

ITIL

Exam Questions ITIL-4-Foundation

ITIL 4 Foundation



NEW QUESTION 1

- (Exam Topic 4)

Which service value chain activity deals with the purchase of new products?

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

Answer: B

Explanation:

In ITIL, there are six activities in the service value chain which represent the steps an organization takes in the creation of value:

- > Plan
- > Engage
- > Design and Transition
- > Obtain/Build
- > Deliver and Support
- > Improve

<https://www.bmc.com/blogs/itil-service-value-chain/>

NEW QUESTION 2

- (Exam Topic 4)

Which statement about a continual improvement register (CIR) is TRUE?

- A. Used to help plan changes, assist in communication avoid conflicts and assign resources
- B. Used to select the right method, model or technique for identifying improvements
- C. Used to track and manage improvement ideas from identification through to final action
- D. Used to provide a formal description of one or more services designed to address the needs of a target consumer group

Answer: C

Explanation:

The continual improvement practice aligns the organization's practices and services with changing business needs through the ongoing identification and improvement of services, service components, practices, or any element involved in the efficient and effective management of products and services¹. A continual improvement register (CIR) is a tool used to track and manage improvement ideas from identification through to final action². It helps to prioritize, monitor, and communicate the status of improvement initiatives³. The other statements are not true because:

- > Used to help plan changes, assist in communication avoid conflicts and assign resources: This describes the purpose of a change schedule, which is a tool used by the change enablement practice².
- > Used to select the right method, model or technique for identifying improvements: This describes the purpose of a continual improvement model (CIM), which is a tool used by the continual improvement practice².
- > Used to provide a formal description of one or more services designed to address the needs of a target consumer group: This describes the purpose of a service offering, which is an output of the engage activity of the service value chain¹. References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL® 4 A Pocket Guide, page 34; ITIL® 4 Practice Guide: Continual Improvement, page 9.

NEW QUESTION 3

- (Exam Topic 4)

Which is described by the 'organizations and people' dimension of service management?

- A. Communication and collaboration
- B. Workflows and controls
- C. Inputs and outputs
- D. Contracts and agreement

Answer: A

Explanation:

The organizations and people dimension sets out the people aspects of service management to be considered when designing, operating and changing service offerings. People include employees, managers, executives, customers, supplier employees, or anybody else who is involved in the creation or consumption of services.

<https://assyst.ifs.com/blog/what-are-the-four-dimensions-of-itil-4>

NEW QUESTION 4

- (Exam Topic 4)

Which value chain activity is concerned with the availability of service components?

- A. Design and transition
- B. Deliver and support
- C. Plan
- D. Obtain/build

Answer: D

Explanation:

The Obtain/Build activity is responsible for ensuring that all service components are available when and

where needed, and that they meet the agreed specifications.

<https://www.beyond20.com/blog/what-is-the-til-4-service-value-chain/#:~:text=The%20Obtain%2FBuild%20a>

NEW QUESTION 5

- (Exam Topic 4)

Which statement about outcomes is CORRECT?

- A. Outcomes enable products to be delivered to a stakeholder
- B. An outcome defines the amount of money spent on technology for a service
- C. An outcome depends on at least one output to deliver a result
- D. Outcomes provide assurance to stakeholders on how a service performs

Answer: C

Explanation:

It is important to understand the difference in these terms not just for clarity, but because outputs are much easier to measure than outcomes.

➤ Outputs are nearly always quantitative, with data available to show whether these have been delivered.

Outputs are easy to report on and to validate. There is no grey area.

➤ Outcomes are more challenging to verify because they are both qualitative and quantitative. Whether your outcomes have been achieved will rely, to a great extent, on the perception of the people who receive the service. Perceptions are not easy to measure or report on, but it is essential you find a way to do so.

<https://www.bmc.com/blogs/outcomes-vs-outputs/>

NEW QUESTION 6

- (Exam Topic 4)

What is included in the purpose of the 'release management' practice?

- A. Authorizing changes to proceed
- B. Making new features available for use
- C. Moving new software to live environments
- D. Ensuring information about services is available

Answer: B

Explanation:

The purpose of the release management practice is to make new and changed services and features available for use.

Release: A version of a service or other configuration item, or a collection of configuration items, that is made available for use.

<https://wiki.process-symphony.com.au/framework/lifecycle/process/release-management-til-4/>

NEW QUESTION 7

- (Exam Topic 4)

Which practice handles all pre-defined user-initiated service actions?

- A. Deployment management
- B. Incident management
- C. Service level management
- D. Service request management

Answer: D

Explanation:

The purpose of the service request management practice is to support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner. Service request management is dependent upon well-designed processes and procedures, which are operationalized through tracking and automation tools to maximize the efficiency of the practice. To be handled optimally, service request management should follow these guidelines:

➤ Service requests and their fulfilment should be standardized and automated to the greatest degree possible.

