ITIL

Exam Questions ITIL-4-Foundation

ITIL 4 Foundation

NEW QUESTION 1
Which practices are typically involved in the implementation of a problem resolution?
* 1. Continual improvement
* 2. Service request management
* 3. Service level management
* 4. Change control

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

Answer: B

NEW QUESTION 2
Which dimension considers how knowledge assets should be protected?

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

Answer: C

NEW QUESTION 3
Which process is used to compare the value that new services offer with the value of the services they have replaced?

A. Availability management
B. Capacity management
C. Service portfolio management
D. Service catalogue management

Answer: C

NEW QUESTION 4
Which statement about service desks is CORRECT?

A. The service desk should work in close collaboration with support and development teams
B. The service desk should rely on self-service portals instead of escalation to support teams
C. The service desk should remain isolated from technical support teams
D. The service desk should escalate all technical issues to support and development teams

Answer: A

NEW QUESTION 5
Which are the elements of process control?

A. Inputs, outputs and triggers
B. Work instructions, procedures and roles
C. Resources, capabilities and metrics
D. Process owner, policy and objectives

Answer: D

NEW QUESTION 6
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 7
When should a change request be submitted to resolve a problem?

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

Answer: D

NEW QUESTION 8
Which practice identifies metrics that reflect a customer experience of a service?

A. Continual improvement
B. Service level management
C. Service desk
D. Problem management

Answer: B

NEW QUESTION 9
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 10
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 10
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 13
Which practice has a purpose that includes restoring normal service operation as quickly as possible?

A. Problem management
B. Incident management
C. Deployment management
D. Supplier management

Answer: B

NEW QUESTION 17
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 21
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 23
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 27
What is an IT asset?

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

Answer: D

NEW QUESTION 31
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 36
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 38
What is described by the service value system?

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

Answer: C

NEW QUESTION 39
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 43
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 45
Which practice owns and manages issues, queries and requests from users?

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

Answer: A

NEW QUESTION 46
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 50
Which is one of the five aspects of service design?

A. Management information systems and tools
B. Risk analysis and management approach
C. Management policy for business case creation
D. Corporate governance and policy

Answer: A

NEW QUESTION 52
Which statement BEST describes the value of service strategy to the business?

A. It allows higher volumes of successful change
B. It reduces unplanned costs through optimized handling of service outages
C. It reduces the duration and frequency of service outages
D. It enables the service provider to understand what levels of service will make their customers successful

Answer: D

NEW QUESTION 56
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 61
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 65
A customer is a person who defines the requirements for a service and takes responsibility for the [?] of service consumption.

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

Answer: B

NEW QUESTION 67
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 72
Which is an objective of the design coordination process?

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

Answer: A

Explanation:
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NEW QUESTION 74
How should an organization include third-party suppliers in the continual improvement of services?

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

Answer: A

NEW QUESTION 75
Which of the following can be used to access service desks?

A. Phone calls
B. All of the above
C. Text and social media messaging
D. Email

Answer: B

NEW QUESTION 78
What is the expected outcome from using a service value chain?

A. Service value streams
B. Value realization
C. Customer engagement
D. The application of practices

Answer: B

NEW QUESTION 82
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 87
Which statement about the known error database (KEDB) is CORRECT?

A. It is maintained by the service desk and updated with the details of each new incident
B. It is a part of the configuration management database (CMDB) and contains workarounds
C. It is maintained by problem management and is used by the service desk to help resolve incidents
D. It is maintained by incident management and contains solutions to be implemented by problem management

Answer: C

NEW QUESTION 90
Which statement about outcomes is CORRECT?

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

D. Helping service consumers achieve outcomes reduces service provider costs

Answer: C

NEW QUESTION 94
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 95
Identify the missing word in the following sentence.
A service is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific [?] and risks.

A. information
B. utility
C. warranty
D. costs

Answer: D

NEW QUESTION 100
What considerations influence the supplier strategy of an organization?

A. Contracts and agreements
B. Type of cooperation with suppliers
C. Corporate culture of the organization
D. Level of formality

Answer: C

NEW QUESTION 103
Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

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

Answer: C

NEW QUESTION 108
When should a full risk assessment and authorization be carried out for a standard change?

