ITIL

Exam Questions ITIL-4-Foundation

ITIL 4 Foundation

NEW QUESTION 1
- (Exam Topic 1)
Which describes a set of defined steps for implementing improvements?

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

Answer: C

NEW QUESTION 2
- (Exam Topic 1)
What should all 'continual improvement' decisions be based on?

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

Answer: A

NEW QUESTION 3
- (Exam Topic 1)
Which practice uses techniques such as SWOT analysis, balanced scorecard reviews, and maturity assessments?

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

Answer: B

NEW QUESTION 4
- (Exam Topic 1)
Which statement about outcomes is CORRECT?

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

Answer: A

NEW QUESTION 5
- (Exam Topic 1)
Which is NOT a key focus of the 'information and technology' dimension?

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

Answer: C

NEW QUESTION 6
- (Exam Topic 1)
What are 'engage', 'plan' and 'improve' examples of?

A. Service value chain activities
B. Service level management
C. Service value chain inputs
D. Change control

Answer: A

NEW QUESTION 7
- (Exam Topic 1)
Which describes outcomes?

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

Answer: B

NEW QUESTION 8
- (Exam Topic 1)
Which is a purpose of the 'service desk' practice?

A. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents
B. To capture demand for incident resolution and service requests
C. To set clear business-based targets for service performance
D. To maximize the number of successful IT changes by ensuring risks are properly assessed

Answer: B

NEW QUESTION 9
- (Exam Topic 1)
Which statement about costs is CORRECT?

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

Answer: C

NEW QUESTION 10
- (Exam Topic 1)
What is a recommendation of the 'focus on value' guiding principle?

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

Answer: D

NEW QUESTION 10
- (Exam Topic 1)
Which statement about the steps to fulfill a service request is CORRECT?

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

Answer: B

NEW QUESTION 11
- (Exam Topic 1)
How should automation be implemented?

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

Answer: C

NEW QUESTION 16
- (Exam Topic 1)
Which statement about a 'continual improvement register' is CORRECT?

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

Answer: D

NEW QUESTION 21
- (Exam Topic 1)
What is defined as a cause, or potential cause, of one or more incidents?

A. Change
B. Event
C. Known error

D. Problem

Answer: D

NEW QUESTION 26
- (Exam Topic 1)
A major incident has been closed, but there is a risk that it might happen again. How should this be logged and managed?

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

Answer: B

NEW QUESTION 29
- (Exam Topic 1)
What are the ITIL guiding principles used for?

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

Answer: A

NEW QUESTION 30
- (Exam Topic 1)
How does a service consumer contribute to the reduction of disk?

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

Answer: C

NEW QUESTION 33
- (Exam Topic 1)
Which is a key consideration for the guiding principle 'keep it simple and practical'?

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

Answer: C

NEW QUESTION 36
- (Exam Topic 1)
Which dimension includes activities and workflows?

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

Answer: A

NEW QUESTION 40
- (Exam Topic 1)
What is typically needed to assign complex incidents to support groups?

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

Answer: B

NEW QUESTION 41
- (Exam Topic 1)
What is the purpose of the 'relationship management' practice?

A. To support the agreed quality of a service handling all agreed, userinitiated service requests

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

Answer: C

NEW QUESTION 42
- (Exam Topic 1)
Which guiding principle helps to ensure that better information is available for decision making?

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

Answer: B

NEW QUESTION 44
- (Exam Topic 1)
What helps diagnose and resolve a simple incident?

A. Rapid escalation
B. Formation of a temporary team
C. The use of scripts
D. Problem prioritization

Answer: C

NEW QUESTION 46
- (Exam Topic 1)
In which TWO situations should the ITIL guiding principles be considered?
* 1. In every initiative
* 2. In relationships with all stakeholders
* 3. Only in specific initiatives where the principle is relevant
* 4. Only in specific stakeholder relationships where the principle is relevant

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

Answer: A

NEW QUESTION 47
- (Exam Topic 1)
Identify the missing word in the following sentence.
A change is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on [?].

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

Answer: D

NEW QUESTION 49
- (Exam Topic 1)
What should be used to set user expectations for request fulfilment times?

