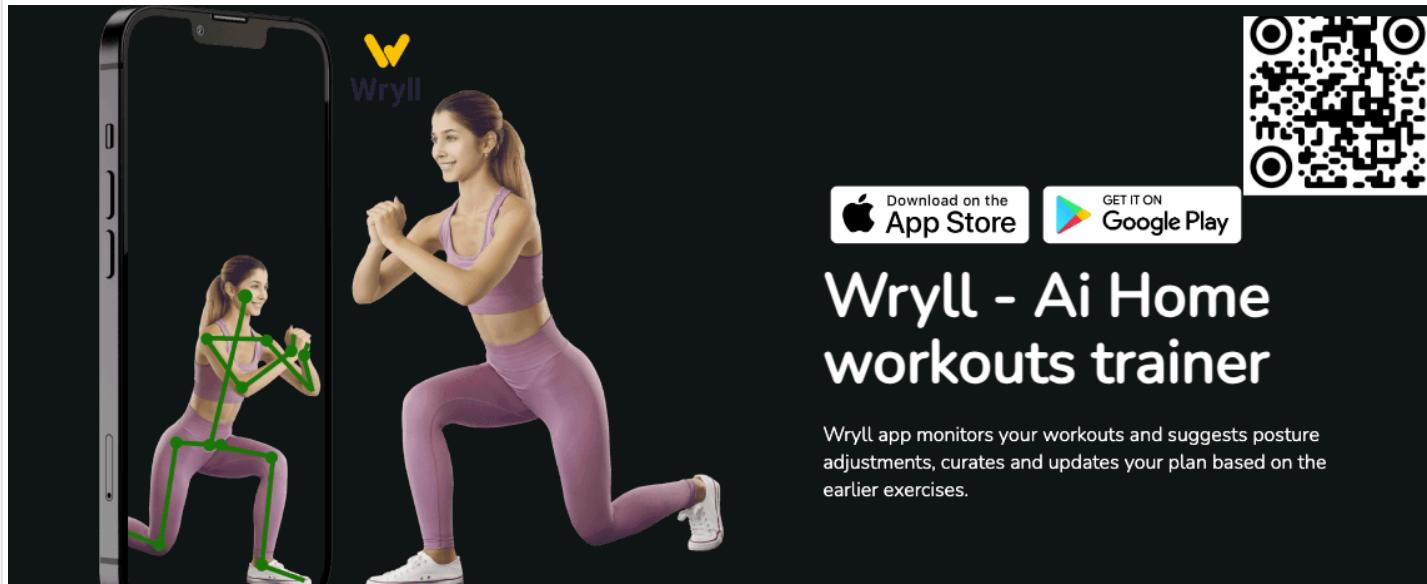
Which value chain activity ensures that products and services continually meet stakeholder expectations for quality, costs, and time to market?

Options are :

Deliver and support

Obtain/build



*Plan***Answer :Design and transition**

The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A smartphone on the left displays the Wryll app interface, showing the same exercise with green motion capture lines overlaid. The Wryll logo is at the top right. At the bottom right is a QR code. Below the QR code are download links for the App Store and Google Play. The text "Wryll - Ai Home workouts trainer" is prominently displayed in the center.

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

During which step of the continual improvement model would you check to verify whether or not you have reached the desired outcome in your improvement initiative?

Options are :

What is the vision

Where do we want to be

Did we get there (Correct)

Where are we now

Answer :Did we get there

What is the step after 'where do we want to be' in the continual improvement model?

Options are :

What is the vision

How do we get there (Correct)

Did we get there

Where do we want to be



What is a normal change?

Options are :

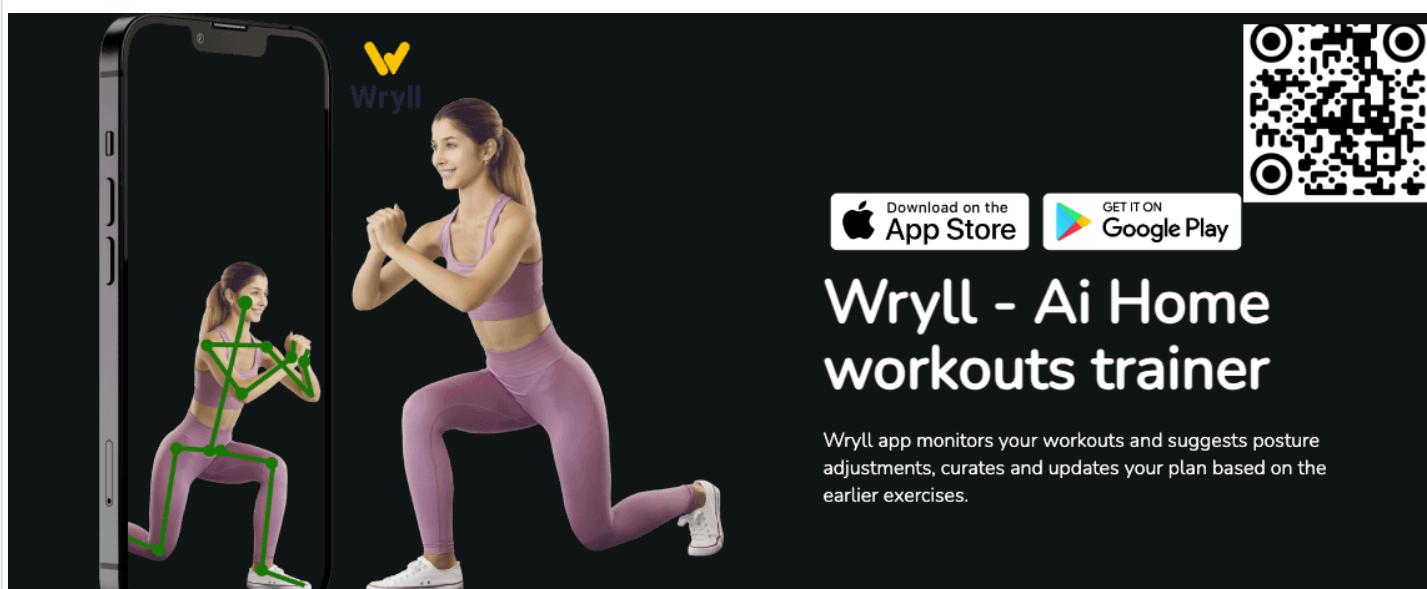
A change that doesn't need risk assessment because the procedure has been pre-authorized

A change that is routine in nature, is fully documented, and the risks are well understood

A change that doesn't need risk assessment because it is required to resolve an incident

A change that is assessed, authorized, and scheduled as part of 'continual improvement' (Correct)

Answer :A change that is assessed, authorized, and scheduled as part of 'continual improvement'



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

Options are :

Standard (Correct)

Normal

Emergency

Routine

Answer :Standard



Options are :

Authority to implement changes to a system

Observation of all services and service components to identify any change in state

Detailed procedures for the diagnosis of incidents (Correct)

Use of specialized knowledge for complicated incidents

Answer :Detailed procedures for the diagnosis of incidents

Which practice would include a formalized process for logging unplanned interruptions to a service?

Options are :

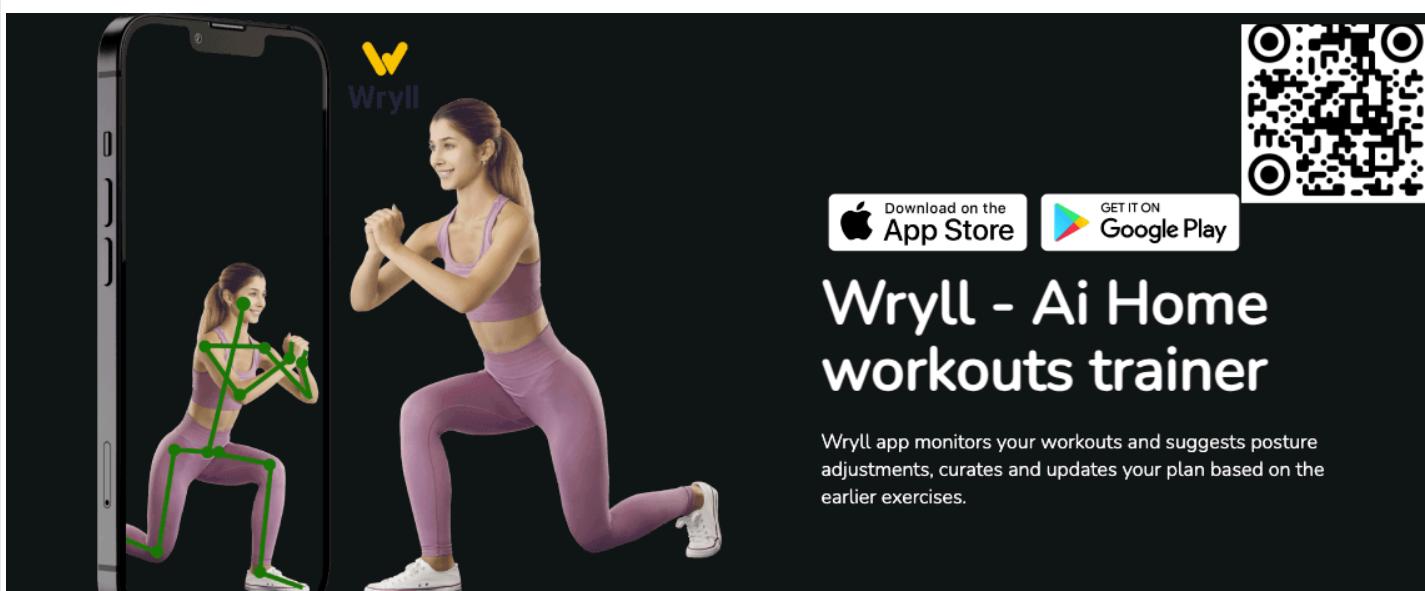
Incident management (Correct)

Change management

Problem management

Service level management

Answer :Incident management



During incident management, what is it called when the incident is passed on to the next higher level of technician?

Options are :

Promotion

Postponement

Reduction

Answer :Escalation

In terms of incident management, which value chain activity uses incident records as an input to improvement activities based on the incident frequency and severity?

Options are :

Engage

Improve (Correct)

Design and transition

Deliver and support

Answer :Improve

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

Options are :

Incident

Workaround

Problem

Known error (Correct)

Answer :Known error





Wryll

Download on the App Store GET IT ON Google Play

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QR code

What is NOT a phase in problem management?

Options are :

Problem identification

Problem control

Incident analysis (Correct)

Error control

Answer :Incident analysis

How does 'service request management' contribute to the 'obtain/build' value chain activity?

Options are :

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

It collects user-specific requirements, sets expectations, and provides status updates

By initiating standard changes to fulfill service requests

It acquires pre-approved service components to help fulfill service requests (Correct)

Answer :It acquires pre-approved service components to help fulfill service requests

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

Options are :

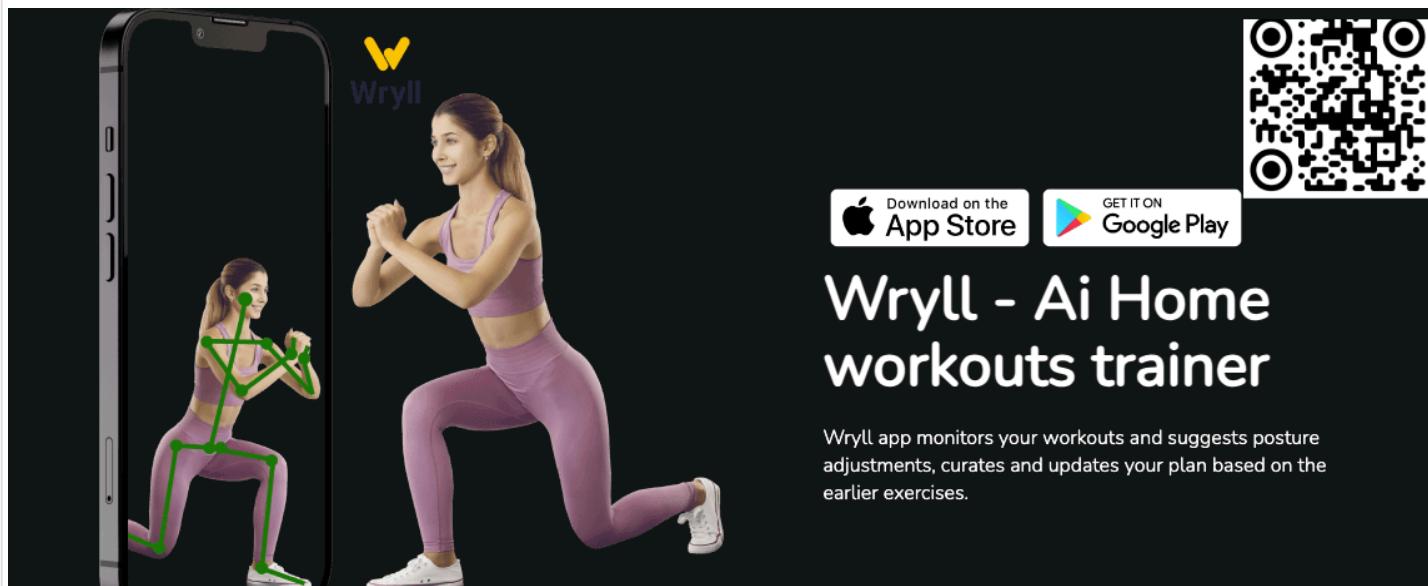
By collecting user-specific request requirements



By providing service request trend and quality information

It acquires pre-approved service components to help fulfill service requests

Answer :By initiating standard changes to fulfill service requests



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

Options are :

Service desks should never use technologies such as SMS and chat functions

Service desks should be highly technical functions

*Service desks should have a practical understanding of the users and their needs
(Correct)*

Service desks should always be local to the organization they support

Answer :Service desks should have a practical understanding of the users and their needs

Your company has decided to use work-from-home employees to fulfill its service desk requirements. Users call a central toll-free number and are routed to the next available service desk analyst, regardless of where the analyst is physically located. Many of these employees may be working from remote offices or their own home offices. What service desk structure does this describe?

Options are :

Virtual (Correct)

Centralized



How does 'service level management' contribute to the 'design and transition' value chain activity?