A. Each time the standard change is implemented
B. When the procedure for the standard change is created
C. At least once a year
D. When an emergency change is requested

Answer: B

NEW QUESTION 112
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 114
How should an organization adopt continual improvement methods?

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

Answer: B

NEW QUESTION 119
What is a problem?

A. An addition or modification that could have an effect on services
B. Any change of state that has significance for the management of a configuration item
C. A cause or potential cause of one or more incidents
D. An unplanned reduction in the quality of a service

Answer: C

NEW QUESTION 121
Which activity captures the demand for incident resolution and service requests?

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

Answer: C

NEW QUESTION 124
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 127
Which guiding principle recommends assessing the current state and deciding what can be reused?

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

Answer: B

NEW QUESTION 132
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 134
Identify the missing word in the following sentence.
The purpose of the 'information security management' practice is to [?] the organization's information.

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

Answer: A

NEW QUESTION 137
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 140
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 144
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 147
Which statement about the 'four Ps' of service design is CORRECT?

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

Answer: B

Explanation:
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NEW QUESTION 151
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 156
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 158
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 163
What is the purpose of the 'deployment management' practice?

A. To ensure services achieve agreed and expected performance
B. To make new or changed services available for use
C. To move new or changed components to live environments
D. To set clear business-based targets for service performance

Answer: C

NEW QUESTION 167
Which is NOT a component of the service value system?

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

Answer: D

NEW QUESTION 172
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 177
Which guiding principle recommends coordinating all dimensions of service management?

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

Answer: B

NEW QUESTION 182
Which statement about change authorization is CORRECT?

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

Answer: A

NEW QUESTION 184
Which practice has a purpose that includes ensuring that risks have been properly assessed?

A. Service configuration management
B. Problem management
C. Service level management
D. Change control

Answer: D

NEW QUESTION 189
Which service catalogue view is considered beneficial when constructing the relationship between services, SLAs, OLAs, and other underpinning agreements?

A. Service-based SLA view
B. Wholesale customer view
C. Retail customer view
D. Supporting services view

Answer: D

NEW QUESTION 192
Which practice has a purpose that includes aligning the organization's practices and services with changing business needs?

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

Answer: B

NEW QUESTION 197
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 199
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 204
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 205
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 209
Identify the missing word in the following sentence.
The purpose of the supplier management practice is to ensure that the organization's suppliers and their [?] are managed appropriately to support the seamless provision of quality products and services.

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

Answer: D

NEW QUESTION 211
Which practice updates information relating to symptoms and business impact?

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

Answer: D

NEW QUESTION 215
Which stakeholders co-create value in a service relationship?

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

Answer: C

NEW QUESTION 218
Which term describes the functionality offered by a service?

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

Answer: B

NEW QUESTION 221
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 225
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 230
Identify the missing word in the following sentence.
The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of services, and the [?] that support them, is available when and where it is needed.

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

Answer: D

NEW QUESTION 231
Which are phases of the release and deployment process?
* 1. Release build and test
* 2. Review and close
* 3. Categorize and record
* 4. Change authorization and schedule

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

Answer: A

NEW QUESTION 233
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 236
What is an output?

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

Answer: B

NEW QUESTION 241
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 245
Which describes normal changes?

A. Changes that need to be scheduled and assessed following a process
B. Changes that are low-risk and pre-authorized
C. Changes that are typically initiated as service requests
D. Changes that must be implemented as soon as possible

Answer: A

NEW QUESTION 250
Identify the missing word in the following sentence.
A known error is a problem that has been [?] and has not been resolved.

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

Answer: C

NEW QUESTION 255
What do customer perceptions and business outcomes help to define?

A. The value of a service
B. Service metrics
C. The total cost of a service
D. Key performance indicators (KPIs)

Answer: A

NEW QUESTION 258
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 262
How should the workflow for a new service request be designed?

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

Answer: B

NEW QUESTION 267
What type of change is MOST likely to be managed by the 'service request management' practice?

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

Answer: D

NEW QUESTION 269
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