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

Answer: D

NEW QUESTION 54
- (Exam Topic 1)
Which TWO statements about the 'service request management' practice are CORRECT?
* 1. Service requests are part of normal service delivery
* 2. Complaints can be handled as service requests
* 3. Service requests result from a failure in service
* 4. Normal changes should be handled as service requests

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

D. 1 and 2

Answer: D

NEW QUESTION 56
- (Exam Topic 1)
What are the MOST important skills required by service desk staff?

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

Answer: A

NEW QUESTION 58
- (Exam Topic 1)
Which practice coordinates the classification, ownership and communication of service requests and incidents?

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

Answer: B

NEW QUESTION 59
- (Exam Topic 1)
How does information about problems and known errors contribute to 'incident management'?

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

Answer: B

NEW QUESTION 64
- (Exam Topic 1)
What are the types of asset management?

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

Answer: A

NEW QUESTION 67
- (Exam Topic 1)
Which guiding principle recommends standardizing and streamlining manual tasks?

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

Answer: A

NEW QUESTION 69
- (Exam Topic 1)
What should be done to determine the appropriate metrics for measuring a new service?

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

Answer: C

NEW QUESTION 71
- (Exam Topic 1)
Which is a purpose of the 'engage' value chain activity?

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

B. Ensuring the continual improvement of services
C. Ensuring that the organization's vision is understood
D. Providing transparency and good relationships

Answer: D

NEW QUESTION 76
- (Exam Topic 1)
What is defined as any component that needs to be managed in order to deliver an IT service?

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

Answer: C

NEW QUESTION 77
- (Exam Topic 2)
Which is handled as a service request?

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

Answer: C

NEW QUESTION 82
- (Exam Topic 2)
What is the reason for using a balanced bundle of service metrics?

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

Answer: C

NEW QUESTION 86
- (Exam Topic 2)
Which practice includes the use of approaches such as Lean, Agile and DevOps with the aim of facilitating a greater amount of change at a quicker rate?

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

Answer: C

NEW QUESTION 88
- (Exam Topic 2)
What type of change is pre-authorized, low risk, relatively common, and follows a procedure or work instruction?

A. A standard change
B. An emergency change
C. An internal change
D. A normal change

Answer: A

NEW QUESTION 90
- (Exam Topic 2)
Which is an external input to the service value chain?

A. The 'improve' value chain activity
B. An overall plan
C. Customer requirements
D. Feedback loops

Answer: C

NEW QUESTION 93
- (Exam Topic 2)
How does customer engagement contribute to the 'service level management' practice?

* 1. It captures information that metrics can be based on
* 2. It ensures the organization meets defined service levels
* 3. It defines the workflows for service requests
* 4. It supports progress discussions

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

Answer: A

NEW QUESTION 95
- (Exam Topic 2)
Service transition contains detailed descriptions of which processes?

A. Change management, service asset and configuration management, release and deployment management
B. Change management, capacity management, event management, service request management
C. Service level management, service portfolio management, service asset and configuration management
D. Service asset and configuration management, release and deployment management, request fulfillment

Answer: A

NEW QUESTION 98
- (Exam Topic 2)
Which of the following should IT service continuity strategy be based on?
* 1. Design of the service metrics
* 2. Business continuity strategy
* 3. Business impact analysis (BIA)
* 4. Risk assessment

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

Answer: C

NEW QUESTION 101
- (Exam Topic 2)
What is the primary focus of business capacity management?

A. Management, control and prediction of the performance, utilization and capacity of individual elements ofIT technology
B. Review of all capacity supplier agreements and underpinning contracts with supplier management
C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
D. Future business requirements for IT services are quantified, designed, planned and implemented in atimely fashion

Answer: D

NEW QUESTION 106
- (Exam Topic 2)
Identify the missing words in the following sentence.
The purpose of the [?] is to ensure that the organization continually co-creates value with all stakeholders in line with the organization's objectives.

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

Answer: B

NEW QUESTION 108
- (Exam Topic 2)
What is a set of specialized organizational capabilities for enabling value for customers in the form of services?

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

Answer: C

NEW QUESTION 111
- (Exam Topic 2)
Why should incidents be prioritized?

A. To help automated matching of incidents to problems or known errors

B. To identify which support team the incident should be escalated to
C. To ensure that incidents with the highest business impact are resolved first
D. To encourage a high level of collaboration within and between teams

Answer: C

NEW QUESTION 113
- (Exam Topic 2)
Which statement about the 'change enablement' practice is CORRECT?