➤ Policies should define which service requests will be fulfilled with limited or even no additional approvals so that fulfilment can be streamlined.

➤ The expectations of users regarding fulfilment times and costs should be clearly set, based on what the organization can realistically deliver.

➤ Opportunities for improvement should be identified and implemented to produce faster fulfilment times and take advantage of automation.

<https://www.bmc.com/blogs/til-service-request-management/>

NEW QUESTION 8

- (Exam Topic 4)

Which practice MOST requires staff who demonstrate skills such as empathy and emotional intelligence?

- A. Service request management
- B. Service desk
- C. Problem management
- D. Continual management

Answer: B

Explanation:

"Service desk

staff require training and competency across a number of broad technical and business areas. In

particular, they need to demonstrate excellent customer service skills such as empathy, incident analysis and prioritization, effective communication, and emotional intelligence.

<https://www.servicedeskstitute.com/the-case-for-til4-foundation-service-desk-analyst-training/#:~:text=%E2%>

NEW QUESTION 9

- (Exam Topic 4)

Which is an activity in the 'Problem control' phase of problem management?

- A. Re-assessing a known error to manage the ongoing impact.
- B. Reviewing incident records to identify trends
- C. Implementing a technical fix to resolve an issue
- D. Documenting the steps in workaround

Answer: D

Explanation:

Problem Control. Problem control activities include problem analysis and documenting workarounds and known errors.

Just like incidents, problems will be prioritized based on the risk they pose in terms of probability and impact to services. Focus should be given to problems that have highest risk to services and service management.

<https://www.bmc.com/blogs/itil-problem-management/#:~:text=2.,probability%20and%20impact%20to%20serv>

NEW QUESTION 10

- (Exam Topic 4)

Which describes an unresolved problem which has been already analysed?

- A. A workaround
- B. An incident
- C. A known error
- D. A risk

Answer: C

Explanation:

A known error is a problem that has been analysed but not resolved¹. This means that the root cause of the problem has been identified, but a permanent solution has not been implemented yet². A known error can be recorded in a known error database (KEDB) and linked to related incidents and problems³. References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL® 4 – A Pocket Guide, page 35; ITIL® 4 Practice Guide: Problem Management, page 8.

NEW QUESTION 10

- (Exam Topic 4)

Which phase of problem management includes the regular re-assessment of the effectiveness of workarounds?

- A. Problem identification
- B. Problem control
- C. Error control
- D. Problem analysis

Answer: C

Explanation:

Error control also regularly re-assesses the status of known errors that have not been resolved, taking acc of the overall impact on customers and/or service availability, and the cost of permanent resolutions, and effectiveness of workarounds

<https://www.bmc.com/blogs/itil-problem-management/#:~:text=Error%20control%20also%20regularly%20re,re>

NEW QUESTION 14

- (Exam Topic 4)

Which is a key requirement for successful service level agreements (SLAs)?

- A. They should be written using language and terms which all parties will understand
- B. They should be based on system-based metrics which are useful to the service provider
- C. They should be carried forward, unchanged, from one year to the next to enable ununsisleni service
- D. They should avoid ambiguous targets such as those relating to user experience

Answer: A

Explanation:

An SLA is defined as a documented agreement between a service provider and a customer that identifies both services required and the expected level of service. SLAs are used to measure the performance of services from the customer's point of view, and it is important that they are agreed in the wider business context. Some of the key requirements for successful SLAs include:

- They must be related to a defined 'service' in the service catalogue. Individual metrics without a specified service context are unhelpful.
- They should relate to defined outcomes and not simply operational metrics. This can be achieved with balanced bundles of metrics, such as customer satisfaction and key business outcomes.
- They should reflect an 'agreement': an engagement and discussion between the service provider and the service consumer. It is important to involve all stakeholders, including partners, sponsors, users, and customers.
- They must be simply written and easy to understand and use for all parties. [https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20\(SL](https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20(SL)

NEW QUESTION 18

- (Exam Topic 4)

Which of the following is included in the purpose of the 'continual improvement' practice?

- A. The restoration of normal service operation as quickly as possible
- B. The establishment of links between the organization and its stakeholders at strategic and tactical levels
- C. The alignment of the organization's practices and services with changing business needs
- D. The reduction of the likelihood and impact of incidents

Answer: C

Explanation:

Continual improvement encompasses all elements of the ITIL SVS. It involves aligning an organization's practices and services with changing business needs, through the ongoing assessment and improvement of each element involved in the management of products and services. Continual improvement applies to the SVS in its entirety, as well as to all of the organization's products, services, service components, and relationships, and is the responsibility of every individual involved in service management.