Options are :

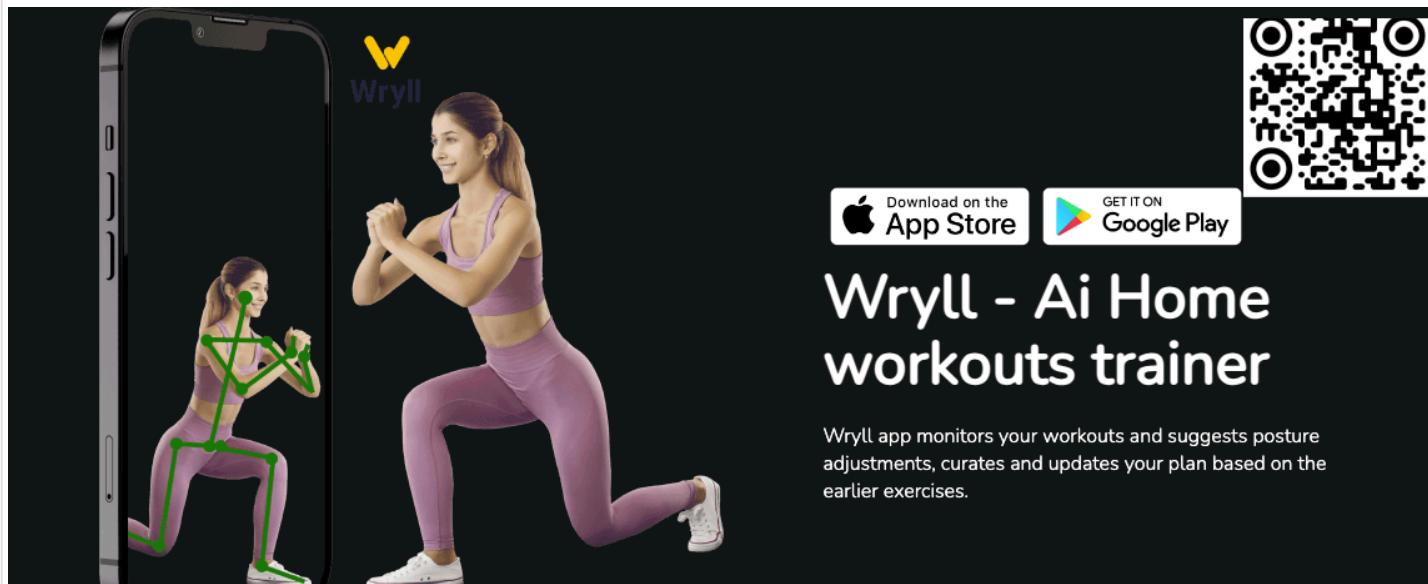
Collects feedback during interactions and communicates service performance objectives to the operations and support teams

*Provides feedback from interactions with customers into new or changed services
(Correct)*

Provides information about the actual service performance and trends

Provides objectives for component and service performance for products and services

Answer :Provides feedback from interactions with customers into new or changed services



How should measures and metrics be used to measure your service level management levels?

Options are :

To measure the performance of a component in the system

To measure the performance of the entire system

To measure the availability of a network



Which type of document should be written in easy-to-understand language to outline the expectations and requirements for both the service provider and the customer?

Options are :

Business Partnership Agreement

Service Level Agreement (Correct)

Interconnection Service Agreement

Memorandum of Understanding

Answer :Service Level Agreement

What is the definition of a user?

Options are :

A person who uses services (Correct)

A person who defines the requirements for a service and takes responsibility for the outcomes of service consumption

A person who authorizes budget for service consumption

A person who works for an organization other than the service provider

Answer :A person who uses services

The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A green line connects points on her body to demonstrate the app's motion tracking capabilities. To the left is a smartphone displaying the same scene. On the right, there are download links for the App Store and Google Play, along with a QR code. The text "Wryll - Ai Home workouts trainer" is prominently displayed.

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

What is a service?

Options are :

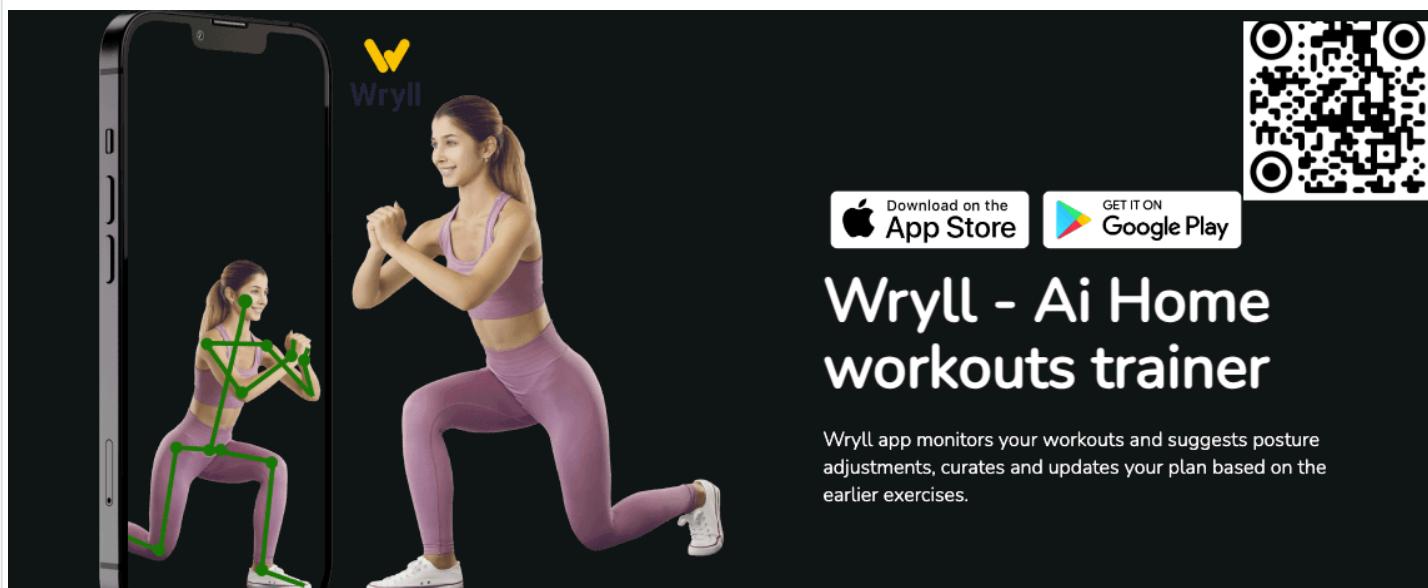
Joint activities performed by a service provider and a service consumer to ensure continual value cocreation based on agreed and available service offerings

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 (Correct)

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

A tangible or intangible deliverable of an activity

Answer :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



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

Options are :

Scripts for collecting user information (Correct)

Creation of a temporary team

Fulfillment of service requests

Use of shift working patterns

Answer :Scripts for collecting user information

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

Options are :



Diagnosing and resolving incidents

Trend analysis of incident records (Correct)

Escalating incidents to a support team for resolution

Answer :Trend analysis of incident records

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

Options are :

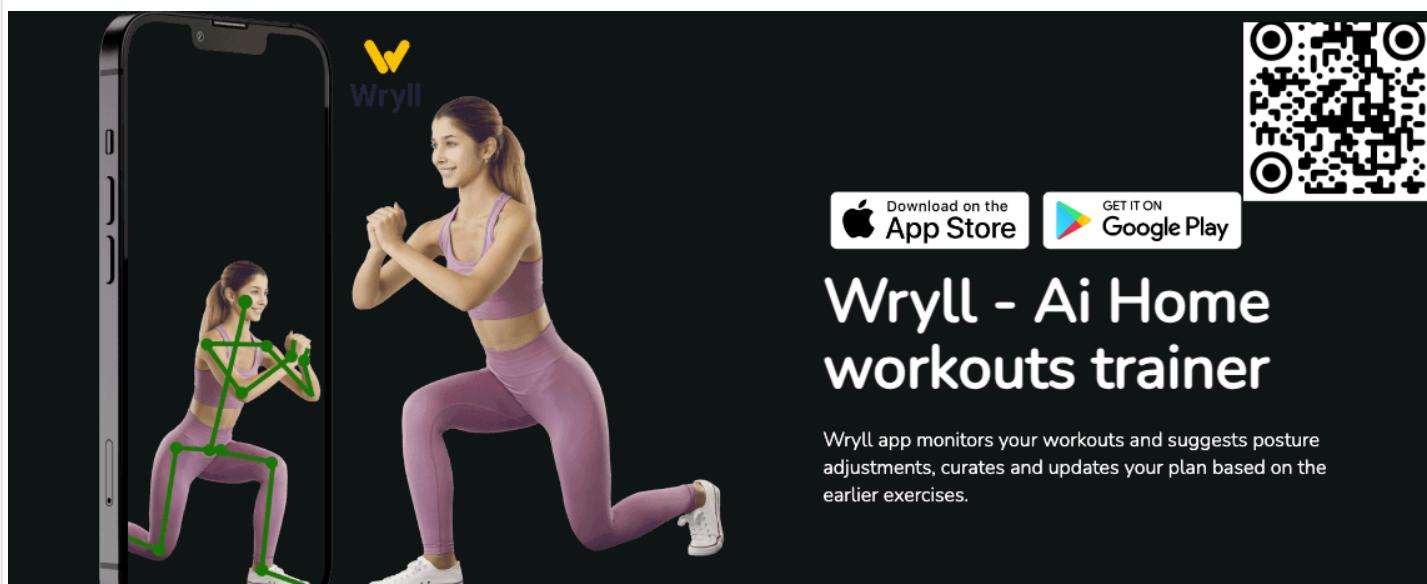
Service request management

Service level management

Change enablement

Problem management (Correct)

Answer :Problem management



What is the definition of a known error?

Options are :

Any change of state that has significance for the management of a service or other configuration item (CI)

A problem that has been analyzed and has not been resolved (Correct)

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

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

Options are :

A single continual improvement register should be maintained by senior management.

It is the role of senior management to authorize improvement initiatives.

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

Training should be provided to those involved in continual improvement. (Correct)

Answer :Training should be provided to those involved in continual improvement.

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

Options are :

Service desk (Correct)

Service level management

Problem management

Change enablement

Answer :Service desk

The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A green overlay shows a 3D wireframe model of her body, highlighting joint angles and movement paths. To the left, a smartphone screen displays the same exercise with a similar green 3D model overlay. The Wryll logo is in the top left corner. In the top right, there's a QR code. Below the QR code are download links for the App Store and Google Play. The main text reads "Wryll - Ai Home workouts trainer". A smaller text at the bottom states: "Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises." A circular arrow icon is in the bottom right corner.

explained and coordinated?

Options are :

Relationship management

Service level management

Continual improvement

Service desk (Correct)

Answer :Service desk

Which guiding principle considers customer and user experience?

Options are :

Focus on value (Correct)

Start where you are

Collaborate and promote visibility

Keep it simple and practical

Answer :Focus on value

Which practice includes the use of approaches such as Lean, Agile and DevOps with the aim of facilitating a greater amount of change at a quicker rate?

Options are :

Service desk

Service level management

Continual improvement (Correct)

Monitoring and event management

Answer :Continual improvement





The advertisement for Wryll shows a woman performing a lunge exercise. A green overlay on the left side of the image shows a smaller version of her in a different pose, with green lines and dots indicating joint angles and movement paths. The Wryll logo is in the top left corner. At the top right is a QR code. Below the QR code are download links for the App Store and Google Play. The main title is "Wryll - Ai Home workouts trainer". A subtitle below it states: "Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises."

Which is a key requirement for a successful service level agreement (SLA)?

Options are :

Using an agreement between the service provider and service supplier

Using individual metrics that relate to the service catalogue

Using bundled metrics to relate performance to outcomes (Correct)

Using single-system-based metrics that relate to outputs

Answer :Using bundled metrics to relate performance to outcomes

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

Options are :

Diagnose, investigate, resolve

Initiate, approve, fulfill

Acknowledge, classify, own (Correct)

Schedule, assess, authorize

Answer :Acknowledge, classify, own

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

Options are :

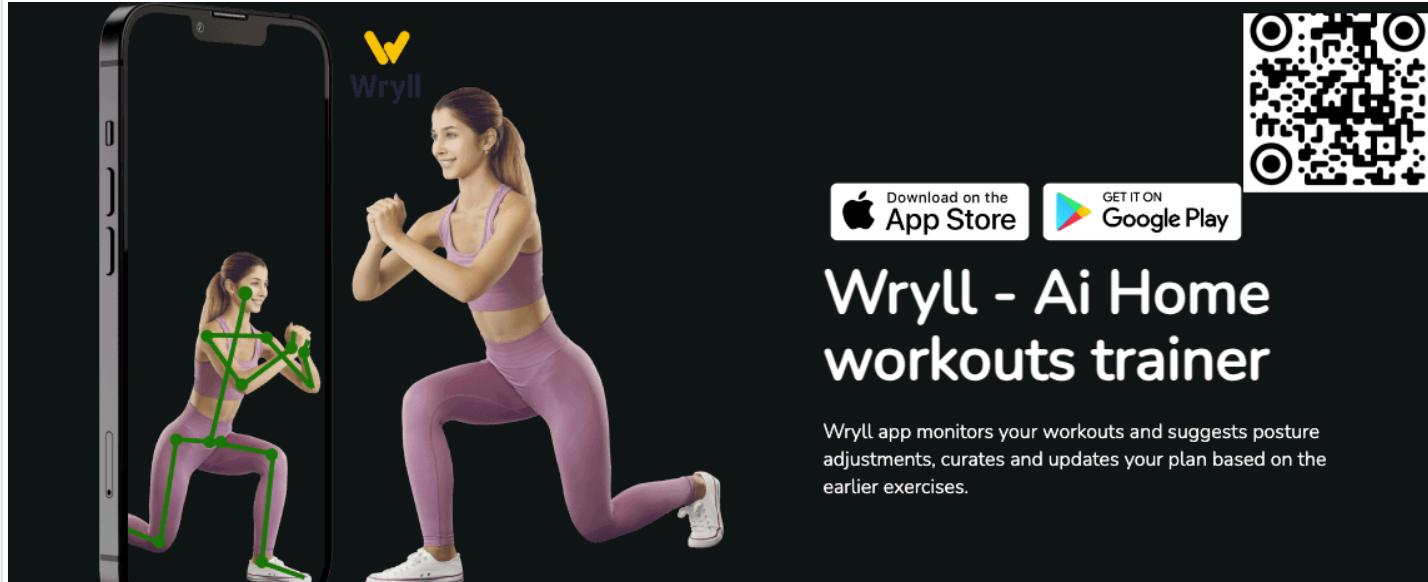
To set clear business-based targets for service levels (Correct)



To ensure accurate information about the configuration of services is available

To maximize the number of successful service and product changes

Answer :To set clear business-based targets for service levels



Which dimension considers data security and privacy?