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

Answer: B

NEW QUESTION 114
- (Exam Topic 2)
Identify the missing word in the following sentence. A user is [?] that uses services.

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

Answer: B

NEW QUESTION 119
- (Exam Topic 2)
Which helps to streamline the fulfilment of service requests?

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

Answer: A

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

NEW QUESTION 124
- (Exam Topic 2)
Which statement about known errors and problems is CORRECT?

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

Answer: A

NEW QUESTION 126
- (Exam Topic 2)
Which is an example of a business related measurement?

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

Answer: A

NEW QUESTION 130
- (Exam Topic 2)
Which is the correct combination of items that makes up an IT service?

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

Answer: B

NEW QUESTION 135
- (Exam Topic 2)
Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

A. Categorization
B. Detection
C. Prioritization
D. Escalation

Answer: A

Explanation:
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NEW QUESTION 139
- (Exam Topic 2)
Which practice has a purpose that includes maximizing success by ensuring that risks have been properly assessed?

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

Answer: B

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

NEW QUESTION 141
- (Exam Topic 2)
Which value chain activity ensures the availability of service components?

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

Answer: D

NEW QUESTION 145
- (Exam Topic 2)
Who is responsible for defining metrics for change management?

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

Answer: A

NEW QUESTION 148
- (Exam Topic 2)
Which service transition process provides guidance about converting data into information?

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

Answer: B

NEW QUESTION 151
- (Exam Topic 2)
What is required by all service desk staff?

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

Answer: C

NEW QUESTION 154
- (Exam Topic 2)
Which is an important principle of communication in service operation?

A. Information should always be communicated
B. It has an intended purpose or a resultant action D18912E1457D5D1DDCBD40AB3BF70D5D
C. Meetings are always the best method of communication
D. It is stored in the configuration management system

Answer: B

NEW QUESTION 155
- (Exam Topic 2)
What is the purpose of the 'incident management' practice?

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

Answer: A

NEW QUESTION 157
- (Exam Topic 2)
What is a change schedule used for?

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

Answer: D

NEW QUESTION 159
- (Exam Topic 2)
What does the 'service request management' practice depend on for maximum efficiency?

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

Answer: C

NEW QUESTION 164
- (Exam Topic 2)
Which statement about the use of measurement in the 'start where you are' guiding principle is CORRECT?

A. It should always be used to support direct observation
B. It should always be used instead of direct observation
C. Measured data is always more accurate than direct observation
D. The act of measuring always positively impacts results

Answer: A

NEW QUESTION 168
- (Exam Topic 2)
Which guiding principle considers customer and user experience?

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

Answer: B

NEW QUESTION 170
- (Exam Topic 2)
Which term is used to describe the prediction and control of income and expenditure within an organization?

A. Charging
B. Governance
C. Budgeting
D. Accounting

Answer: C

NEW QUESTION 172
- (Exam Topic 2)

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

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

Answer: B

NEW QUESTION 177
- (Exam Topic 2)
Which ITIL concept describes governance?

A. The service value system
B. The service value chain
C. The seven guiding principles
D. The four dimensions of service management

Answer: A

NEW QUESTION 182
- (Exam Topic 2)
Which guiding principle describes the importance of doing something, instead of spending a long time analysing different options?

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

Answer: D

NEW QUESTION 185
- (Exam Topic 2)
An SLA is a service level agreement.
Which describes the 'watermelon SLA' effect?

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

Answer: B

Explanation:
Reference: https://www.bmc.com/blogs/itil-service-level-management/

NEW QUESTION 189
- (Exam Topic 2)
Which value chain activity communicates the current status of all four dimensions of service management?

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

Answer: D

NEW QUESTION 194
- (Exam Topic 2)
Which role approves the cost of services?

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

Answer: C

NEW QUESTION 198
- (Exam Topic 2)
Which practice has a purpose that includes helping the organization to maximize value, control costs and manage risks?

A. Relationship management
B. IT asset management
C. Release management
D. Service desk

Answer: B

NEW QUESTION 202
- (Exam Topic 2)
What is NOT within the scope of service catalogue management?