<https://www.bmc.com/blogs/itil-continual-improvement/>

NEW QUESTION 23

- (Exam Topic 4)

Which of the following terms is more suitable to describe the functionality of a service?

- A. Output
- B. Outcome
- C. Utility
- D. Warranty

Answer: C

Explanation:

Utility is the term used to describe the functionality of a service, or how well it meets the needs and expectations of the customers and users. Utility can be expressed as 'what the service does' or 'the functionality offered by a product or service to meet a particular need'1. Utility is one of the two elements of service value, along with warranty2. References: ITIL Foundation - ITIL 4 Edition, page 4; ITIL® 4 – A Pocket Guide, page 14.

NEW QUESTION 25

- (Exam Topic 4)

Which practice ensures that service actions, that are a normal part of service delivery, are effectively handled?

- A. Incident management
- B. Service level management
- C. Problem management
- D. Service request management

Answer: D

Explanation:

A service request is defined as a request from a user or a user's authorized representative that initiates a service action which has been agreed as a normal part of service delivery.

The purpose of the service request management practice is to support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner. Service request management is dependent upon well-designed processes and procedures, which are operationalized through tracking and automation tools to maximize the efficiency of the practice. To be handled optimally, service request management should follow these guidelines:

- > Service requests and their fulfilment should be standardized and automated to the greatest degree possible.
- > Policies should define which service requests will be fulfilled with limited or even no additional approvals so that fulfilment can be streamlined.
- > The expectations of users regarding fulfilment times and costs should be clearly set, based on what the organization can realistically deliver.
- > Opportunities for improvement should be identified and implemented to produce faster fulfilment times and take advantage of automation.

<https://www.bmc.com/blogs/itil-service-request-management/>

NEW QUESTION 30

- (Exam Topic 4)

Identify the missing work in the following sentence.

An organization which is undertaking an improvement initiative should [?] the existing methods and services when building for the future.

- A. Consider
- B. Discard
- C. Re-use
- D. Improve

Answer: A

NEW QUESTION 33

- (Exam Topic 4)

A service will be unavailable for the next two hours for unplanned maintenance. Which practice is MOST LIKELY to be involved in managing this?

- A. Incident management
- B. Service Request management
- C. Change enablement
- D. Service request management

Answer: A

Explanation:

Incident management is typically closely aligned with the service desk, which is the single point of contact for all users communicating with IT. When a service is disrupted or fails to deliver the promised performance during normal service hours, it is essential to restore the service to normal operation as quickly as possible.
<https://www.bmc.com/blogs/itil-v3-incident-management/>

NEW QUESTION 38

- (Exam Topic 4)

What is defined as "the role that uses services?"

- A. Service consumer
- B. Customer
- C. User
- D. Sponsor

Answer: C

Explanation:

User: A person who uses services; e.g. the company employees. <https://www.bmc.com/blogs/itil-key-concepts-service-management/>

NEW QUESTION 39

- (Exam Topic 4)

Which practice requires focus and effort to engage and listen to the requirements, issues, concerns and daily needs of customers?

- A. Service desk
- B. Supplier Management
- C. Service request management
- D. Service level management

Answer: C

Explanation:

In order to be aligned to customer outcomes and expectations, SLM requires focus and effort to engage and listen to the requirements, issues, concerns, and daily needs of customers:

Engagement is needed to understand and confirm the actual ongoing needs and requirements of customers, not simply what is interpreted by the service provider or has been agreed several years before. ITIL4 refers to value as being co-created, since it needs the input and validation of customers.

Listening is important as a relationship-building and trust-building activity, to show customers that they are valued and understood. This helps to move the provider away from always being in 'solution mode' and to build new, more constructive partnerships. Each customer is unique, and the service provider must not have a one-size-fits-all approach.

The activities of engaging and listening provide a great opportunity to build improved relationships and to focus on what really needs to be delivered. They also give service delivery staff an experience-based understanding of the day-to-day work that is done with their technology, enabling them to deliver a more business-focused service. When the customer is engaged and listened to, they feel valued and their perception of the service and service management activities improves.

<https://www.bmc.com/blogs/itil-service-level-management/>

NEW QUESTION 42

- (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 43

- (Exam Topic 3)

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

- A. Service configuration management
- B. Service desk
- C. Problem management
- D. Deployment management

Answer: B

NEW QUESTION 44

- (Exam Topic 3)

Which dimension of service management includes consideration of the type of relationship required with other organizations involved in the design and delivery of services?

