Exam Questions ITIL-4-Foundation

ITIL 4 Foundation

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NEW QUESTION 1
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 2
Which statement about change management is CORRECT?

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

Answer: C

NEW QUESTION 3
Which competencies are required by the 'service level management' practice?

A. Problem investigation and resolution
B. Incident analysis and prioritization
C. Business analysis and commercial management
D. Balanced scorecard reviews and maturity assessment

Answer: C

NEW QUESTION 4
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 5
Why should service desk staff detect recurring issues?

A. To help identify problems
B. To escalate incidents to the correct support team
C. To ensure effective handling of service requests
D. To engage the correct change authority

Answer: A

NEW QUESTION 6
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 7
What are the three phases of 'problem management'?

A. Problem identification, problem control, error control
B. Problem analysis, error identification, incident resolution
C. Problem logging, problem classification, problem resolution
D. Incident management, problem management, change control

Answer: A

NEW QUESTION 8
Which describes a standard change?

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

Answer: B

NEW QUESTION 9
What should a release policy include?

A. The process owner and process manager for each type of release
B. The roles and responsibilities for incident and problem resolution
C. The naming convention and expected frequency of each type of release
D. The naming convention for all configuration items (CI) recorded in the configuration management system(CMS)

Answer: C

NEW QUESTION 10
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 10
Which is the purpose of the 'monitoring and event management' practice?

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

Answer: B

NEW QUESTION 13
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 14
Which statement about emergency changes is CORRECT?

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

Answer: B

NEW QUESTION 18
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
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 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 24
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 28
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 32
Which statement about the 'service desk1 practice is CORRECT?

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

Answer: D

NEW QUESTION 36
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 38
Which practice identifies metrics that reflect the customer's experience of a service?

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

Answer: C

NEW QUESTION 43
Which practice provides a single point of contact for users?

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

Answer: C

NEW QUESTION 45
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 46
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 47
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 49
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 53
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 54
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 57
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 61
Which practice is the responsibility of everyone in the organization?

A. Change control
B. Problem management
C. Service level management
D. Continual improvement

Answer: D

NEW QUESTION 65
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 70
Which guiding principle recommends using the minimum number of steps necessary to achieve an objective?

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

Answer: C

NEW QUESTION 74
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 77
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 81
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 82
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 84
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 87
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 92
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?

A. Service management
B. Continual improvement
C. A service
D. An IT asset

Answer: C

NEW QUESTION 93
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 94
Where should all master copies of controlled software and documentation be stored?

A. In the definitive capacity library
B. In the definitive media library
C. In the definitive security library
D. In the definitive production library

Answer: B

NEW QUESTION 95
Which processes are responsible for the regular review of underpinning contracts?

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

Answer: A

NEW QUESTION 96
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 98
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 103
What is the CORRECT definition of service management?

A. A set of specialized assets for transitioning services into the live operational environment
B. A set of specialized organizational capabilities for delivering value to customers in the form of services
C. The capability of supplier to deliver services to providers in exchange for money

D. The capability of service providers to minimize their costs without reducing the value of the services

Answer: B

NEW QUESTION 105
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 109
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 113
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 114
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 119
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 120
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 121
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 126
What should be done for every problem?

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

Answer: B

NEW QUESTION 128
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 133
Which is intended to help an organization adopt and adapt ITIL guidance?

A. The four dimensions of service
B. Practices
C. The service value chain
D. The guiding principles

Answer: D

NEW QUESTION 137
What is the purpose of problem management?

A. Reduces the likelihood and impact of incidents
B. Ensures services are restored as soon as possible
C. Helps direct the incident to the correct support area
D. Determines how the service provider is perceived

Answer: A

NEW QUESTION 142
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 146
Which practice provides visibility of the organization's services by capturing and reporting on service performance?

A. Service desk
B. Service level management
C. Service request management
D. Service configuration management

Answer: B

NEW QUESTION 147
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 150
Which dimension includes a workflow management system?

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

Answer: A

NEW QUESTION 153
Which term describes the functionality offered by a service?

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

Answer: B

NEW QUESTION 154
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 156
Which service level metrics are BEST for measuring user experience?

A. Single system-based metrics
B. Metrics for the percentage of uptime of a service
C. Operational metrics
D. Metrics linked to defined outcomes

Answer: D

NEW QUESTION 159
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 160
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 165
What takes place in the "Did we get there?" step of the continual service improvement (CSI) approach?

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

Answer: C

Explanation:

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NEW QUESTION 170
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 173
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 176
Which of the following is an example of incident?

A. A backup server is being rebooted while services are running on the primary server
B. An application is not available during the business hours
C. A user has requested access to a shared repository
D. A user wants to reset the password of a server

Answer: B

NEW QUESTION 178
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