Options are :

Value streams and processes

Information and technology (Correct)

Partners and suppliers

Organizations and people

Answer :Information and technology

Which practice recommends using tools for collaboration and the automated matching of symptoms?

Options are :

Problem management

Incident management (Correct)

Service level management

Service request management



Which ITIL practice has the purpose to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels?

Options are :

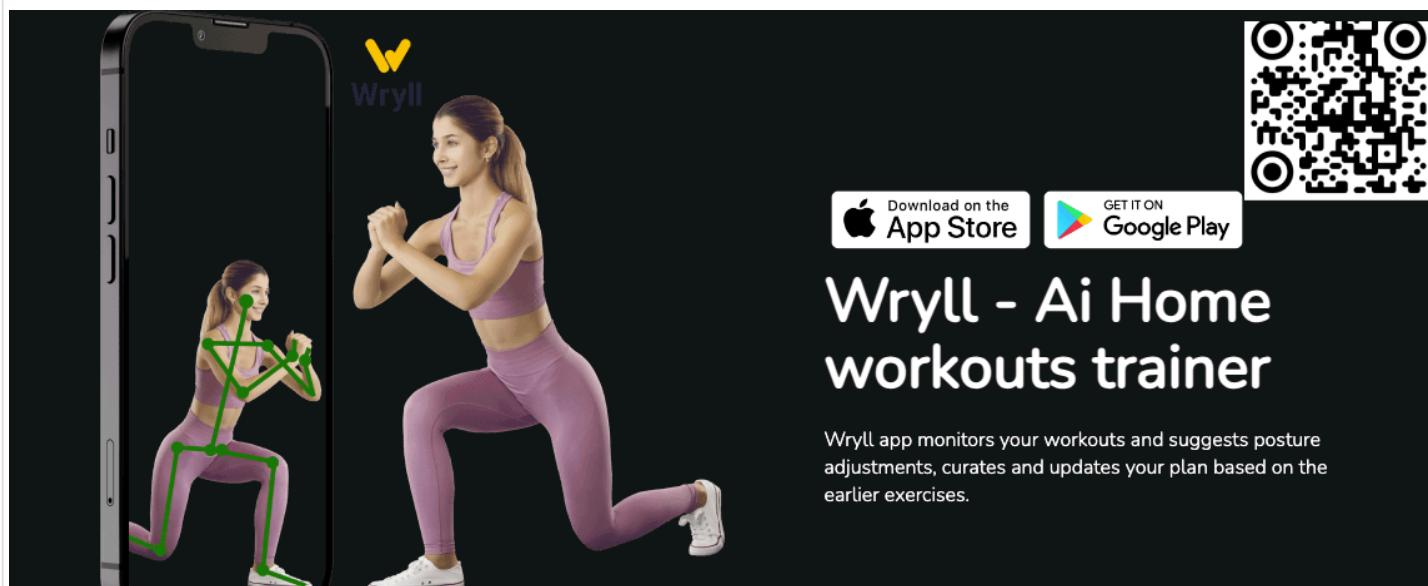
Service desk

Supplier management

Relationship management (Correct)

Change enablement

Answer :Relationship management



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

Options are :

Cost

Utility

Service management

Warranty (Correct)

Answer :Warranty

Which is a purpose of release management?



Options are :

To make new and changed services available for use (Correct)

To handle user-initiated service requests

To protect the organization's information

To move hardware and software to live environments

Answer :To make new and changed services available for use

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

Options are :

Emergency changes are changes that must be implemented as soon as possible and therefore authorization is expedited (Correct)

Service requests are usually normal changes that can be implemented quickly without authorization

Emergency changes are changes that must be fully tested and fully documented prior to implementation

Standard changes are changes that need to be scheduled, assessed and authorized following a standard process

Answer :Emergency changes are changes that must be implemented as soon as possible and therefore authorization is expedited

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Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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



[__] with all its users.

Options are :

Customer

Service provider (Correct)

Supplier

Service consumer

Answer :Service provider

Which will NOT be handled as a service request?

Options are :

The provision of a laptop

A complaint about a support team

The replacement of a toner cartridge

The degradation of a service (Correct)

Answer :The degradation of a service

Which does the ITIL service value system discourage?

Options are :

Organizational silos (Correct)

Coordinated authorities and responsibilities

Interfaces among practices

Organizational agility

Answer :Organizational silos





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Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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

Options are :

Change enablement

Service level management (Correct)

Continual improvement

Service desk

Answer :Service level management

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

Options are :

Authorizing an emergency change

Fulfilling a service request

Investigating a major incident (Correct)

Logging a new problem

Answer :Investigating a major incident

Which approach is CORRECT when applying the guiding principle 'keep it simple and practical'?

Options are :

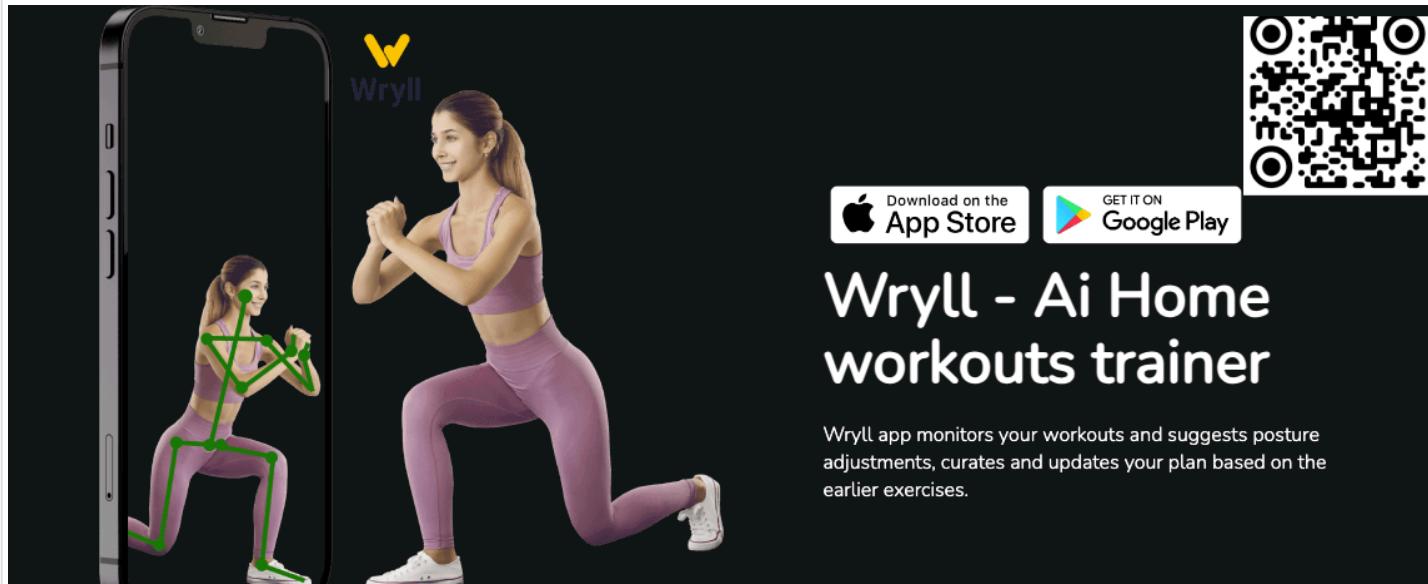


Only add controls and metrics when they are needed (Correct)

Only add controls and metrics that are required for compliance

Design controls and metrics and add them individually until all are implemented

Answer :Only add controls and metrics when they are needed



An SLA is a service level agreement.

Which describes the 'watermelon SLA' effect?

Options are :

Introducing SLAs for a service enables customer to see that the service provider is doing a really good job, so this improves satisfaction.

A single SLA defines target service levels for multiple customer, so every customer sees reports about other customers' experiences.

SLA targets change very frequently, so that each report includes new measures and trends cannot be analyzed.

The metrics in an SLA are focused on internal measures, so that reports show everything is good, while the customer is not satisfied. (Correct)

Answer :The metrics in an SLA are focused on internal measures, so that reports show everything is good, while the customer is not satisfied.

What is required by all service desk staff?

Options are :



Excellent technical knowledge

Root cause analysis skills

Knowledge of telephony technology

Answer :Demonstration of emotional intelligence

Which is an external input to the service value chain?

Options are :

Customer requirements (Correct)

The 'improve' value chain activity

An overall plan

Feedback loops

Answer :Customer requirements

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

Options are :

Standardization and automation (Correct)

Providing a variety of channels for access

Establishing a shared view of targets

Policies for approvals (Correct)

Answer :Standardization and automation Policies for approvals

Which helps to streamline the fulfilment of service requests?

Options are :

Understanding which service requests can be accomplished with limited approvals (Correct)

Eliminating service requests which have complex workflows

Separating requests relating to service failures from the degradation of services



approvals

Which is handled as a service request?

Options are :

An investigation to identify the cause of an incident

An emergency change to implement a security patch

A compliment about an IT support team (Correct)

The failure of an IT service

Answer :A compliment about an IT support team

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

Options are :

Disaster recovery plans

Swarming (Correct)

Self-help

Target resolution times

Answer :Swarming

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

Options are :

An improvement initiative that is broken into a number of manageable sections (Correct)

An assessment of how all the parts of an organization will affect an improvement initiative

A current state assessment that is carried out at the start of an improvement initiative

The identification of all interested parts at the start of an improvement initiative



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

Options are :

- Deliver and support*
- Design and transition*
- Plan*
- Obtain/build (Correct)*

Answer :Obtain/build

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

Options are :

- Supplier management*
- Change enablement*
- Relationship management*
- Service desk (Correct)*

Answer :Service desk

What does 'change control' PRIMARILY focus on?

Options are :

- Changes to skills and competencies*
- Changes to organizational structure*
- Changes to service levels*
- Changes to products and services (Correct)*

Answer :Changes to products and services

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



Options are :

Problems

Incidents

Requests

Events (Correct)

Answer :Events**Which is considered by the 'partners and suppliers' dimension?**

Options are :

Working with an integrator to manage relationships (Correct)

Using artificial intelligence

Using formal roles and responsibilities

Defining controls and procedures

Answer :Working with an integrator to manage relationships**Which practice has a purpose that includes maximizing success by ensuring that risks have been properly assessed?**

Options are :

Change control (Correct)

Relationship management

Release management

Monitoring and event management

Answer :Change control**What includes governance as a component?**

Options are :

The service value system (Correct)

The guiding principles



The service value chain

Answer :The service value system

A service provider describes a package that includes a laptop with software, licenses, and support. What is this package an example of ?

Options are :

Outcome

Value

Warranty

Service offering (Correct)

Answer :Service offering

Amir Training Center is an Authorized Training Organization for AXELOS. Which service management dimension would be focused on the relationship between Amir Training Center and AXELOS in regards to the company's delivery of ITIL 4 Foundation training to students?

Options are :

Partners and suppliers (Correct)

Organizations and people

Value streams and processes

Information and technology

Answer :Partners and suppliers

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

Options are :



Optimize and automate

Think and work holistically

Keep it simple and practical (Correct)

Answer :Keep it simple and practical

How do all value chain activities transform inputs to outputs?

Options are :

By using combinations of practices (Correct)

By implementing process automation

By determining service design

By using a simple functional team

Answer :By using combinations of practices

How should an organization adopt continual improvement methods?

Options are :

Select a single method for all improvements that the organization handles

Build the capability to use as many improvement methods as possible

Select a few key methods for the types of improvement that the organization handles (Correct)

Use a new method for each improvement the organization handles

Answer :Select a few key methods for the types of improvement that the organization handles

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

Options are :

risks

outcomes (Correct)



*outputs***Answer :outcomes**

Identify the missing words in the following sentence. The management of information security incidents usually requires [?]

Options are :

*Specialist teams**Immediate escalation**Third party support**A separate process (Correct)***Answer :A separate process**

In what order should an organization optimize and automate activities?

Options are :

*Optimize first, then automate (Correct)**Each organization should decide for itself**Automate first, then optimize**Do both optimization and automation at the same time***Answer :Optimize first, then automate**

Laila has been hired by your company to lead the process improvement efforts. You have shared with her the overall vision for the process improvement and she begins to analyze your current resources, processes, and metrics. What step of the continual improvement model is Laila performing?

Options are :

*Where do we want to be?**How do we get there?**Where are we now? (Correct)**What is the vision?*

What are the two types of cost that a service consumer should evaluate?

Options are :

The cost of creating the service, and the cost charged for the service

The cost of provisioning the service, and the cost of improving the service

The costs removed by the service, and the costs imposed by the service (Correct)

The cost of purchasing software, and the cost of purchasing hardware

Answer :The costs removed by the service, and the costs imposed by the service

What is a means of enabling value co-creation by facilitating outcomes that customers want to achieve?

Options are :

A practice

An output

A Service (Correct)

Continual improvement

Answer :A Service

What is na output?

Options are :

A possible event that could cause harm or loss

A change of state that has significance for the management of a configuration item

Something created by carrying out na activity (Correct)

A result for a stakeholder

Answer :Something created by carrying out na activity

What is the first step of the guiding principle 'focus on value'?

Options are :

Identify the outcomes that the service facilitates



Identify all suppliers and partners that are involved in the service

Determine who the service consumer is in each situation (Correct)

Answer :Determine who the service consumer is in each situation

Which of these are a key focus of the 'value streams and processes' dimension?

Options are :

Activities that transform inputs into outputs (Correct)

Contracts and agreements

Workflow management and inventory systems

Roles and responsibilities

Answer :Activities that transform inputs into outputs

Which service management dimension is focused on activities and how these are coordinated?