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

Answer: C

Explanation:

This dimension encompasses an organization's relationships with other organizations that are involved in the design, development, deployment, delivery, support and/or continual improvement of services. This dimension also incorporates contracts and other agreements between the organization and its partners or suppliers.

NEW QUESTION 46

- (Exam Topic 3)

Which TWO types of competence are MOST important for service desk staff?

- * 1. Knowledge of business processes
- * 2. Collaboration skills
- * 3. Advanced technical knowledge
- * 4. Workflow design skills

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

Answer: A

NEW QUESTION 47

- (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. They 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 48

- (Exam Topic 3)

Which is a purpose of the 'relationship management' practice?

- A. To systematically observe services and service components
- B. To protect the information needed by the organization to conduct its business
- C. To be the entry point and single point of contact for the service provider with all of its users
- D. To identify, analyze, monitor, and continually improve links with stakeholders

Answer: D

Explanation:

Reference: <https://wiki.process-symphony.com.au/framework/lifecycle/process/relationship-management-til-4/>

NEW QUESTION 53

- (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 55

- (Exam Topic 3)

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

- A. It identifies the cause of major incidents.
- B. It authorizes changes to resolve incidents.
- C. It maintains detailed procedures for diagnosing incidents.
- D. It resolves the highest impact incidents first.

Answer: D

Explanation:

Reference: <https://www.bmc.com/blogs/itil-incident-management/>

NEW QUESTION 58

- (Exam Topic 3)

Which practice handles all pre-defined user-initiated service actions?

- A. Deployment management
- B. Incident management
- C. Service level management
- D. Service request management

Answer: D

NEW QUESTION 60

- (Exam Topic 3)

Which practice provides a communications point for users to report operational issues, queries and requests?

- A. Incident management
- B. Continual improvement
- C. Service desk
- D. Relationship management

Answer: C

Explanation:

The purpose of the service desk practice is to capture demand for incident resolution and service requests. It should also be the entry point and single point of contact for the service provider with all of its users. It provides a clear path for users to report issues, queries, and requests, and have them acknowledged, classified, owned, and actioned.

<https://www.bmc.com/blogs/itil-service-desk/>

NEW QUESTION 64

- (Exam Topic 3)

What is the definition of warranty?

- A. A means of identifying events that could cause harm or loss
- B. A means of determining whether a service is fit for purpose
- C. A means of identifying a result for a stakeholder
- D. A means of determining whether a service is fit for use

Answer: D

NEW QUESTION 68

- (Exam Topic 3)

What is the MAIN benefit of 'problem management'?

- A. Restoring normal service as quickly as possible
- B. Reducing the number and impact of incidents
- C. Maximizing the number of successful changes
- D. Managing workarounds and known errors

Answer: D

NEW QUESTION 71

- (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 72

- (Exam Topic 3)

Which statement about the 'optimize and automate' guiding principle is CORRECT?

- A. Activities should be automated before they are optimized
- B. Automation is best applied to non-standard tasks
- C. Technology eliminates the need for human intervention
- D. Automation frees human resources for more complex activities

Answer: D

NEW QUESTION 74

- (Exam Topic 3)

Which is a use of the change schedule?

- A. Assigning resources to changes

- B. Deciding the approval authority for changes
- C. Automating the change process
- D. Creating change models

Answer: A

Explanation:

Reference: <https://www.bmc.com/blogs/itil-change-enablement/>

NEW QUESTION 78

- (Exam Topic 3)

Which dimension of service management considers how activities are coordinated?

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

Answer: D

NEW QUESTION 81

- (Exam Topic 3)

Which is an activity of 'problem identification'?

- A. Analyzing information from software developers
- B. Establishing problem workarounds
- C. Analyzing the cause of problems
- D. Establishing potential permanent solutions

Answer: A

NEW QUESTION 86

- (Exam Topic 3)

Which practice makes use of methods from Lean, Agile and DevOps?

- A. Service desk
- B. Continual improvement
- C. Problem management
- D. Incident management

Answer: B

NEW QUESTION 87

- (Exam Topic 3)

Which is included in the purpose of the 'change enablement' practice?

- A. Make new and changed services available for use
- B. Ensure that risks have been properly assessed
- C. Record and report selected changes of state
- D. Plan and manage the full lifecycle of all IT assets

Answer: B

NEW QUESTION 90

- (Exam Topic 3)

Which statement about standard changes is CORRECT?

- A. A full assessment should be completed each time the change is implemented
- B. The change can be implemented with less testing if necessary
- C. The appropriate change authority should be assigned to each type of change
- D. The change does not require additional authorization

Answer: D

NEW QUESTION 95

- (Exam Topic 3)

Which practice involves the management of vulnerabilities that were not identified before the service went live?

