

# Exam Questions ITIL-4-Foundation

ITIL 4 Foundation

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#### NEW QUESTION 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 2

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 3

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 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

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 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 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

What is the primary focus of business capacity management?

- A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT 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 a timely fashion

**Answer: D**

#### 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 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 10

When planning 'continual improvement', which approach for assessing the current state of a service is CORRECT?

- A. An organization should always use a single technique to ensure metrics are consistent
- B. An organization should always use a strength, weakness, opportunity and threat (SWOT) analysis
- C. An organization should always develop competencies in methodologies and techniques that will meet their needs
- D. An organization should always use an approach that combines Lean, Agile and DevOps methodologies

**Answer: C**

#### NEW QUESTION 11

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 14

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 15

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 17

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 19**

Arrange the following steps of software lifecycle in correct order.

- \* 1. Retire
- \* 2. Test
- \* 3. Operate
- \* 4. Deploy
- \* 5. Ideation
- \* 6. Develop
- \* 7. Design

- A. Ideation, Design, Develop, Deploy, Test, Operate, Retire
- B. Retire, Test, Operate, Deploy, Ideation, Develop, Design
- C. None of the above
- D. Ideation, Test, Develop, Deploy, Design, Operate, Retire

**Answer:** A

**NEW QUESTION 20**

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 24**

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 29**

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 32**

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 36**

What MAIN factors are considered to assess the priority of an incident?

- A. The urgency and impact
- B. The impact and complexity
- C. The cost and urgency
- D. The complexity and cost

**Answer:** A

**NEW QUESTION 39**

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 41**

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 42**

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 45**

Which practice may involve the initiation of disaster recovery?

- A. Incident management
- B. Service request management
- C. Service level management
- D. IT asset management

**Answer:** A

**NEW QUESTION 46**

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 48**

Which is a key requirement for a successful service level agreement?

- A. It should be written in legal language
- B. It should be simply written and easy to understand
- C. It should be based on the service provider's view of the service
- D. It should relate to simple operational metrics

**Answer:** B

**NEW QUESTION 50**

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 51**

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 53**

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 57**

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 61**

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 64**

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 69**

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 70**

Which service transition process provides guidance about converting data into information?

- A. Change evaluation D18912E1457D5D1DDCDBD40AB3BF70D5D
- B. Knowledge management
- C. Service validation and testing
- D. Service asset and configuration management

**Answer: B**

**NEW QUESTION 74**

Which is the CORRECT of the 'R' role in a RACI matrix?

- A. This role ensures that activities are executed correctly
- B. This role has ownership of the end result
- C. This role is involved in providing knowledge and input
- D. This role ensures the flow of information to stakeholders

**Answer: B**

**NEW QUESTION 79**

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 82**

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 85**

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 87**

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 88**

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 89**

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 90**

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 93**

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 98**

Which stage of the service lifecycle has the purpose of looking for ways to improve process efficiency and cost effectiveness?

- A. Service operation
- B. Service transition
- C. Continual service improvement D18912E1457D5D1DDCBD40AB3BF70D5D
- D. Service strategy

**Answer:** C

**NEW QUESTION 102**

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 107**

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 112**

What three elements make up the Service Portfolio?

- A. Customer portfolio, service catalogue and retired services
- B. Customer portfolio, configuration management system and service catalogue
- C. Service pipeline, service catalogue and retired services
- D. Service pipeline, configuration management system and service catalogue

**Answer:** C

**Explanation:**

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**NEW QUESTION 114**

What defines the requirements for a service and takes responsibility for the outcomes of service consumption?

- A. A customer
- B. A user
- C. A configuration item (CI)
- D. An IT asset

**Answer:** A

**NEW QUESTION 116**

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 117**

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 118**

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 121**

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

- A. Incident management
- B. Monitoring and event management
- C. Change control
- D. Information security management

**Answer:** D

**NEW QUESTION 123**

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 128**

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 133**

Which practice requires that staff demonstrate excellent customer service skills, such as empathy and emotional intelligence?

- A. Release management
- B. Service desk
- C. Problem management
- D. Supplier management

**Answer:** B

**NEW QUESTION 134**

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 139**

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 142**

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 144**

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 147**

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