Options are :

Value streams and processes (Correct)

Information and technology

Organizations and people

Partners and suppliers

Answer :Value streams and processes

Which service management dimension is focused on an organization's relationships with other organizations in order to deliver its services?

Options are :

Value streams and processes

Information and technology

Partners and suppliers (Correct)

Organizations and people

Answer :Partners and suppliers



Options are :

Each value chain activity contributes to the value chain by transforming specific inputs into outputs (Correct)

Service value chain activities form a single flow that enables value creation

Every practice belongs to a specific value chain activity

A specific combination of value chain activities and practices forms a service relationship

Answer :Each value chain activity contributes to the value chain by transforming specific inputs into outputs

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

Options are :

Where are we now?

Where do we want to be?

How do we get there? (Correct)

Take action

Answer :How do we get there?

Which term describes the functionality offered by a service

Options are :

Warranty

Utility (Correct)

Risk

Cost

Answer :Utility



created from shared values based on how it carries out its work 2. It is determined by the type of technology used to support services 3. It should be based on the culture of prospective suppliers 4. It should be based on the objectives of the organization

Options are :

1 and 2

1 and 4 (Correct)

3 and 4

2 and 3

Answer :1 and 4

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

Options are :

Plan (Correct)

Obtain/build

Engage

Improve

Answer :Plan

Which value chain activity creates service components?

Options are :

Obtain/build (Correct)

Engage

Improve

Deliver and support

Answer :Obtain/build



and where they are needed and meet agreed specifications?

Options are :

Improve

Deliver and support

Design and transition

Obtain/build (Correct)

Answer :Obtain/build

Recommended Reading

- ⌚ [ITIL Foundation Certification Exam Questions](#)
- ⌚ [ITIL 4 Foundation Certification 2021 Exam Question Answers Set 4](#)
- ⌚ [ITIL 4 Foundation Certification 2021 Exam Question Answers Set 6](#)
- ⌚ [ITIL 4 Foundation Practice Certification Exams \(6 Exams\) Set 3](#)
- ⌚ [ITIL 4 Foundation Certification 2021 Exam Question Answers Set 3](#)
- ⌚ [ITIL 4 Sample Exams \[2021\] Set 1](#)
- ⌚ [ITIL Foundation Certification Exam](#)
- ⌚ [ITIL 4 Foundation Practice Certification Exams \(6 Exams\) Set 4](#)
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Which areas of service management can benefit from automation?

Options are :

Design and modeling

Reporting

Pattern recognition and analysis

Detection and monitoring

All of these areas could benefit from automation

Answer : All of these areas could benefit from automation

Explanation Automation can be useful during design and modeling, reporting, pattern recognition and analysis, and detection and monitoring.



Also Read : ITIL Foundation Certification Exam Questions





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Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Which one of the following is the purpose of service level management?

Options are :

To carry out the service operations activities needed to support current IT services

To ensure that sufficient capacity is provided to deliver the agreed performance of services

To create and populate a service catalogue

To ensure that an agreed level of IT service is provided for all current IT services

Answer : To ensure that an agreed level of IT service is provided for all current IT services

Explanation Service Level Management is one of the processes within the Service Design phase. It shares many activities and objectives with Continual Service Improvement. In particular, both emphasize regular measurement and review of services.

Which of these recommendations is best practice for service level management?

Options are :



It is NOT necessary to be able to measure all the targets in an SLA

Both of these

Neither of these

Answer : Neither of these

Explanation There is no need to include legalese in the Service Level Agreements. Also, all SLAs must be measurable, otherwise they are useless in the Service Operations phase.

What is the act of transforming resources and capabilities into valuable service better known as?

Options are :

Service management

Incident management

Resource management

Service support

Answer : Service management

Explanation Service Management is a set of specialized capabilities for delivering value to customers in the form of services. These services require resources and capabilities to operate.



Also Read : ITIL 4 Sample Exams [2021] Set 2





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Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Which process includes business, service, and component sub-processes?

Options are :

Capacity management

Incident management

Service level management

Financial management

Answer : Capacity management

Explanation Capacity Management ensures cost-effective capacity exists at all times to meet or exceed agreed-upon needs of the business per the SLAs. It is defined as the maximum throughput that a service, system, or component can handle.

Which one of the following is NOT an aim of the change management process?

Options are :

To ensure the impact of changes are understood



To ensure that all changes to configuration items (CIs) are recorded in the configuration management system (CMS)

To deliver and manage IT services at agreed levels to business users

Answer : To deliver and manage IT services at agreed levels to business users

Explanation Change Management is concerned with recording, evaluating, approving, testing, and reviewing changes to services, systems, and other Configuration Items. All changes involve risk.

Which one of the following is the BEST description of a service level agreement (SLA)?

Options are :

The part of a contract that specifies the responsibilities of each party

An agreement between the service provider and an internal organization

An agreement between a service provider and an external supplier

An agreement between the service provider and their customer

Answer : An agreement between the service provider and their customer

Explanation Service Level Agreements (SLAs) are an agreement between the service provider and their customer which dictate the service and quality target levels required to be achieved.



Also Read : [ITIL Foundation Certification Exam Questions](#)





The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A green overlay shows a 3D wireframe model of her body, highlighting joint angles and posture. The word "Wryll" is written vertically above her head. At the top right is a QR code. Below the QR code are two download links: "Download on the App Store" with the Apple logo and "GET IT ON Google Play" with the Google Play logo. To the right of the woman, the text "Wryll - Ai Home workouts trainer" is displayed in large white font. Below that, a smaller text box states: "Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises."

Which process is responsible for managing relationships with vendors?

Options are :

Change management

Service portfolio management

Supplier management

Continual service improvement

Answer : Supplier management

Explanation Supplier Management is the process charged with obtaining value for money from third-party suppliers. Supplier Management plays a very similar role to that of Service Level Management, but with external suppliers rather than internal suppliers.

What are customers of an IT service provider who purchase services in terms of a legally-binding contract known as?

Options are :

Strategic customers



Valued customers

Internal customers

Answer : External customers

Explanation External customers are those who purchase services from a service provider and are not part of that service provider's organization. They usually have a contract for service, which should include their specific rights and usage allotments.

Which one of the following is NOT a responsibility of the service transition stage of the service lifecycle?

Options are :

To ensure that a service can be managed and operated in accordance with constraints specified during design

To design and develop capabilities for service management

To provide good-quality knowledge and information about services

To plan the resources required to manage a release

Answer : To design and develop capabilities for service management

Explanation Design and development of the capabilities occur initially in the Service Design phase, not in the Service Transition phase.



Also Read : ITIL 4 Sample Exams [2021] Set 2





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Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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Which of the following IS NOT a reason why ITIL is successful?

Options are :

ITIL is vendor neutral

It does not prescribe actions

ITIL represents best practice

ITIL is a proprietary framework

Answer : ITIL is a proprietary framework

Explanation ITIL is a public framework and does not contain proprietary information. This is one reason for its wide-spread adoption and success in the marketplace.

What BEST describes service strategy's value to the business?

Options are :

Allows higher volumes of successful change

Reduction in unplanned costs through optimized handling of service outages



Enabling the service provider to have a clear understanding of what levels of service will make their customers successful

Answer : Enabling the service provider to have a clear understanding of what levels of service will make their customers successful

Explanation Service strategy allows a service provider to determine what services will it offer to its customers to provide the most value to those customers.

Which of the following options is a hierarchy that is used in knowledge management?

Options are :

Wisdom - Information - Data - Knowledge

Data - Information - Knowledge - Wisdom

Knowledge - Wisdom - Information - Data

Information - Data - Knowledge - Wisdom

Answer : Data - Information - Knowledge - Wisdom

Explanation The data-information-knowledge-wisdom (DIKW) model is a common one in knowledge management. This model takes data, converts it to information, then creates knowledge, and hopefully helps leadership to find wisdom.



Also Read : ITIL Foundation Certification Exam Questions





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Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Looking for ways to improve process efficiency and cost effectiveness is a purpose of which part of the service lifecycle?

Options are :

Service operation

Service transition

Continual service improvement

Service strategy

Answer : Continual service improvement

Explanation Continual Service Improvement is about the alignment and re-alignment of services, processes, functions, etc. with changing business needs. It is concerned with the consistent application of quality management methods to the service.

Which one of the following includes four stages called Plan, Do, Check, and Act?

Options are :

Deming cycle



Seven-step improvement process

Service lifecycle

Answer : Deming cycle

Explanation The Deming Cycle is an improvement model originally created by W. Edwards Deming and is used to great success in the Japanese auto industry. It consists of four simple steps (Plan, Do, Check, Act).

Which level of understanding within knowledge management represents the experiences, ideas, insights, and values of individuals?

Options are :

Data

Information

Knowledge

Governance

Answer : Knowledge

Explanation Knowledge is information that has been processed and analyzed in a wide context. This includes experiences, ideas, and insights of an individual.



Also Read : ITIL 4 Foundation Practice Certification Exams (6 Exams) Set 1





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Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Which two processes will contribute MOST to enable effective problem detection?

Options are :

Incident and financial management

Change and release and deployment management

Incident and event management

Knowledge and service level management

Answer : Incident and event management

Explanation Incident Management is concerned with the rapid restoration of services and with minimization of impact to the business. Event Management is concerned with detection of events in the infrastructure and with selection of appropriate response actions.

In which document would you expect to see an overview of actual service achievements against agreed-upon levels of service?

Options are :



Capacity plan

Service level agreement (SLA)

SLA monitoring chart (SLAM)

Answer : SLA monitoring chart (SLAM)

Explanation SLAM charts provide an attractive and visual representation of achievement against targets of an SLA. Also known as stoplight charts, or Red-Yellow-Green charts.

Which one of the following is the BEST definition of an event?

Options are :

Any change of state that has significance for the management of a configuration item or IT service

An unplanned interruption to an IT service or a reduction in the quality of an IT service

The unknown cause of one or more incidents that have an impact on an IT service

Reducing or eliminating the cause of an incident or problem

Answer : Any change of state that has significance for the management of a configuration item or IT service

Explanation An Event is any change of state which has significance for the delivery of a service. Event Management mainly focuses on IT detecting and addressing issues at the infrastructure level and is most commonly a largely automated process.



Also Read : [ITIL Foundation Certification Exam Questions](#)





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Which one of the following is NOT an objective of problem management?

Options are :

Minimizing the impact of incidents that cannot be prevented

Preventing problems and resulting incidents from happening

Eliminating recurring incidents

Restoring normal service operation as quickly as possible

Answer : Restoring normal service operation as quickly as possible

Explanation "Restoring normal service operation as quickly as possible" falls under Incident Management, not Problem Management.

What would be the next step in the continual service improvement (CSI) model after? (1) What is the vision? (2) Where are we now? (3) Where do we want to be? (4) How do we get there? (5) Did we get there?

Options are :

What is the return on investment (ROI)?



How do we keep the momentum going?

What is the value on investment (VOI)?

Answer : How do we keep the momentum going?

Explanation How do we maintain momentum? is the 6th step in the CSI process, and then the cycle repeats.

The definitive media library is the responsibility of:

Options are :

Facilities management

Access management

Request fulfillment

Service asset and configuration management

Answer : Service asset and configuration management

Explanation The Definitive Media Library (DML) is the responsibility of the Service Asset and Configuration Management (SACM) process.



Also Read: ITIL Foundation Certification Exam





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Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Which process is responsible for eliminating recurring incidents and minimizing the impact of incidents that cannot be prevented?

Options are :

Service level management

Problem management

Change Management

Event management

Answer : Problem management

Explanation Problem Management is concerned with the identification and correction of flaws or errors in the environment which cause incidents. Problem Management helps reduce and prevent incidents.

Which one of the following generates demand for services?

Options are :

Infrastructure trends



Cost of providing support

Service level Agreements (SLA)

Answer : Patterns of business activity (PBA)

Explanation Patterns of Business Activity (PBA) represent the way that users in different user profiles access a service over the course of a given time period. This PBA generates a demand for services.

Which process is responsible for ensuring that appropriate testing takes place?

Options are :

Knowledge management

Release and deployment management

Service asset and configuration management

Service level management

Answer : Release and deployment management

Explanation Release and Deployment Management would focus more exclusively on deployment/release logistics and testing would become the domain of the new process.



Also Read : ITIL Foundation Certification Exam Questions





The advertisement for Wryll shows a woman performing a lunge exercise. A green overlay on the left side of the image shows a 3D wireframe model of her body, highlighting joint angles and movement paths. The Wryll logo is in the top left corner. At the top right is a QR code. Below the QR code are download links for the App Store and Google Play. The main title is "Wryll - Ai Home workouts trainer". A subtitle below it states: "Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises."

What is the BEST description of a service request?

Options are :

A request from a user for information, advice, or for a standard change

Anything that the customer wants and is prepared to pay for

Any request or demand that is entered by a user via a self-help web-based interface

Any request for change (RFC) that is low-risk and which can be approved by the change manager without a change advisory board (CAB) meeting

Answer : A request from a user for information, advice, or for a standard change

Explanation Service requests can be anything requested by a user, including service, help, advice, guidance, a standard change, or even a continual service improvement suggestion.

Which of the following is NOT an objective of request fulfillment?

Options are :

To provide information to users about what services are available and how to request them



To provide a channel for users to request and receive standard services

To source and deliver the components of standard services that have been requested

Answer : To update the service catalogue with services that may be requested through the service desk

Explanation Service Request Fulfillment is the process charged with assisting users in situations where no service degradation or interruption is involved. It provides a means for common user requests for non-incident support, new equipment, training, etc.

Which one of the following is the BEST description of a major incident?

Options are :

An incident which is so complex that it requires root cause analysis before a workaround can be found

An incident which requires a large number of people to resolve

An incident logged by a senior manager

An incident which has a high priority or a high impact on the business

Answer : An incident which has a high priority or a high impact on the business

Explanation A major incident has a high impact on the business or affects a high priority customer.



Also Read : ITIL Foundation Certification Exam Questions and Answers





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Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Which process is responsible for the availability, confidentiality, and integrity of data?

Options are :

Service catalogue management

Service asset and configuration management

Change Management

Information security management

Answer : Information security management

Explanation The Information Security Management (ISyM) process is concerned with the three tenants of information systems security: Confidentiality, Integrity, and Availability.