- A. Service request management
- B. Problem management
- C. Change control
- D. Service level management

Answer: B

NEW QUESTION 99

- (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 102

- (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 103

- (Exam Topic 3)

What describes how components and activities work together to facilitate value creation?

- A. The ITIL service value system
- B. The ITIL guiding principles
- C. The four dimensions of service management
- D. A service relationship

Answer: A

NEW QUESTION 107

- (Exam Topic 3)

Which statement about outcome 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 give service consumers assurance of products or services
- D. Outcomes help a service consumer to assess the cost of a specific activity

Answer: A

NEW QUESTION 112

- (Exam Topic 3)

Which statement about change authorities is CORRECT?

- A. Change authorities are only required for authorizing emergency changes
- B. Change authorities are assigned when each change is deployed
- C. Change authorities are only required for authorizing normal changes
- D. Change authorities are assigned for each type of change and change model

Answer: D

NEW QUESTION 114

- (Exam Topic 3)

Which principle concentrates on service consumers?

- A. Start where you are
- B. Optimize and automate
- C. Keep it simple
- D. Focus on value

Answer: D

NEW QUESTION 116

- (Exam Topic 3)

Which is a way of applying the guiding principle 'focus on value'?

- A. Understanding how service consumers use services

- B. Comprehending the whole, but doing something
- C. Recognizing the complexity of systems
- D. Doing fewer things, but doing them better

Answer: A

NEW QUESTION 119

- (Exam Topic 3)

Which practice nurtures links with stakeholders at strategic and tactical levels'?

- A. Supplier management
- B. Relationship management
- C. Continual improvement
- D. Service level management

Answer: B

NEW QUESTION 124

- (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 129

- (Exam Topic 3)

Which step of the continual improvement model includes baseline assessments?

- A. Did we get there?
- B. Where are we now?
- C. What is the vision?
- D. Where do we want to be?

Answer: D

NEW QUESTION 131

- (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 136

- (Exam Topic 3)

When using the ITIL continual improvement model, which information should be produced by an organization in order to understand where the organization is now?

- A. Business objectives
- B. Improvement plans
- C. Assessment results
- D. KPI reports

Answer: D

NEW QUESTION 139

- (Exam Topic 3)

What role would be MOST suitable for someone with lots of experience working in IT and business roles? They also have experience of managing relationships with various stakeholders, including suppliers and business managers.

- A. Service level manager
- B. Service desk agent
- C. Change authority
- D. Problem analyst

Answer: A

NEW QUESTION 142

- (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 147

- (Exam Topic 3)

Identify the missing word in the following sentence.

A customer define is the [?] for a service and takes responsibility for the outcomes of service consumption.

- A. Requirements
- B. Resources
- C. Suppliers
- D. products

Answer: A

NEW QUESTION 148

- (Exam Topic 3)

Which should be handled by 'service request management'?

- A. A request to implement a security patch
- B. A request to provide a laptop
- C. A request to resolve an error in a service
- D. A request to change a target in a service level agreement

Answer: B

Explanation:

Reference: <https://www.atlassian.com/itsm/service-request-management>

NEW QUESTION 152

- (Exam Topic 3)

Identify the missing word in the following sentence.

A [?] is the addition, modification, or removal of anything that could have a direct or indirect effect on services

- A. problem
- B. risk
- C. change
- D. configuration item

Answer: C

NEW QUESTION 157

- (Exam Topic 3)

Which statement about service requests is CORRECT?

- A. Complex service requests should be dealt with as normal changes
- B. Service requests that require simple workflows should be dealt with as incidents
- C. Service requests require workflows that should use manual procedures and avoid automation
- D. Service requests are usually formalized using standard procedures for initiation, approval and fulfilment

Answer: D

NEW QUESTION 161

- (Exam Topic 3)

Which TWO of the following are considerations of change enablement?

- * 1. Managing the people aspects of change
- * 2. Ensuring that organizational transformations are successful
- * 3. Maximizing the number of successful service changes
- * 4. Ensuring that changes are properly assessed

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

Answer: A

NEW QUESTION 163

- (Exam Topic 3)

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

- A. To protect the information needed by the organization to conduct its business
- B. To make new and changed services and features available for use
- C. To move new or changed components to live environments
- D. To plan and manage the full lifecycle of all IT assets.

Answer: C

NEW QUESTION 164

- (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 169

- (Exam Topic 2)

Which term describes the functionality offered by a service?

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

Answer: B

NEW QUESTION 172

- (Exam Topic 2)

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

- A. Service requests are usually normal changes that can be implemented quickly without authorization
- B. Emergency changes are changes that must be fully tested and fully documented prior to implementation
- C. Standard changes are changes that need to be scheduled, assessed and authorized following a standard process
- D. Emergency changes are changes that must be implemented as soon as possible and therefore authorization is expedited

Answer: D

NEW QUESTION 173

- (Exam Topic 2)

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 177

- (Exam Topic 2)

What should be done first when applying the 'focus on value' guiding principle?

