

# ITIL

## Exam Questions ITIL-4-Foundation

ITIL 4 Foundation



#### NEW QUESTION 1

- (Exam Topic 4)

Which activity is NOT recommended by the start where you are' guiding principle?

- A. Involving people who are not familiar with a service when observing and assessing its activities
- B. Applying risk management when considering to introduce new processes
- C. Using source data to avoid any unintentional data distortion found in reports
- D. Discarding existing processes before assessing their usefulness

**Answer:** D

#### Explanation:

Don't start from scratch and build something new without considering what you already have. It's almost always better to improve what you currently have than to throw it all away and start again, although you must also be able to recognise when a complete replacement is, in fact, needed.

Not only is this approach less wasteful than starting from scratch – because it preserves value that you already have – but it also helps you to keep your people on board. They're much more likely to support the changes you need if their previous contributions have been appropriately valued.

Don't rely on metrics and reports to tell you what the current situation is. When you carry out an assessment you should observe what is happening for yourself, and just use the metrics to support your observations. <https://www.sysaid.com/blog/itil/the-7-guiding-principles-of-itil-4-practical-advice-to-help-you-make-decisions>

#### NEW QUESTION 2

- (Exam Topic 4)

Which term is used to describe removing something that could have an effect on a service?

- A. A change
- B. An incident
- C. An IT asset
- D. A problem

**Answer:** A

#### Explanation:

A change is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on services

<https://www.bmc.com/blogs/itil-change-enablement/#:~:text=A%20change%20is%20defined%20as,or%20indir>

#### NEW QUESTION 3

- (Exam Topic 4)

Which role would be MOST SUITABLE for someone with 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

#### Explanation:

The purpose of the SLM practice is 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. SLM involves service level activities, including:

- Defining service levels
- Documenting
- Actively managing them <https://www.bmc.com/blogs/itil-service-level-management/>

#### NEW QUESTION 4

- (Exam Topic 4)

When considering the type of relationship required with other organizations involved in the design and delivery of services, which dimension of service management are you utilizing?

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

**Answer:** C

#### Explanation:

Partners and suppliers are one of the four dimensions of service management that influence the effectiveness and efficiency of service delivery<sup>1</sup>. This dimension covers the relationships that an organization has with other organizations that are involved in the design, development, deployment, delivery, support, and improvement of services<sup>2</sup>. This dimension also includes the contracts, agreements, and policies that govern these relationships<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 8; ITIL® 4 – A Pocket Guide, page 19; ITIL® 4 Practice Guide: Partner and Supplier Management, page 7.

#### NEW QUESTION 5

- (Exam Topic 4)

Which of the following includes configuring components and activities to facilitate outcomes for stakeholders?

- A. Service relationship management
- B. Service consumption
- C. The service value system
- D. The release management' practice

**Answer:** C

**Explanation:**

Organizations maximize co-creation of value with their customers by facilitating the outcomes they want to achieve. The four dimensions of service management have shown that a holistic approach is the best way for an organization to:

- Achieve its goals in delivering quality and cost effective services
- Meet the needs of its customers
- Satisfy the requirements of its stakeholders <https://www.bmc.com/blogs/itil-service-value-system/>

**NEW QUESTION 6**

- (Exam Topic 4)

Which practice needs the right culture to be embedded across the entire organization?

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

**Answer:** C

**Explanation:**

The purpose of the continual improvement practice is to align 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 services<sup>1</sup>. This practice needs the right culture to be embedded across the entire organization, as it requires a shared vision, commitment, empowerment, collaboration, learning, and measurement<sup>2</sup>. References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL® 4 – A Pocket Guide, page 34; ITIL® 4 Practice Guide: Continual Improvement, page 7.

**NEW QUESTION 7**

- (Exam Topic 4)

What are the KEY stakeholder groups that service providers should cooperate with?

- A. Suppliers
- B. Customers
- C. Relationship managers
- D. Developers

**Answer:** B

**Explanation:**

Customers are one of the key stakeholder groups that service providers should cooperate with. Customers are the persons who define the requirements for a service and take responsibility for the outcomes of service consumption<sup>1</sup>. Customers can be internal or external to the service provider's organization<sup>2</sup>. Customers are essential for value co-creation, as they provide feedback, resources, and demand for services<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 5; ITIL® 4 – A Pocket Guide, page 18; [ITIL 4 Practice Guide: Customer Relationship Management], page 7.

**NEW QUESTION 8**

- (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 9**

- (Exam Topic 4)

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

- A. Business objectives
- B. Improvement plans
- C. Assessment results
- D. Measureable Targets

**Answer:** C

**Explanation:**

The second step is to conduct an objective current-state assessment of existing services and service management practices. This should include consideration of the users' perception of the value being received, along with a review of people's competencies and skills, the processes and procedures involved, the capabilities of the available technological solutions and the prevailing organizational culture. The success of an improvement initiative depends on a clear and accurate understanding of the starting point and the required impact of the initiative.