What do customer perceptions and business outcomes help to define?

Options are :

Value of a service



Total cost of ownership (TCO)

Key Performance indicators (KPIs)

Answer : Value of a service

Explanation Business outcomes and customer perception help to define whether or not a service has value. It is all in the eye of your customers!

Which of the following is NOT a MAIN objective of incident management?

Options are :

To automatically detect service-affecting events

To restore normal service operation as quickly as possible

To minimize adverse impacts on business operations

Answer : To automatically detect service-affecting events

Explanation Incident management is designed to respond to events, minimize the negative impact to the business, and restore operations as quickly as possible. It is not designed to automatically detect a service-affecting event.



Also Read : ITIL 4 Sample Exams [2021] Set 2





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Which one of the following would be the MOST useful in helping to define roles and responsibilities in an organizational structure?

Options are :

RACI model

Incident model

Continual service improvement (CSI) approach

The Deming Cycle

Answer : RACI model

Explanation RACI model is a generic tool for reviewing and assigning four key roles to any important task or activity. The RACI model holds particular value for ensuring that roles are appropriately filled or covered within processes.

Which one of the following functions would be responsible for the management of a data center?

Options are :

Technical management



Application management

Facilities management

Answer : Facilities management

Explanation Facilities Management is concerned with maintenance of the facilities which house IT operations, e.g. data centers, call centers, development facilities, etc.

Which of the following statements is CORRECT for every process?

Options are :

It delivers its primary results to a customer or stakeholder

It defines activities that are executed by a single function

Both of these

Neither of these

Answer : It delivers its primary results to a customer or stakeholder

Explanation Processes are structured sets of activities designed to achieve a specific objective. They deliver results to a specific customer or stakeholder, transform inputs into outputs, are measurable, and are triggered by specific events.



Also Read : [ITIL Foundation Certification Exam](#)





The advertisement for Wryll shows a woman in a purple athletic outfit performing a lunge exercise. A green overlay on the left side of the image shows a smaller version of her in a different pose, with green lines and dots indicating joint angles and movement paths. The word "Wryll" is written in blue at the top left. At the top right is a QR code. Below the QR code are two download links: "Download on the App Store" with the Apple logo and "GET IT ON Google Play" with the Google Play logo. To the right of the download links is the text "Wryll - Ai Home workouts trainer". Below this, a smaller text states: "Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises."

What are the categories of event described in the ITIL Service Operations book?

Options are :

Informational, scheduled, normal

Scheduled, unscheduled, emergency

Informational, warning, exception

Warning, reactive, proactive

Answer : Informational, warning, exception

Explanation Events are classified as Informational (no action required), Warning (item is approaching a performance or capacity limitation), or Exception (item has exceeded a threshold).

Which of the following is an objective of business relationship management?

Options are :

To identify patterns of business activity

To ensure high levels of customer satisfaction



To ensure strategic plans for IT services exist

Answer : To ensure high levels of customer satisfaction

Explanation Business Relationship Management is responsible for obtaining high levels of customer satisfaction and ensuring that the business actually takes responsibility for making business decisions, and doesn't let decisions be made by the IT service provider.

Which process is involved in monitoring an IT service and detecting when the performance drops below acceptable limits?

Options are :

Service asset and configuration management

Event management

Service catalogue management

Problem management

Answer : Event management

Explanation Event Management is concerned with detection of events in the infrastructure and with selection of appropriate response actions. It monitors things such as technical components, environmental conditions, software, and security CIs to ensure performance.



Also Read : [ITIL Foundation Certification Exam Questions](#)





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Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Which process will perform risk analysis and review of all suppliers and contracts on a regular basis?

Options are :

Service level management

IT service continuity management

Service catalog management

Supplier management

Answer : Supplier management

Explanation Supplier Management is the process charged with obtaining value for money from third-party suppliers. Supplier Management plays a very similar role to that of Service Level Management, but with respect to external suppliers.

Availability management is directly responsible for the availability of which of the following?

Options are :



IT services and business processes

Components and business processes

IT services, components, and business processes

Answer : IT services and components

Explanation The Availability Management process is concerned with management and achievement of agreed availability requirements as established in Service Level Agreements. In ITIL®, availability is defined as the ability of a system, service, or configuration item to perform its function when required.

Which stage of the change management process deals with what should be done if the change is unsuccessful?

Options are :

Remediation planning

Categorization

Prioritization

Review and close

Answer : Remediation planning

Explanation If a change is unsuccessful, then a branch plan must be executed. This could involve remediation planning (how to work around the issues until a new solution can be created) or a redesign of the service.



Also Read : [ITIL Foundation Certification Exam](#)





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QR code

Which process will regularly analyze incident data to identify discernible trends?

Options are :

Event management

Problem management

Service level management

Change Management

Answer : Problem management

Explanation Problem Management is concerned with the identification and correction of flaws or errors in the environment which causes incidents. Problem Management helps reduce and prevent incidents.





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What is concerned with policy and direction?

Options are :

Service level management

Governance

Capacity management

Service Design

Answer : Governance

Explanation Governance is concerned with policy and direction, and ensures we focus on conformance and compliance, especially compliance to legislative requirements like Sarbanes-Oxley, Freedom of Information, Data Protection, etc.

What is the result of carrying out an activity, following a process, or delivering an IT service known as?

Options are :

Problem



Change

Incident

Answer : Outcome

Explanation An outcome is the result of carrying out an activity, following a process, or delivery of an IT service. This is the intended or actual result.

Why are public frameworks, such as ITIL, attractive when compared to proprietary knowledge?

Options are :

Proprietary knowledge has been tested in a wide range of environments

Public frameworks are prescriptive and tell you exactly what to do

Public frameworks are always cheaper to adopt

Proprietary knowledge may be difficult to adopt, replicate, or transfer since it is often undocumented

Answer : Proprietary knowledge may be difficult to adopt, replicate, or transfer since it is often undocumented

Explanation Since ITIL is a public framework, it is well-documented, tested across a wide variety of organizations, and overall is easier to implement.





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Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Which one of the following activities are carried out during the "Where do we want to be?" step of the Continual Service Improvement (CSI) approach?

Options are :

Reviewing measurements and metrics

Creating a baseline

Implementing service and process improvements

Defining measurable targets

Answer : Defining measurable targets

What is the expected outcome from using a service value chain?

Options are :

Value realization (Correct)

Service value streams

The application of practices

Customer engagement

Answer : Value realization

In which two situations should the ITIL guiding principles be considered?



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**

Options are :

2 and 3

1 and 4

3 and 4

1 and 2 (Correct)

Answer :1 and 2

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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

Options are :

Incident analysis and prioritization

Business analysis and commercial management (Correct)

Problem investigation and resolution

Balanced scorecard reviews and maturity assessment

Answer :Business analysis and commercial management



such as empathy and emotional intelligence?

Options are :

Supplier management

Service desk (Correct)

Problem management

Release management

Answer :Service desk

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

Options are :

Relationship management

Service configuration management

Service level management

Continual improvement (Correct)

Answer :Continual improvement

Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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



Options are :

It enables the reassessment of known errors

It removes the need for regular customer updates

It removes the need for collaboration during incident resolution

It enables quick and efficient diagnosis of incidents (Correct)

Answer :It enables quick and efficient diagnosis of incidents

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

Options are :

The time needed to realistically deliver the service (Correct)

The consumer demand for the service

The time that the customer indicates for service delivery

The service levels of the supplier

Answer :The time needed to realistically deliver the service

How should automation be implemented?

Options are :

By replacing human intervention wherever possible

By initially concentrating on the most complex tasks

By replacing the existing tools first

By optimizing as much as possible first (Correct)

Answer :By optimizing as much as possible first





Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

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What is described by the service value system?

Options are :

Joint activities performed by a service provider and a service consumer to ensure continual value co-creation

How all the components and activities of the organization work together as a system to enable value creation (Correct)

Services based on one or more products, designed to address needs of a target consumer group

How to apply the systems approach of the guiding principle think and work holistically

Answer :How all the components and activities of the organization work together as a system to enable value creation

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

Options are :

Incident management

Change control

Problem management

Service desk (Correct)

Answer :Service desk

Which dimension includes a workflow management system?



Options are :

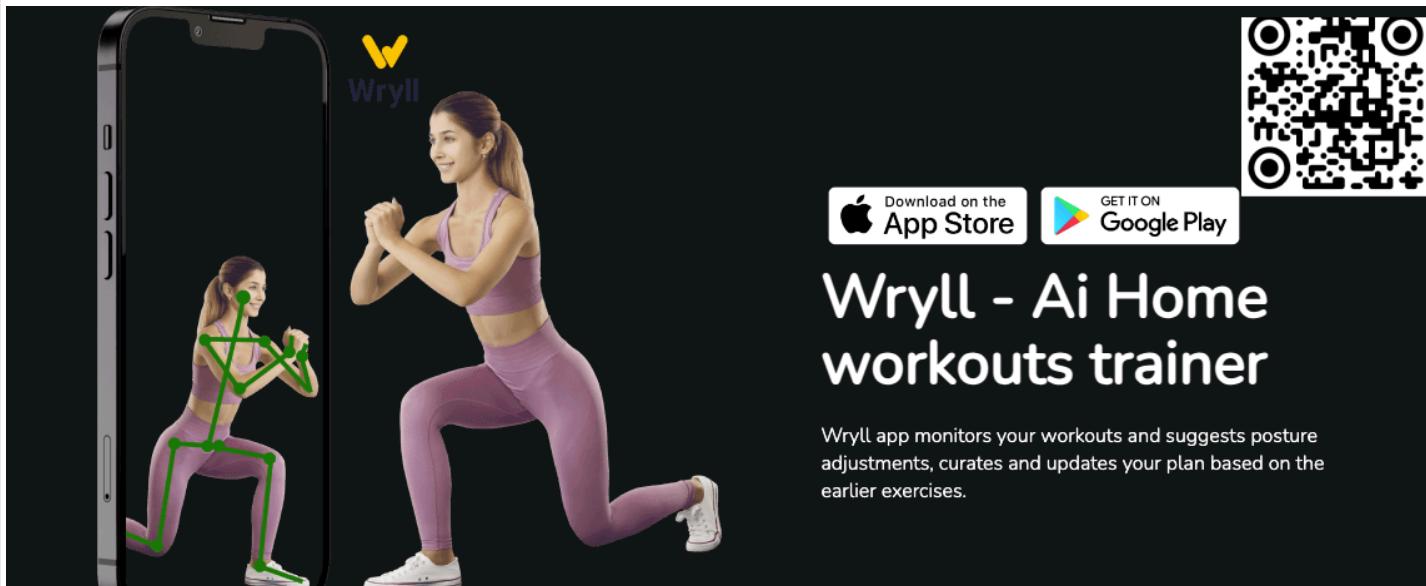
Partners and suppliers

Value streams and processes

Information and technology (Correct)

Organizations and people

Answer :Information and technology



Which guiding principle recommends coordinating all dimensions of service management?

Options are :

Progress iteratively with feedback

Start where you are

Think and work holistically (Correct)

Keep it simple and practical

Answer :Think and work holistically

Which describes a standard change?

Options are :

A change that must be implemented as soon as possible

A change that is typically implemented as a service request (Correct)



A high-risk change that needs very thorough assessment

Answer :A change that is typically implemented as a service request

What is an IT asset?

Options are :

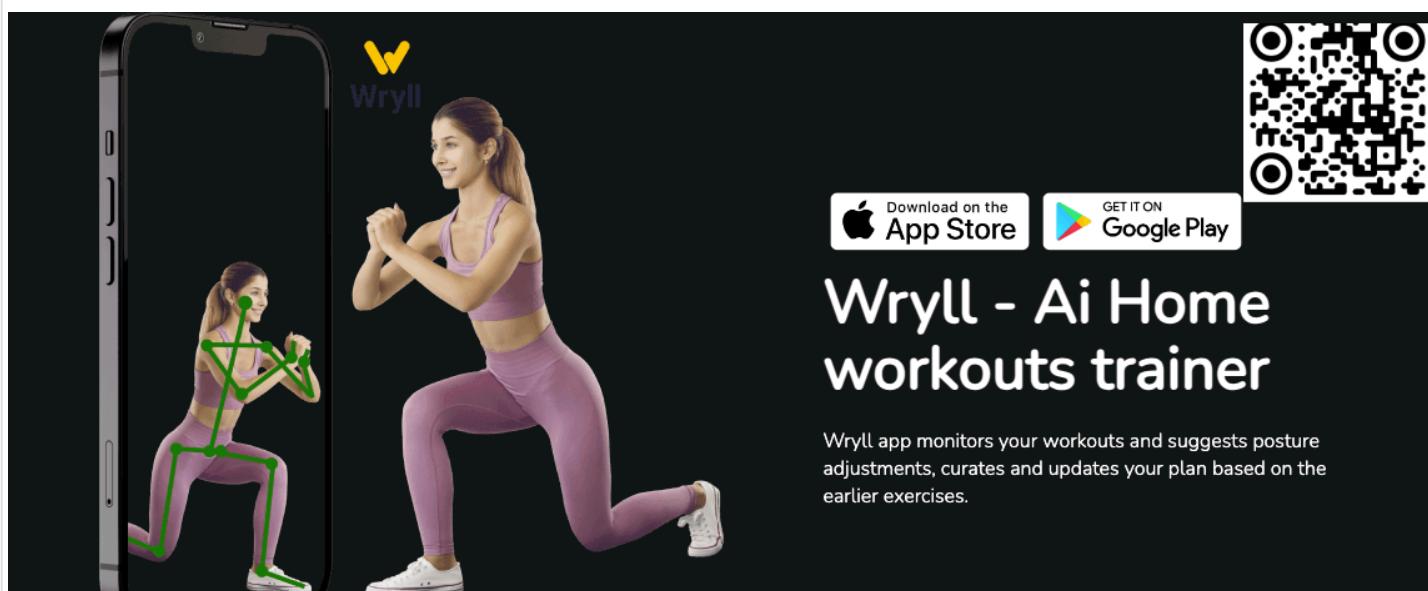
Any component that needs to be managed in order to deliver a service

The removal of anything that could have a direct or indirect effect on services

Any financially valuable component that can contribute to delivery of an IT product or service (Correct)

A request from a user that initiates a service action

Answer :Any financially valuable component that can contribute to delivery of an IT product or service



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.