- A. Identify all suppliers and partners involved in the service
- B. Determine the cost of providing the service
- C. Identify the outcomes that the service facilitates
- D. Determine who the service consumer is in each situation

Answer: D

NEW QUESTION 182

- (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 187

- (Exam Topic 2)

What includes governance as a component?

- A. Practices
- B. The service value chain
- C. The service value system
- D. The guiding principles

Answer: C

NEW QUESTION 191

- (Exam Topic 2)

Which is an example of improving service utility using service management automation?

- A. Pre-determined routing of a service request
- B. Reducing the time to compile service data
- C. Monitoring service availability
- D. Faster resource allocation

Answer: D

NEW QUESTION 195

- (Exam Topic 2)

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 200

- (Exam Topic 2)

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 205

- (Exam Topic 2)

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

- A. Service level management
- B. Service desk
- C. Continual improvement
- D. Change enablement

Answer: A

Explanation:

The service level management practice defines, documents and manages the service levels of all the services and products. Service level management should provide the end to end visibility of all the organizational services. Service level management has to establish and provide the service views with service level target ensure meeting defined service levels by collecting, analyzing, storing and reporting all the defined target metrics of the services regularly (periodically) perform the service reviews and ensure the services meet the organization's needs continuously identify, capture, review & report the issues related to services, its performance against the defined service targets.

Reference: <https://www.knowledgehut.com/tutorials/itil4-tutorial/itil-management-practices-processes>

NEW QUESTION 206

- (Exam Topic 2)

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

- A. Incidents
- B. Problems
- C. Events
- D. Requests

Answer: C

NEW QUESTION 209

- (Exam Topic 2)

Which statement about metrics is CORRECT?

- A. Process metrics can be used to measure end-to-end service performance
- B. Technology metrics can be used to measure component performance and availability
- C. Process metrics can be used to measure the utilization of a supplier's network
- D. Technology metrics can be used to determine the overall health of a process

Answer: B

NEW QUESTION 214

- (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 218

- (Exam Topic 2)

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 219

- (Exam Topic 2)

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

- A. Meeting stakeholder expectations for time to market
- B. Understanding the organization's service vision
- C. Understanding stakeholder needs
- D. Providing services to agreed specifications

Answer: A

NEW QUESTION 222

- (Exam Topic 2)

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 224

- (Exam Topic 2)

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 229

- (Exam Topic 2)

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

The service desk should be the entry point and single point of contact for the [?] with all of its users.

- A. Service consumer
- B. Service provider
- C. Customer
- D. Supplier

Answer: B

NEW QUESTION 232

- (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 237

- (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 239

- (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 241

- (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 244

- (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 245

- (Exam Topic 2)

Which function is responsible for the management of a data centre?

- A. Technical management
- B. Service desk

- C. Application management
- D. Facilities management

Answer: D

Explanation:

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NEW QUESTION 248

- (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 251

- (Exam Topic 2)

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 252

- (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 254

- (Exam Topic 2)

How do all value chain activities transform inputs to outputs?

- A. By using a combination of practices
- B. By using a single functional team
- C. By determining service demand
- D. By implementing process automation

Answer: A

NEW QUESTION 259

- (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 261

- (Exam Topic 2)

Which practice forms a link between the service provider and the users of services?

- A. Change enablement
- B. Service level management
- C. Problem management
- D. Service desk

Answer: D

NEW QUESTION 262

- (Exam Topic 2)

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 265

- (Exam Topic 2)

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

- A. Scripts for collecting user information
- B. Use of shift working patterns
- C. Fulfillment of service requests
- D. Creation of a temporary team

Answer: A

NEW QUESTION 268

- (Exam Topic 2)

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

- A. Service management
- B. Warranty
- C. Cost
- D. Utility

Answer: B

NEW QUESTION 269

- (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 270

- (Exam Topic 2)

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

- A. Service management
- B. Practices
- C. A value stream
- D. Service level management

Answer: C

NEW QUESTION 274

- (Exam Topic 2)

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 275

- (Exam Topic 2)

Which of the following is an example of workaround?

- A. A defective network switch is replaced with a new one
- B. An email server is restored after an incident is reported
- C. Server memory is increased when the server is unresponsive
- D. A server is restarted to resolve an incident

Answer: D

NEW QUESTION 277

- (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 281

- (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 286

- (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 287

- (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 292

- (Exam Topic 2)

What is important for a 'continual improvement register' (CIR)?