A. Contribution to the definition of services
B. Interfaces between all services and supporting services
C. Interfaces between the service catalogue and service portfolio
D. Fulfilment of business service requests

Answer: D

NEW QUESTION 205
- (Exam Topic 2)
What can be used to help determine the impact level of a problem?

A. Definitive media library (DML)
B. Configuration management system (CMS)
C. Statement of requirements (SOR)
D. Standard operating procedures (SOP)

Answer: B

NEW QUESTION 209
- (Exam Topic 2)
Which guiding principle is PRIMARILY concerned with consumer's revenue and growth?

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

Answer: D

NEW QUESTION 210
- (Exam Topic 2)
What actions does a service desk take for all issues, queries and requests that are reported to them?

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

Answer: C

NEW QUESTION 214
- (Exam Topic 2)
Which is NOT a structure of service desk that is described in the ITIL service operation guidance?

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

Answer: C

NEW QUESTION 215
- (Exam Topic 2)
What is a service?

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

Answer: B

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

NEW QUESTION 219
- (Exam Topic 2)
Which guiding principle recommends collecting data before deciding what can be re-used?

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

Answer: C

NEW QUESTION 224
- (Exam Topic 2)
Which practice ensures that accurate and reliable information is available about configuration items and the relationships between them?

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

Answer: A

NEW QUESTION 229
- (Exam Topic 2)
In which step of the 'continual improvement model' is an improvement plan implemented?

A. What is the vision?
B. How do we get there?
C. Take action
D. Did we get there?

Answer: C

NEW QUESTION 232
- (Exam Topic 2)
What is the effect of increased automation on the 'service desk1 practice?

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

Answer: B

NEW QUESTION 236
- (Exam Topic 2)
Which practice would help a user gain access to an application that they need to use?

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

Answer: B

NEW QUESTION 239
- (Exam Topic 2)
How does categorization of incidents assist the 'incident management' practice?

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

Answer: C

NEW QUESTION 243
- (Exam Topic 2)
Which guiding principle helps to ensure that each improvement effort has more focus and is easier to maintain?

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

Answer: C

NEW QUESTION 248
- (Exam Topic 2)

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

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

Answer: A

NEW QUESTION 251
- (Exam Topic 2)
What is defined as a change of state that has significate for the management of an IT service?

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

Answer: A

NEW QUESTION 254
- (Exam Topic 2)
Which is considered by the 'partners and suppliers' dimension?

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

Answer: D

NEW QUESTION 255
- (Exam Topic 2)
Which practice provides support for managing feedback, compliments and complaints from users?

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

Answer: B

NEW QUESTION 258
- (Exam Topic 2)
Which guiding principle recommends organizing work into smaller, manageable sections that can be executed and completed in a timely manner?

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

Answer: D

NEW QUESTION 260
- (Exam Topic 2)
What can a service remove from the consumer and impose on the consumer?

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

Answer: C

NEW QUESTION 265
- (Exam Topic 2)
What must always be done before an activity is automated?

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

Answer: A

NEW QUESTION 268

- (Exam Topic 2)
What is the purpose of service level management?

A. To obtain/build activity that ensures the service components are available when and where they are needed and meet agreed specifications.
B. To ensure that all current and planned IT services are delivered to agreed achievable targets.
C. To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels.
D. To track and manage improvement ideas from identification to final action, organizations use a database or structured document called a continual improvement register (CIR).

Answer: B

NEW QUESTION 272
- (Exam Topic 2)
Which is the BEST example of an emergency change?

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

Answer: C

NEW QUESTION 273
- (Exam Topic 3)
Identify the missing words in the following sentence.
When an organization has decided to improve a service, it should start by considering [?].

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

Answer: A

NEW QUESTION 278
- (Exam Topic 3)
Which is a low risk change that has been pre-approved so that no additional authorization is needed?

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

Answer: A

NEW QUESTION 281
- (Exam Topic 3)
What is a definition of a problem?

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

Answer: B

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

NEW QUESTION 282
- (Exam Topic 3)
Which dimension focuses on relationships with other organizations that are involved in the design, development, deployment and delivery of services?

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

Answer: C

NEW QUESTION 287
- (Exam Topic 3)
Which is a risk that might be removed from a service consumer by an IT service?