Options are :

suppliers



CIs (Correct)

customers

Answer :CIs

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

Options are :

Problem management

Incident management

Continual improvement (Correct)

Service request management

Answer :Continual improvement

Which stakeholders co-create value in a service relationship?

Options are :

Investor and supplier

Provider and supplier

Consumer and provider (Correct)

Investor and consumer

Answer :Consumer and provider





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What is the definition of a service?

Options are :

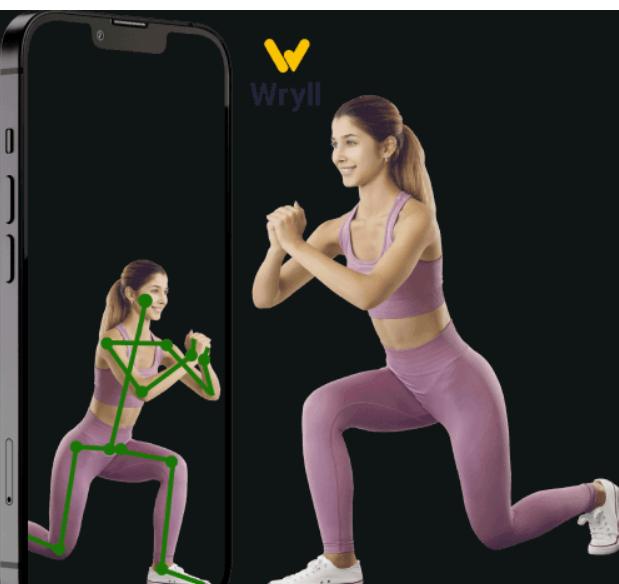
The means by which an organization is directed and controlled

A set of specialized organizational capabilities for enabling value to customers

A method for visualizing work, identifying potential blockages and resource conflicts, and managing work in progress

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 (Correct)

Answer :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



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

Options are :



Promise

Functionality (Correct)

Outcome

Answer :Functionality

Identify the missing word in the following sentence. [?] is the practice of ensuring that risks are properly assessed, authorizing changes to proceed, and managing a change schedule in order to maximize the number of successful IT changes.

Options are :

IT asset management

Service configuration management

Change enablement (Correct)

Service level management

Answer :Change enablement

Identify the missing word(s) in the following sentence. An event is any change of state that has significance for the management of a(n) [?] or other configuration items.

Options are :

Output

Product

Service (Correct)

Outcome

Answer :Service





The advertisement for Wryll shows a woman performing a lunge exercise. A green overlay on the left side of the image highlights her posture with a green star-like outline connecting various points of her body. The Wryll logo is in the top left corner. At the top right is a QR code. Below the QR code are download links for the App Store and Google Play. The main title is "Wryll - Ai Home workouts trainer". A subtitle below it states: "Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises."

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

Options are :

Protecting an organization by understanding and managing risks to the confidentiality, integrity, and availability of information (Correct)

Ensuring that services achieve agreed and expected performance levels, satisfying current and future demand in a cost-effective way

Ensuring that services deliver agreed levels of availability or that change can be assessed

Systematically observing services and service components and recording and reporting selected changes of state identified as events

Answer :Protecting an organization by understanding and managing risks to the confidentiality, integrity, and availability of information

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

Options are :

Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner

Systematically observing services and service components and recording and reporting selected changes of state identified as events (Correct)

Minimizing the negative impact of incidents by restoring normal service operation as quickly as possible

Ensuring that all an organization's projects are successfully delivered

Answer :Systematically observing services and service components and recording and reporting selected changes of state identified as events



Options are :

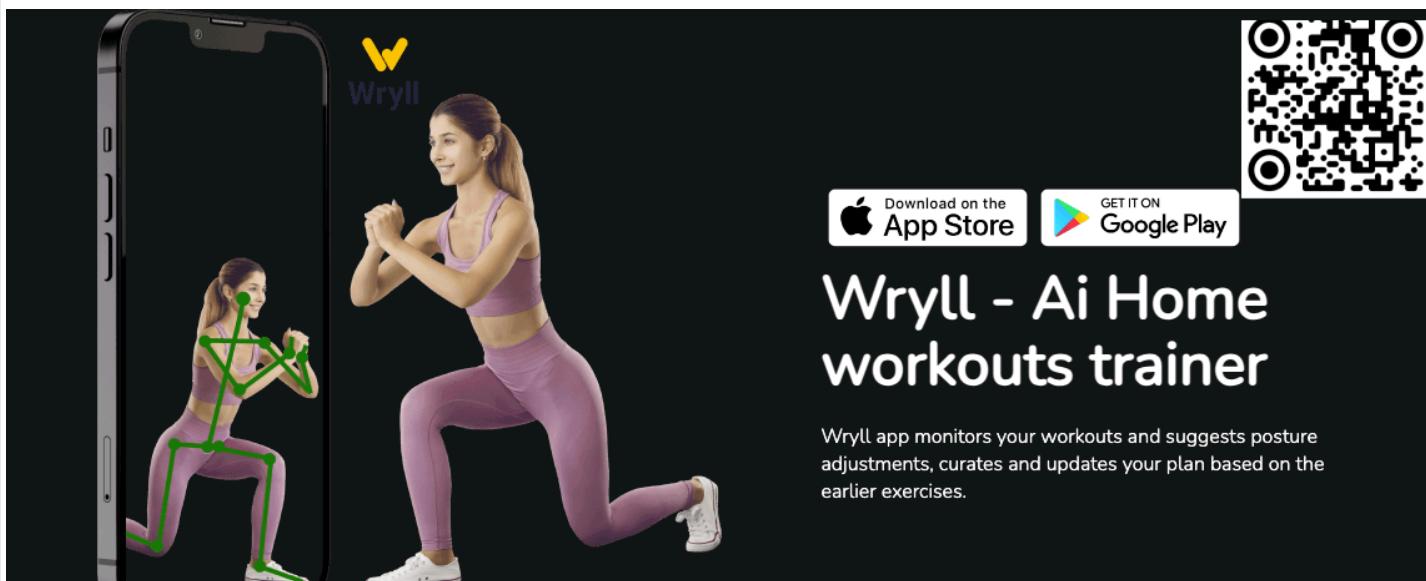
Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner

Ensuring that services deliver agreed levels of availability or that change can be assessed

Ensuring that all an organization's projects are successfully delivered

Minimizing the negative impact of incidents by restoring normal service operation as quickly as possible (Correct)

Answer :Minimizing the negative impact of incidents by restoring normal service operation as quickly as possible



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

Options are :

Change enablement

IT asset management

Service configuration management (Correct)

Service level management

Answer :Service configuration management



capturing demand for incident resolution and service requests.

Options are :

Incident management

Service level management

Service request management

Service desk (Correct)

Answer :Service desk

Dion Training has decided to offer two membership levels to their training programs. The first membership level includes all of their video courses, practice exams, and study guides for a single monthly fee. This plan does not provide the students with the actual exam voucher to take the certification exams, though. What term best describes this membership level which provides several services for a single price?

Options are :

An outcome

Value

A service offering (Correct)

An output

Answer :A service offering

The advertisement features a woman in a purple athletic outfit performing a lunge exercise. A smartphone on the left displays the same exercise with green motion capture lines overlaid to show joint angles. The Wryll logo is in the top right corner. Below the phone are download links for the App Store and Google Play. To the right is a QR code. The main text reads "Wryll - Ai Home workouts trainer". A small note at the bottom states: "Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises." A circular arrow icon is in the bottom right corner.

Options are :

Tangible or intangible deliverables (Correct)

Functionality offered by a product or service

Results for a stakeholder

Configuration of an organization's resources

Answer :Tangible or intangible deliverables

What term best describes a person or a group of people that has its own functions with responsibilities, authorities, and relationships to achieve its objectives?

Options are :

Consumer

Service provider

Customer

Organization (Correct)

Answer :Organization

Which describes the nature of the guiding principles?

Options are :

A guiding principle is mandatory and must be used when adopting a new service within the organization

A guiding principle is specific and only applies to one initiative within the organization

An organization must implement the guiding principles exactly as defined by the ITIL 4 Foundation manual

A guiding principle is a recommendation used as guidance in all circumstances (Correct)

Answer :A guiding principle is a recommendation used as guidance in all circumstances





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Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Which guiding principle is most affected by the customer experience (CX)?

Options are :

Progress iteratively with feedback

Focus on value (Correct)

Think and work holistically

Start where you are

Answer :Focus on value

Dion Training Solutions wants to build a new service to automatically fulfill exam voucher orders for students. Currently, exam vouchers are fulfilled manually by a staff member once the order is received from the student by copying and pasting the voucher number from a spreadsheet into an email template and sending out the email to the students. Before attempting to automate this fulfillment process, the team lead takes an inventory of the current services, processes, and procedures that are being used by the voucher fulfillment team to see if they might be able to be reused. What guiding principle best describes this scenario?

Options are :

Focus on value

Collaborate and promote visibility

Start where you are (Correct)

Keep it simple and practical



Dion Training Solutions has decided to create an online course for the ITIL 4 Foundation exam. The company developed their curriculum and then invited 50 students to participate in live training to determine if the training was effective. During the training, some students didn't understand the concept of the service value chain, so the instructor rewrote that portion of the curriculum. Which guiding principle is being demonstrated by this approach to curriculum development?

Options are :

Focus on value

Collaborate and promote visibility

Optimize and automate

Progress iteratively with feedback (Correct)

Answer :Progress iteratively with feedback

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You are working to design a new service for internal use across your organization. As part of your design efforts, you form a small team with relevant stakeholders from the human resources, information technology, sales, and other relevant departments to ensure the service adequately meets each department's needs and hope this results in great acceptance of the service when delivered. Which guiding principle best describes this scenario?

Options are :



Collaborate and promote visibility (Correct)

Start where you are

Keep it simple and practical

Answer :Collaborate and promote visibility

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

Options are :

John should optimize his code to ensure it runs efficiently

John should meet with Sally to determine how the digital product fulfillment will occur (Correct)

John should wait until Sally's portion is complete before beginning his to ensure they work together properly

John should tell Sally to wait until his portion is done before starting hers to ensure compatibility

Answer :John should meet with Sally to determine how the digital product fulfillment will occur

Which of these are a key focus of the 'organization and people' dimension?

Options are :

Security and compliance

Activities that transform inputs into outputs

Roles and responsibilities (Correct)

Contracts and agreements

Answer :Roles and responsibilities





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Which of these are NOT a key focus of the 'partners and suppliers' dimension?

Options are :

Workflow management and inventory systems (Correct)

Roles and responsibilities

Contracts and agreements

Security and compliance

Answer :Workflow management and inventory systems

Which ITIL concept describes the service value chain?

Options are :

Seven guiding principles

Four dimensions of service management

Service value system (Correct)

Practices

Answer :Service value system

What operating model outlines the key activities required to respond to demand and facilitate value realization through the creation and management of products and services?

Options are :

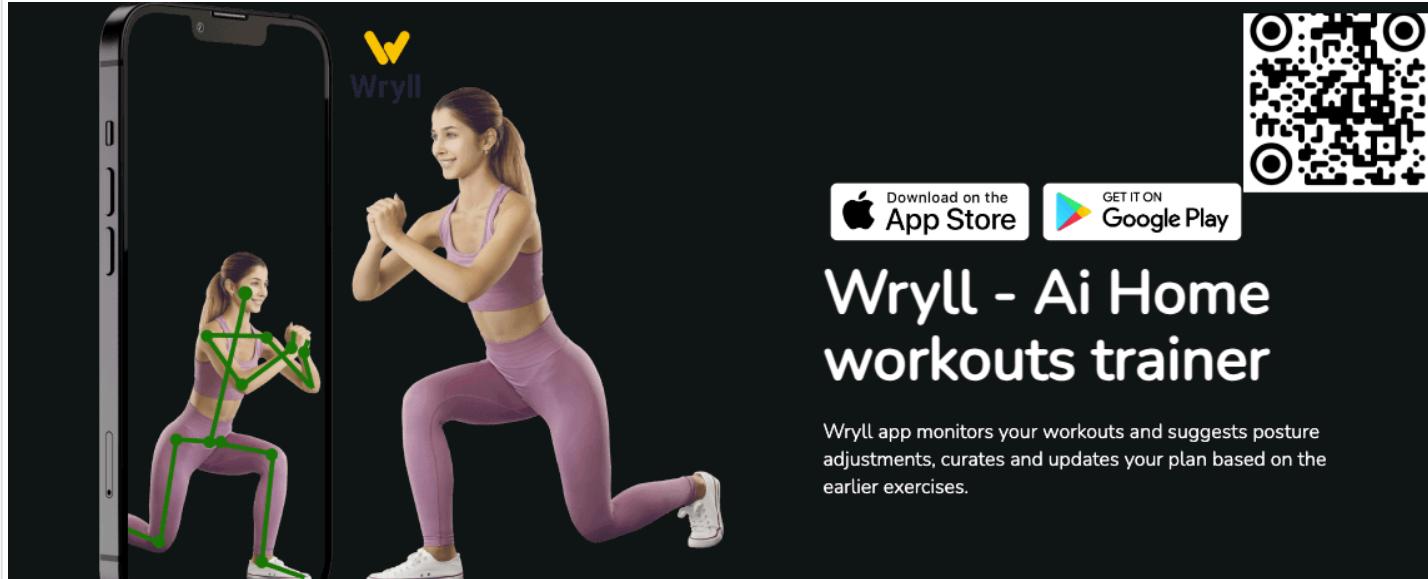
Continual improvement



Practices

Guiding principles

Answer :Service value chain



Which value chain activity includes portfolio decisions for design and transition?

Options are :

Engage

Improve

Plan (Correct)

Deliver and support

Answer :Plan

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

Options are :

Where are we now

What is the vision (Correct)

Where do we want to be

How do we get there

Answer :What is the vision



model, what must you ensure to occur?