- A. Improvement ideas are documented, assessed and prioritized
- B. Improvement ideas from many sources are kept in a single CIR
- C. Improvement ideas that are not being actioned immediately are removed from the CIR
- D. Improvement ideas are tested, funded and agreed

Answer: A

NEW QUESTION 295

- (Exam Topic 2)

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 296

- (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 300

- (Exam Topic 2)

What is an incident?

- A. The planned removal of an item that might affect a service
- B. A result enabled by one or more outputs
- C. A possible future event that could cause harm
- D. A service interruption resolved by the use of self-help tools

Answer: D

NEW QUESTION 304

- (Exam Topic 2)

Which process works with incident management to ensure that security breaches are detected and logged?

- A. Change management
- B. Service level management
- C. Access management
- D. Continual service improvement

Answer: C

NEW QUESTION 305

- (Exam Topic 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 310

- (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 314

- (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 319

- (Exam Topic 1)

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 323

- (Exam Topic 1)

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 327

- (Exam Topic 1)

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 330

- (Exam Topic 1)

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 333

- (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 335

- (Exam Topic 1)

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 339

- (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 340

- (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 343

- (Exam Topic 1)

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 348

- (Exam Topic 1)

Identify the missing words in the following sentence.

The management of information security incidents usually requires [?].

- A. Immediate escalation
- B. Specialist teams
- C. A separate process
- D. Third party support

Answer: C

NEW QUESTION 352

- (Exam Topic 1)

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 355

- (Exam Topic 1)

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 356

- (Exam Topic 1)

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 361

- (Exam Topic 1)

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 365

- (Exam Topic 1)

Identify the missing word in the following sentence.

The use of [?] should support, not replace what is observed, when using the 'start where you are' guiding principle.

- A. plans
- B. measurement
- C. process
- D. tools

Answer: B

NEW QUESTION 366

- (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 367

- (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 370

- (Exam Topic 1)

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 375

- (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 376

- (Exam Topic 1)

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 381

- (Exam Topic 1)

Which TWO statements about an organization's culture are CORRECT? (Choose two.)

- * 1. It is created from shared values based on how it carries out its work
- * 2. It is determined by the type of technology used to support services
- * 3. It should be based on the culture of prospective suppliers
- * 4. It should be based on the objectives of the organization

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

Answer: D

NEW QUESTION 386

- (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 391

- (Exam Topic 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 396

- (Exam Topic 1)

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 401

- (Exam Topic 1)

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 402

- (Exam Topic 1)

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 405

- (Exam Topic 1)

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 410

- (Exam Topic 1)

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

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

Answer: D

NEW QUESTION 412

- (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 416

- (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 421

- (Exam Topic 4)

Which organization delivers output or outcomes of a service?

- A. A service consumer delivers outcomes of the service
- B. A service provider delivers outcomes of the service
- C. A service consumer delivers outputs of the service
- D. A service provider delivers outputs of the service

Answer: D

Explanation:

An output is a tangible or intangible deliverable of an activity, while an outcome is a result for a stakeholder enabled by one or more outputs¹. A service provider produces outputs that allow customers to achieve outcomes². A service consumer utilizes the outputs and benefits from the outcome²s.

NEW QUESTION 426

- (Exam Topic 4)

Which is a financially valuable component that can contribute to the delivery of a service?

- A. Configuration item
- B. Sponsor
- C. IT asset
- D. Service offering

Answer: C

Explanation:

IT asset is any financially valuable component that can contribute to the delivery of an IT product or service. The scope of IT asset management typically includes all software, hardware, networking, cloud services, and client devices

<https://wiki.process-symphony.com.au/framework/lifecycle/process/it-asset-management-itol-4/#:-:text=IT%20a>

NEW QUESTION 429

- (Exam Topic 4)

Which of the following statements about change authorization is CORRECT?

- A. Every time a standard change is requested a change authority is assigned
- B. The technician making an emergency change can authorize such changes
- C. The change type and model is the basis for assigning the change authority
- D. Ensuring that changes are authorized after their deployment is done by the change authority

Answer: C

Explanation:

The change enablement practice maximizes the number of successful service and product changes by ensuring that risks have been properly assessed, authorized, and managed within a schedule¹. Change authorization is the activity of verifying that a proposed change is desirable, viable, and achievable before committing to its implementation². The change type (standard, normal, or emergency) and model (a predefined approach for handling a specific type of change) is the basis for assigning the change authority (the role that can authorize a change)². The other statements are incorrect because:

- A standard change is a low-risk, pre-authorized change that follows an agreed procedure and does not require authorization at the point of implementation².
- An emergency change is a high-priority change that must be implemented as soon as possible to resolve an incident or implement a security patch². An emergency change must be authorized by an emergency change authority (ECA), which is usually a subset of the normal change authority (CAB)².
- Ensuring that changes are authorized before their deployment is done by the change enabler (the role that coordinates all aspects of a change)². References: ITIL Foundation - ITIL 4 Edition, page 16; ITIL® 4 – A Pocket Guide, page 39; ITIL® 4 Practice Guide: Change Enablement, page 7.