A. Service provider ceasing to trade
B. Security breach
C. Failure of server hardware

D. Cost of purchasing servers

Answer: B

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

NEW QUESTION 292
- (Exam Topic 3)
Identify the missing word in the following sentence.
The purpose of the service configuration management practice is to ensure that accurate and reliable information about the [?], and the CIs that support them, is available when and where it is needed.

A. relationships with suppliers
B. configuration of services
C. skills of people
D. authorization of changes

Answer: B

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

NEW QUESTION 293
- (Exam Topic 3)
Which dimension of service management considers the workflows and controls needed to deliver services?

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

Answer: D

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

NEW QUESTION 297
- (Exam Topic 3)
Which guiding principle considers how the steps of a process can be performed as efficiently as possible?

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

Answer: D

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

NEW QUESTION 301
- (Exam Topic 3)
Which statement about managing incidents is CORRECT?

A. Low impact incidents should be resolved efficiently, making logging unnecessary
B. The 'incident management' practice should use a single process regardless of the impact of the incident
C. Low impact incidents should be resolved efficiently so the resource required is reduced
D. Incidents with the lowest impact should be resolved first

Answer: C

NEW QUESTION 303
- (Exam Topic 3)
Which is provided by the 'engage' value chain activity?

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

Answer: B

NEW QUESTION 305
- (Exam Topic 3)
A service offering may include, access to resources, and service actions, which is an example of a service action?

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

Answer: D

NEW QUESTION 307
- (Exam Topic 3)
Which describes a CORRECT approach to change authorization?

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

Answer: B

NEW QUESTION 312
- (Exam Topic 3)
Which skill is required by the 'service level management' practice?

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

Answer: A

NEW QUESTION 315
- (Exam Topic 3)
Identify the missing word in the following sentence.
The purpose of the 'supplier management' practice is to ensure that the organization's suppliers and their performances are [?] appropriately to support the seamless provision of quality products and services.

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

Answer: C

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

NEW QUESTION 319
- (Exam Topic 3)
What is the purpose of the 'monitoring and event management' practice?

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

Answer: D

NEW QUESTION 324
- (Exam Topic 3)
Which activity is part of the 'continual improvement practice?

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

Answer: C

NEW QUESTION 328
- (Exam Topic 3)
Which practice has a strong influence on the user experience and perception of the service provider?

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

Answer:

C

NEW QUESTION 330
- (Exam Topic 3)
Which is an activity of the 'problem management' practice?

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

Answer: B

NEW QUESTION 334
- (Exam Topic 3)
Which dimension is MOST concerned with skills, competencies, roles and responsibilities?

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

Answer: D

Explanation:
Value streams and processes focus mainly on those areas which ensure integration and coordination of various actions and parts which contribute towards better value creation for the organization. This dimension is more concerned about the way the organization has organized the activities or processes and how it enables and ensures the value creation across all stakeholders.
https://www.knowledgehut.com/tutorials/itil4-tutorial/itil-four-dimensions-it-service-management

NEW QUESTION 338
- (Exam Topic 3)
How are target resolution times used in the 'incident management' practice?

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

Answer: A

NEW QUESTION 343
- (Exam Topic 3)
What can be described as an operating model for the creating and management of products and services?

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

Answer: B

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

NEW QUESTION 347
- (Exam Topic 3)
Which statement about the 'continual improvement model' is CORRECT?

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

Answer: A

NEW QUESTION 350
- (Exam Topic 3)
What should be considered as part of the 'partners and suppliers' dimension?

A. The level of integration and formality involved in the relationships between organizations
B. The activities, workflows, controls and procedures needed to achieve the agreed objectives
C. The information created, managed and used in the course of service provision and consumption
D. The required skills and competencies of teams and individual members of the organization

Answer:

A

NEW QUESTION 352
- (Exam Topic 3)
Which two are considered part of the 'organizations and people' dimension of service management?
* 1. Systems of authority
* 2. Culture
* 3. Relationships between organizations 4.Workflows

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

Answer: A

NEW QUESTION 356
- (Exam Topic 3)
Which is part of the 'focus on value' guiding principle?

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

Answer: A

NEW QUESTION 358
- (Exam Topic 3)
When should a workaround be created?