Options are :

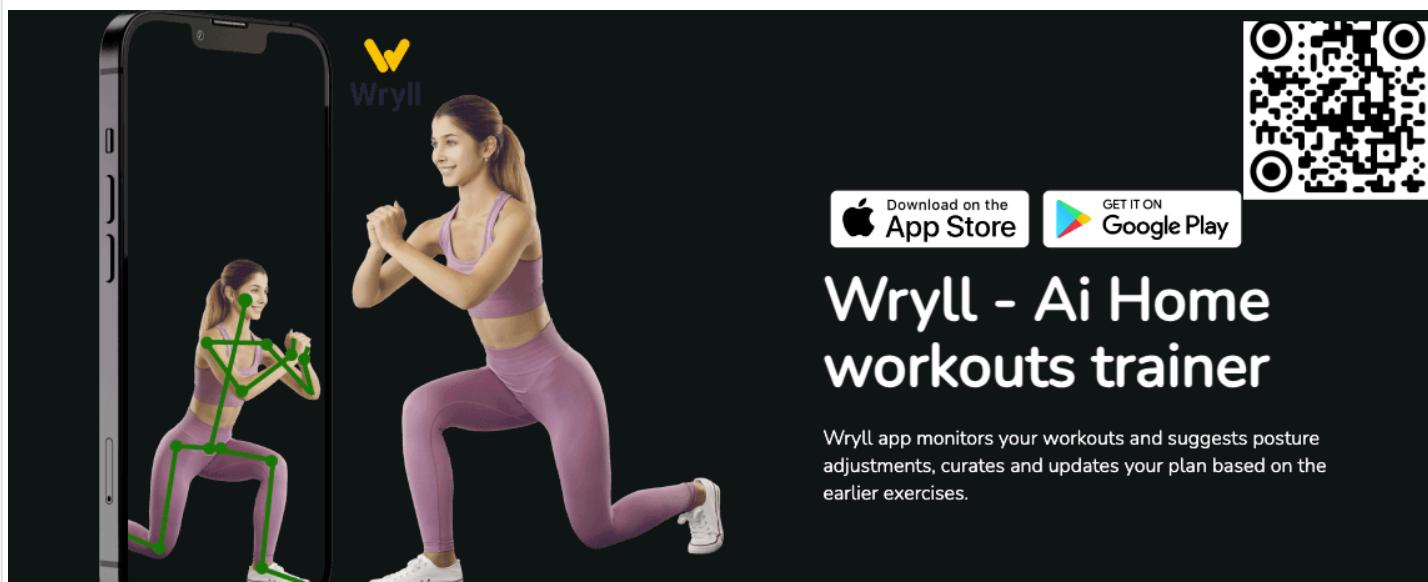
The high-level direction of the initiative has been understood (Correct)

The detailed steps of how to achieve your objectives

What metrics you will use to measure success

The current processes being used

Answer :The high-level direction of the initiative has been understood



Bridgett is leading an improvement initiative within your company. She has been told that the company wants to have the highest customer satisfaction in the industry. Currently, the company has a customer satisfaction rating of 92% but the industry leader has an average of 94%. Bridgett decides that the company should set their goal of obtaining a 96% customer satisfaction score within the next 12 months. What step of the continual improvement model is Bridgett currently in?

Options are :

What is the vision

Where do we want to be (Correct)

How do we get there

Where are we now

Answer :Where do we want to be



Options are :

A change that doesn't need risk assessment because the procedure has been pre-authorized

*A change that needs to be assessed, authorized, and scheduled by a change authority
(Correct)*

A change that doesn't need risk assessment because it is required to resolve an incident

A change that is routine in nature, is fully documented, and the risks are well understood

Answer :A change that needs to be assessed, authorized, and scheduled by a change authority

Your company's external router has just malfunctioned and needs to be replaced. The entire organization's connection to the Wide Area Network will remain offline until this router is replaced. Which type of change should be initiated?

Options are :

Standard

Normal

Emergency (Correct)

Routine

Answer :Emergency

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Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

Options are :

Developing features (Correct)

Planning changes

Avoiding conflicts

Assigning resources

Answer :Developing features

How can you ensure the incidents with the highest business impact are resolved first?

Options are :

Implement incident classification (Correct)

Use automation

Utilize self-help tools

Utilize problem management

Answer :Implement incident classification

Which incidents should be logged?

Options are :

Only an incident that cannot be immediately resolved

Every incident should be logged (Correct)

Any incident that occurs more than once

Only incidents that are not solved using self-help tools

Answer :Every incident should be logged





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Wryll - Ai Home workouts trainer

Wryll app monitors your workouts and suggests posture adjustments, curates and updates your plan based on the earlier exercises.

What is NOT a phase in problem management?

Options are :

Problem identification

Problem classification (Correct)

Problem control

Error control

Answer :Problem classification

If a problem cannot be resolved quickly, you might wish to document and implement a temporary solution to reduce the impact of the problem. What is this known as?

Options are :

Incident

Solution

Workaround (Correct)

Known error

Answer :Workaround

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

Options are :

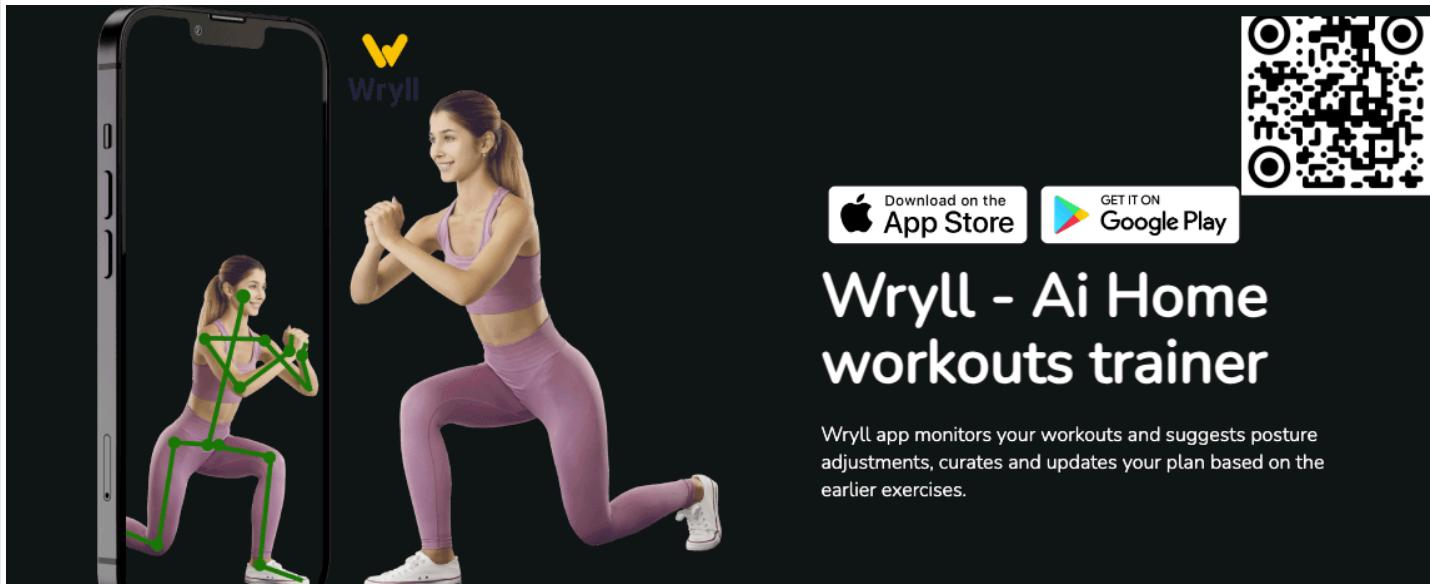


It collects user-specific requirements, sets expectations, and provides status updates

*It analyzes data to identify opportunities to provide new service request options
(Correct)*

It acquires pre-approved service components to help fulfill service requests

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



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

Options are :

Uniquely handled

Standardized (Correct)

Creatively solved

Ignored

Answer :Standardized

Your smartphone isn't working properly. You call the toll-free number for your service provider's support center. Which practice would you reach that serves as the entry point for all contact between the service provider and its users?

Options are :

Problem Management



Service request management

Incident management

Answer :Service desk

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

Options are :

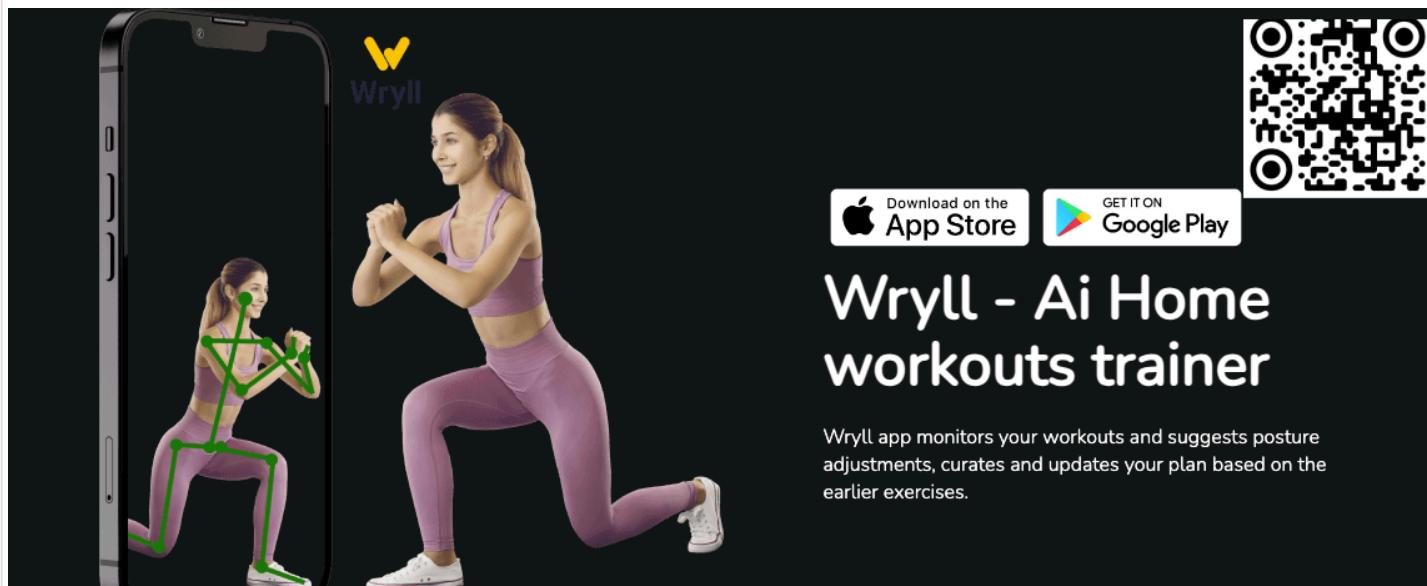
Service desks should never use technologies such as SMS and chat functions

Service desks should be highly technical functions

Service desks should have a practical understanding of the business practices across the organization (Correct)

Service desks should always use a virtual service desk

Answer :Service desks should have a practical understanding of the business practices across the organization



What is a service level agreement used for?

Options are :

To measure the performance of services from a customer's point of view (Correct)

To measure the performance of the service availability

To measure the performance of the service capability

To measure the performance of the service from the service provider's point of view.

Answer :To measure the performance of services from a customer's point of view



Options are :

Uses feedback from users about the service and requirements from customers to make the service better

Provides information about the actual service performance and trends (Correct)

Collects and processes feedback from customers and users

Collects feedback during interactions and communicates service performance objectives to the operations and support teams

Answer :Provides information about the actual service performance and trends

What should be included in every service level agreement?

Options are :

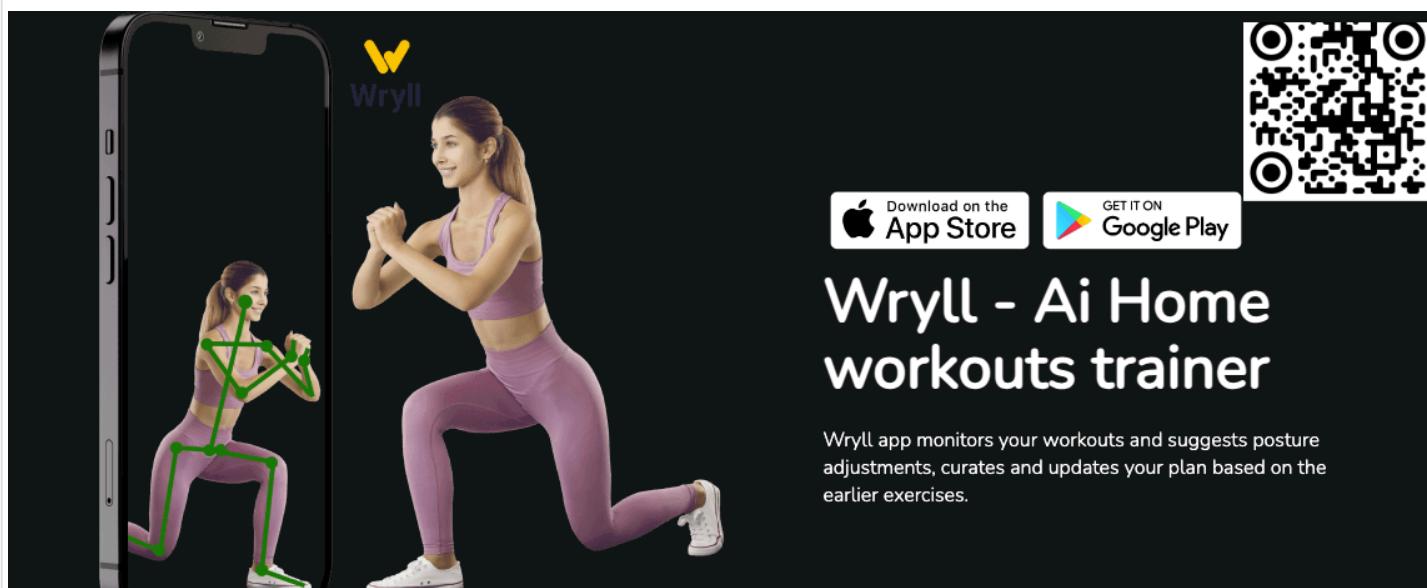
Detailed metrics to capture availability of the system

Metrics for system response time

Clearly defined service outcomes (Correct)

Number of emails sent per hour

Answer :Clearly defined service outcomes



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

Options are :