NEW QUESTION 434

- (Exam Topic 4)

Which is recommended as part of the 'progress iteratively with feedback' guiding principle?

- A. Prohibit changes to plans after they have been finalized
- B. Analyse the whole situation in detail before taking any action
- C. Reduce the number of steps that produce tangible results
- D. Organize work into small manageable units

Answer: D

Explanation:

The 'progress iteratively with feedback' guiding principle encourages organizations to break down complex initiatives into smaller, simpler, and more manageable units of work¹. This principle also recommends seeking and acting on feedback from stakeholders, avoiding big-bang approaches, and adapting plans based on new information². However, this principle does not advise prohibiting changes to plans, analysing the whole situation in detail, or reducing the number of steps that produce tangible results, as these would be contrary to the iterative and adaptive nature of this principle³. References: ITIL Foundation - ITIL 4 Edition, page 7; ITIL® 4 – A Pocket Guide, page 27; ITIL® 4 Practice Guide: Progress Iteratively with Feedback, page 9.

NEW QUESTION 435

- (Exam Topic 4)

For which purpose would the continual improvement practice use a SWOT analysis?

- A. Understanding the current state
- B. Defining the future desired state
- C. Tracking and managing ideas
- D. Ensuring everyone actively participates

Answer: A

Explanation:

A SWOT (also known as SLOTT) analysis is a powerful strategic planning tool used to evaluate the Strengths, Weaknesses/Limitations, Opportunities and Threats to a project or business

<http://steppingstonesforbusiness.co.uk/wp-content/uploads/2012/07/FS116-SWOT-Analysis-for-Continuous-Im>

NEW QUESTION 438

- (Exam Topic 4)

Which practice performs reviews to ensure that services continue to meet the needs of the customers?

- A. Monitoring and event management
- B. Service level management
- C. Change enablement
- D. Service desk

Answer: B

Explanation:

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

<https://www.bmc.com/blogs/itil-management-practices/>

NEW QUESTION 442

- (Exam Topic 4)

Which practice would be MOST involved in assessing the risk to services when a supplier modifies the contract they offer to the organization?

- A. Incident management
- B. Service level management
- C. Service request management
- D. Change enablement

Answer: B

Explanation:

<https://www.bmc.com/blogs/itil-service-level-management/>

NEW QUESTION 443

- (Exam Topic 4)

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

- A. Information security management
- B. Continual improvement
- C. Monitoring and event management
- D. Service level management

Answer: A

Explanation:

To protect the information needed by the organization to conduct its business. This includes understanding and managing risks to the confidentiality, integrity, and availability of information, as well as other aspects of information security such as authentication and non-repudiation.

<https://www.bmc.com/blogs/itil-management-practices/>

NEW QUESTION 445

- (Exam Topic 4)

Which is the FIRST action when optimizing a service?

- A. Assess the current state
- B. Implement the improvement
- C. Understand the organizational context
- D. Agree the future state

Answer: C

Explanation:

There are many ways in which practices and services can be optimized. Regardless of the specific techniques, the path to optimization follows these high-level steps:

- > Understand and agree the context in which the proposed optimization exists
- > Assess the current state of the proposed optimization
- > Agree what the future state and priorities of the organization should be, focusing on simplification and value
- > Ensure the optimization has the appropriate level of stakeholder engagement and commitment
- > Execute the improvements in an iterative way
- > Continually monitor the impact of optimization

<https://www.bmc.com/blogs/itil-guiding-principles/>

NEW QUESTION 450

- (Exam Topic 4)

What is the definition of service management?

- A. A set of specialized organizational capabilities for enabling value for customers in the form of services
- B. A result for a stakeholder enabled by one or more outputs
- C. A formal description of one or more services designed to address the needs of a target consumer group
- D. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation

Answer: A

Explanation:

Service management is the term used to describe how organizations manage their services to deliver value to their customers and other stakeholders. Service management requires a set of specialized organizational capabilities, such as processes, roles, tools, and competencies, that enable the effective and efficient delivery of services¹. Service management is also a professional practice supported by an extensive body of knowledge, experience, and skills³. References: ITIL Foundation - ITIL 4 Edition, page 2; ITIL® 4 – A Pocket Guide, page 11.

NEW QUESTION 451

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