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

Answer: C

Explanation:
Reference: https://www.globalknowledge.com/us-en/resources/resource-library/articles/incidents-and- problems-workarounds/

NEW QUESTION 359
- (Exam Topic 3)
Which will help solve incidents more quickly?

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

Answer: C

NEW QUESTION 362
- (Exam Topic 3)
What is defined as any financially valuable component that can contribute to the delivery of a service?

A. Configuration item
B. Product
C. IT asset
D. Event

Answer: C

NEW QUESTION 363
- (Exam Topic 3)
Identify the missing words in the following sentence.
The 'incident management' practice should maintain [?] for logging and managing incidents.

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

Answer: C

NEW QUESTION 365

- (Exam Topic 3)
Which BEST describes the purpose of the 'improve' value chain activity?

A. To organize a major improvement initiative into several smaller initiatives
B. To make new and improved services and features available for use
C. To ensure a shared understanding of the vision and improvement direction for all products and services
D. To continually improve all products and services across all value chain activities

Answer: D

Explanation:
"The purpose of the improve value chain activity is to ensure continual improvement of products, services, and practices across all value chain activities and the four dimensions of service management."
https://www.symphonysummit.com/products/defining-industry-terms-itsm-itil-itil4/#:~:text=Improve%20%E2%80%A6

NEW QUESTION 366
- (Exam Topic 3)
Which practice has the purpose of ensuring that the organization's suppliers and their performance and managed appropriately to support the provision of seamless, quality products and services?

A. Release management
B. Supplier management
C. Service management
D. Relationship management

Answer: B

NEW QUESTION 368
- (Exam Topic 3)
What aspect of 'service level management' asks service consumers what their work involves and how technology helps them?

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

Answer: A

NEW QUESTION 371
- (Exam Topic 3)
Which statement about the service value chain is CORRECT?

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

Answer: B

NEW QUESTION 374
- (Exam Topic 3)
Which describes the 'plan' value chain activity?

A. It ensures a shared understanding of the current status and vision for all products and services across the organization
B. It ensures that services are delivered and supported according to agreed specifications and stakeholders expectations
C. It ensures that service components are available when and where they are needed, and meet agreed specifications
D. It ensures continual improvement of products, services, and practices across all value chain activities

Answer: A

NEW QUESTION 375
- (Exam Topic 3)
An organization asks a stakeholder to review a planned change. Which guiding principle does this demonstrate?

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

Answer: A

NEW QUESTION 379
- (Exam Topic 3)
Which guiding principle helps an organization to understand the impact of an altered element on other elements in a system?

A. Focus on value
B. Start where you are

C. Think and work holistically
D. Keep it simple and practical

Answer: C

NEW QUESTION 381
- (Exam Topic 3)
How should an organization prioritize incidents?

A. Ask the user for their preferred resolution timeframe.
B. Assess the availability of the appropriate support team.
C. Use an agreed classification which is based on the business impact of the incident.
D. Create an order of incidents based on the dates and times when they were logged.

Answer: C

NEW QUESTION 383
- (Exam Topic 3)
Which statement about outcomes is CORRECT?

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

Answer: A

NEW QUESTION 387
- (Exam Topic 3)
What impact does automation have on a service desk?

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

Answer: A

NEW QUESTION 388
- (Exam Topic 3)
What is a configuration item?

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

Answer: B

Explanation:
Reference: https://www.bmc.com/blogs/itil-key-terms/

NEW QUESTION 390
- (Exam Topic 3)
Which statement about outcomes is CORRECT?

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

Answer: B

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

NEW QUESTION 395
- (Exam Topic 3)
Which includes governance, management practices, and continual improvement?

A. The service value system
B. The 'deliver and support' value chain activity
C. The 'focus on value' guiding principle
D. The 'value stream and processes' dimension

Answer: A

NEW QUESTION 397
- (Exam Topic 3)
Which statement about a service value stream is CORRECT?

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

Answer: C

NEW QUESTION 402
- (Exam Topic 3)
Which statement about the 'service request management' practice is CORRECT?

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

Answer: A

NEW QUESTION 407
- (Exam Topic 3)
Which MOST helps an organization adapt ITIL concepts so that they apply to the organization's specific circumstances?

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

Answer: A

NEW QUESTION 408
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