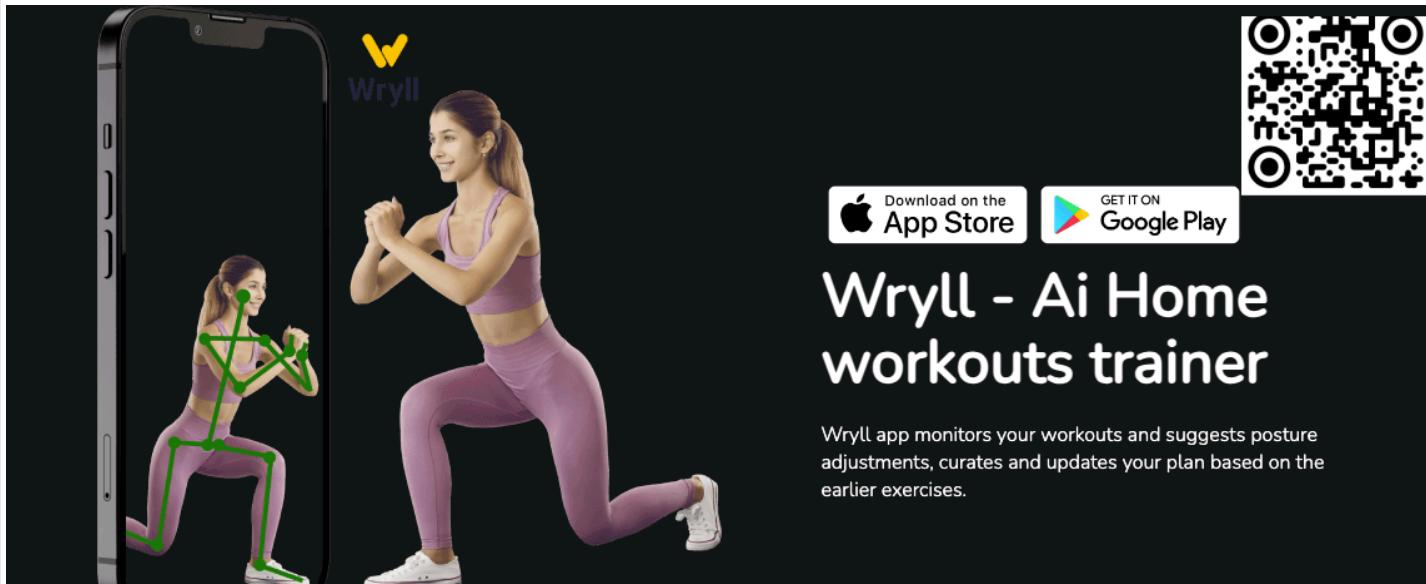
Think and work holistically



Collaborate and promote visibility (Correct)

Keep it simple and practical

Answer :Collaborate and promote visibility



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

Options are :

Progress iteratively with feedback

Think and work holistically

Keep it simple and practical (Correct)

Focus on value

Answer :Keep it simple and practical

Which describes a standard change?

Options are :

A change that is typically implemented as a service request (Correct)

A change that needs to be scheduled, assessed and authorized following a defined process

A change that must be implemented as soon as possible

A high-risk change that needs very thorough assessment



Which term describes the functionality offered by a service?

Options are :

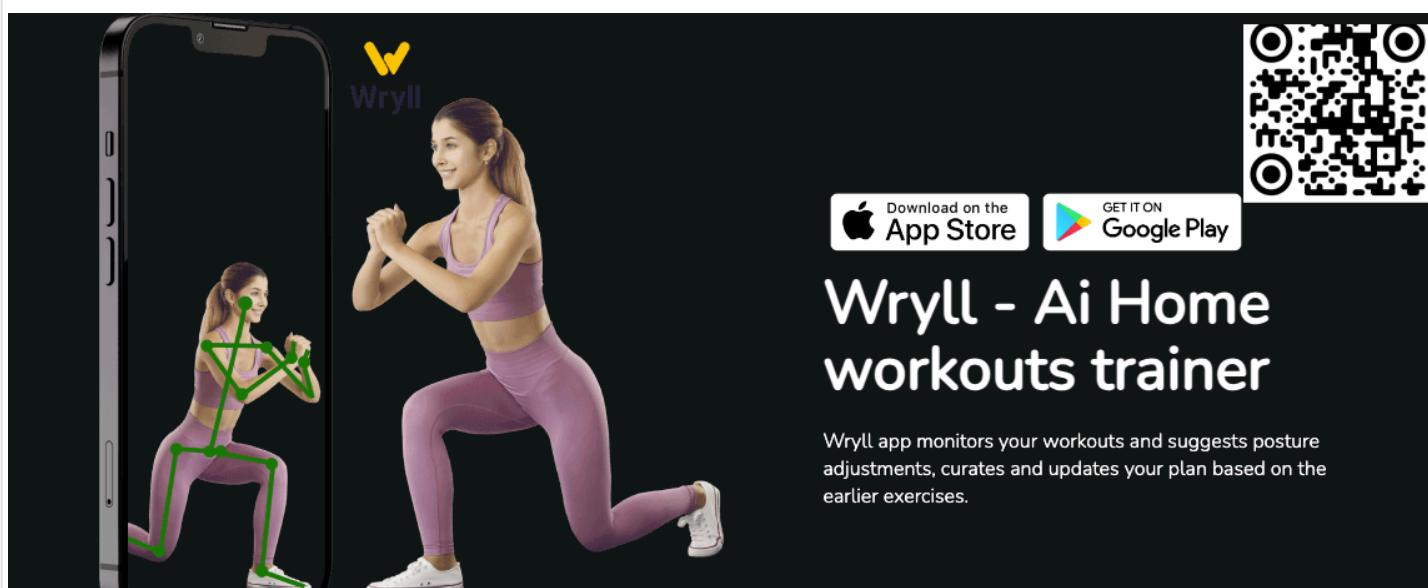
Risk

Cost

Warranty

Utility (Correct)

Answer :Utility



Which stakeholders co-create value in a service relationship?

Options are :

Investor and consumer

Consumer and provider (Correct)

Provider and supplier

Investor and supplier

Answer :Consumer and provider

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

Options are :

Change control



Incident management

Service desk (Correct)

Answer :Service desk

Which describes the nature of the guiding principles?

Options are :

Each guiding principle mandates specific actions and decisions

An organization will select one of the principles to adopt

A guiding principle can guide an organization in all circumstances (Correct)

Guiding principles describe the processes that all organizations must adopt

Answer :A guiding principle can guide an organization in all circumstances

Which guiding principle recommends organizing work into small manageable sections that can be executed and completed in a timely manner?

Options are :

Collaborate and promote visibility

Progress iteratively with feedback (Correct)

Focus on value

Start where you are

Answer :Progress iteratively with feedback

Which practice requires that staff demonstrate excellent customer service skills, such as empathy and emotional intelligence?

Options are :

Release management

Supplier management

Problem management

Service desk (Correct)

Answer :Service desk



Options are :

It reduces the number of metrics that need to be collected

It reports each service element separately

It facilitates the automatic collection of metrics

It provides an outcome-based view of services (Correct)

Answer :It provides an outcome-based view of services

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

Options are :

Information security management

Change control

Monitoring and event management (Correct)

Incident management

Answer :Monitoring and event management

A service provider describes a package that includes a laptop with software, licences, and support. What is this package an example of?

Options are :

A service offering (Correct)

Value

An outcome

Warranty of a service

Answer :A service offering

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

Options are :

Avoid workflows for simple service requests



Use a single workflow for all types of service request

Use different workflows for each type of service request

Answer :Leverage existing workflows whenever possible

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

Options are :

A user requests delivery of a laptop

'Continual improvement' needs to prioritize an improvement opportunity

Trend analysis shows a large number of similar incidents (Correct)

A monitoring tool detects a change of state for a service

Answer :Trend analysis shows a large number of similar incidents

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

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

Options are :

2 and 3

1 and 2 (Correct)

3 and 4

1 and 4

Answer :1 and 2

Which is the definition of warranty?

Options are :

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

The assurance that a product or service will meet agreed requirements (Correct)

The functionality offered by a product or service to meet a particular need



Which describes normal changes?

Options are :

Changes that are low-risk and pre-authorized

Changes that need to be scheduled and assessed following a process (Correct)

Changes that are typically initiated as service requests

Changes that must be implemented as soon as possible

Answer :Changes that need to be scheduled and assessed following a process

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

Options are :

Start with a complex solution , then simplify

Try to create a solution for every expectation

Understand how each element contributes to value creation (Correct)

Ignore conflicting objectives of different stakeholders

Answer :Understand how each element contributes to value creation

What are the three phases of 'problem management'?

Options are :

Problem analysis, error identification, incident resolution

Incident management, problem management, change control

Problem identification, problem control, error control (Correct)

Problem logging, problem classification, problem resolution

Answer :Problem identification, problem control, error control

Which service management dimension is focused on relationships with other organizations?

Options are :



Value streams and processes

Partners and suppliers (Correct)

Information and technology

Answer :Partners and suppliers

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

Options are :

It provides shared service expectations

It removes constraints from the customer

It enables a common definition of value

It enables effective stakeholder management (Correct)

Answer :It enables effective stakeholder management

Which statement about the value chain activities is CORRECT?

Options are :

Every practice belongs to a specific value chain activity

Each value chain activity contributes to the value chain by transforming specific inputs into outputs (Correct)

A specific combination of value chain activities and practices forms a service relationship

Service value chain activities form a single flow that enables value creation

Answer :Each value chain activity contributes to the value chain by transforming specific inputs into outputs

What are the two types of cost that a service consumer should evaluate?

Options are :

The cost of provisioning the service and the cost of improving the service

The costs removed by the service and the costs imposed by the service (Correct)

The cost of purchasing software and the cost of purchasing hardware



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

Options are :

Start where you are (Correct)

Collaborate and promote visibility

Progress iteratively with feedback

Focus on value

Answer :Start where you are

Which value chain activity includes negotiation of contracts and agreements with suppliers and partners?

Options are :

Deliver and support

Engage (Correct)

Obtain/build

Design and transition

Answer :Engage

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

Options are :

A user

An IT asset

A customer (Correct)

A configuration item (CI)

Answer :A customer

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

Options are :

Meeting expectations for quality, costs and time-to-market

Ensuring that the organization's vision is understood

Ensuring the continual improvement of services

Providing transparency and good relationships (Correct)

Answer :Providing transparency and good relationships

What is the effect of increased automation on the 'service desk' practice?

Options are :

Increased ability to focus on fixing technology instead of supporting people

Greater ability to focus on customer experience when personal contact is needed (Correct)

Decrease in self-service incident logging and resolution

Elimination of the need to escalate incidents to support teams

Answer :Greater ability to focus on customer experience when personal contact is needed

Identify the missing word(s) in the following sentence. A service is a means of enabling value co-creation by facilitating _ that customers want to achieve.

Options are :

Outcomes (Correct)

Warranty

Outputs

Utility

Answer :Outcomes

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

Options are :

Communication systems and knowledge bases

Security and compliance



Roles and responsibilities (Correct)

Answer :Roles and responsibilities

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

Options are :

To support the agreed quality of a service handling all agreed, user-initiated service requests

To set clear business-based targets for service performance

To align the organization's practices and services with changing business needs

To establish and nurture the links between the organization and its stakeholders (Correct)

Answer :To establish and nurture the links between the organization and its stakeholders

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

Options are :

It removes the need for collaboration during incident resolution

It enables the reassessment of known errors

It enables quick and efficient diagnosis of incidents (Correct)

It removes the need for regular customer updates

Answer :It enables quick and efficient diagnosis of incidents

What is the first step of guiding principle "focus on value"?

Options are :

Determine who the service consumer is in each situation (Correct)

Identify the outcomes that service facilitates

Determine the cost of provisioning the service

Identify all suppliers and partners that are involved in the service

Answer :Determine who the service consumer is in each situation



Options are :

Helping service consumers achieve outcomes reduces service provider costs

Service providers help service consumers achieve outcomes (Correct)

Outcomes help service consumers achieve outputs

Outcomes are one or more services that fulfil the needs of a service consumer

Answer :Service providers help service consumers achieve outcomes

When is the earliest that a workaround can be documented in 'problem management'?

Options are :

After the problem has been prioritized

After the problem has been resolved

After the problem has been logged

After the problem has been analysed (Correct)

Answer :After the problem has been analysed

Which value chain activity creates service components?

Options are :

Obtain/build (Correct)

Deliver and support

Improve

Engage

Answer :Obtain/build

Which ITIL concept is not included in the service value system?

Options are :

The ITIL guiding principles

Governance



The four dimensions of service management (Correct)
Answer :The four dimensions of service management

Which guiding principle recommends coordinating all dimensions of service management?

Options are :

Progress iteratively with feedback

Think and work holistically (Correct)

Keep it simple and practical

Start where you are

Answer :Think and work holistically

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

Options are :

1 and 2 (Correct)

1 and 4

3 and 4

2 and 3

Answer :1 and 2

Which dimension includes a workflow management system?

Options are :

Partners and suppliers

Organizations and people

Information and technology (Correct)

Value streams and processes



Which ITIL concept describes the service value chain?

Options are :

The four dimensions of service management

The service value system (Correct)

The seven guiding principles

The service value principle

Answer :The service value system

Which of these are NOT a key focus of the "partners and suppliers" dimension?

Options are :

Roles and responsibilities

Contracts and agreements

Security and compliance

Workflow management and inventory systems (Correct)

Answer :Workflow management and inventory systems

What is an example of an action a service request management employee would undertake as part of the "improve" activity?

Options are :

Initiate and fulfill standard changes

Provide trend, quality, and feedback information about requests (Correct)

Communicate with consumers to understand their requirements

Fulfill the consumer's service requests through acquisition of service components

Answer :Provide trend, quality, and feedback information about requests



Recommended Reading

- ⌚ [ITIL Foundation Certification Exam Questions](#)
- ⌚ [ITIL 4 Sample Exams \[2021\] Set 3](#)
- ⌚ [ITIL 4 Sample Exams \[2021\] Set 2](#)
- ⌚ [ITIL 4 Foundation Practice Certification Exams \(6 Exams\) Set 5](#)
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