For example, an organization can measure the current net promoter score (NPS) from a customer satisfaction survey, conduct a benchmark survey against its competitors or review findings of operational statistics or audit reports to understand its current state. If this step is skipped, the current state will not be understood and there will not be an objective baseline measurement against which improvement can be measured.

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

#### NEW QUESTION 10

- (Exam Topic 4)

What is the definition of "service management"?

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

**Answer:** D

#### Explanation:

Service management is a set of specialized organizational capabilities for enabling value for customers in the form of services. These capabilities include tangible things like capital, people, and equipment, and can also include intangible things like knowledge, management and skills. These capabilities can also include intangible things, like knowledge, management, and skills.

<https://www.bmc.com/blogs/itil-key-concepts-service-management/#:~:text=Service%20management%20is%20>

#### NEW QUESTION 10

- (Exam Topic 4)

Which is the BEST type of resource for investigating complex incidents?

- A. Self-help systems
- B. Knowledgeable support staff
- C. Detailed work instructions
- D. Disaster recovery plans

**Answer:** B

#### Explanation:

More complex incidents will usually be escalated to a support team for resolution, or even suppliers and partners who offer support for products and services they provide.

#### NEW QUESTION 14

- (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 19

- (Exam Topic 4)

Which is the definition of an IT asset?

- A. Any financially valuable component that contributes to a service
- B. Any request from a user that is a normal part of service delivery
- C. Any component that needs to be managed to deliver a service
- D. Any change of state that has significance for the management of a service

**Answer:** A

#### 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-itil-4/#:~:text=IT%20a>

#### NEW QUESTION 22

- (Exam Topic 4)

What is the difference between the 'incident management' and 'service desk' practices?

- A. Incident management restores service operation, service desk provides communication with users
- B. incident management manages interruptions to service desk monitors achieved service quality
- C. incident management resolves issues, service desk investigates the underlying causes of issues
- D. incident management resolves complex issues, service desk resolve simpler issues.

**Answer:** A

**Explanation:**

A help desk is considered to be focused on break-fix (what ITIL calls incident management), whereas a service desk is there to assist with not only break-fix but also with service requests (requests for new services) and requests for information (such as “how do I do X?”).  
<https://www.atlassian.com/itsm/service-request-management/help-desk-vs-service-desk-vs-itsm#:~:text=A%20h>

**NEW QUESTION 23**

- (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 resolved<sup>1</sup>. This means that the root cause of the problem has been identified, but a permanent solution has not been implemented yet<sup>2</sup>. A known error can be recorded in a known error database (KEDB) and linked to related incidents and problems<sup>3</sup>. 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 25**

- (Exam Topic 4)

What is the customer of a service responsible for?

- A. Authorizing the budget for the service
- B. Provisioning the service
- C. Defining the requirements for the service
- D. Using the service

**Answer:** C

**Explanation:**

Customer: A person who defines the requirements for a service and takes responsibility for the outcomes of service consumption;  
<https://www.bmc.com/blogs/itil-key-concepts-service-management/>

**NEW QUESTION 27**

- (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 30**

- (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, 'rom one year to the next to enable uunsisleni 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 32

- (Exam Topic 4)

What is the difference between the 'incident management' and 'service desk' practices?

- A. Incident management restores service operation; service desk provides communication with users
- B. Incident management resolves complex issues, service desk reserves simpler issues
- C. Incident What is the difference between the 'incident management' and 'service
- D. Incident management manages interruptions to services, service desk monitors achieved service quality

**Answer: A**

#### Explanation:

The incident management practice aims to minimize the negative impact of incidents by restoring normal service operation as quickly as possible<sup>1</sup>. This practice involves logging, categorizing, prioritizing, investigating, resolving, and closing incidents<sup>2</sup>. The service desk practice provides a single point of contact for users and customers to report issues, make requests, or seek guidance<sup>1</sup>. This practice involves providing communication with users, capturing feedback, managing user satisfaction, and facilitating continual improvement<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 14; ITIL® 4 – A Pocket Guide, page 32; ITIL® 4 Practice Guide: Incident Management, page 7.

### NEW QUESTION 33

- (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 38

- (Exam Topic 4)

What can a change schedule be used for?

- A. Speeding up the planning and authorization of emergency changes
- B. Providing information about deployed changes to help manage incidents and problems.
- C. Tracking and managing improvement ideas from identification through to final action
- D. Providing a way to initiate normal changes

**Answer: B**

#### Explanation:

The change schedule is used to help plan changes, assist in communication, avoid conflicts, and assign resources. It can also be used after changes have been deployed to provide information needed for incident management, problem management, and improvement planning

<https://www.bmc.com/blogs/itil-change-enablement/#:~:text=The%20change%20schedule%20is%20used,probl>

### NEW QUESTION 40

- (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 45

- (Exam Topic 4)

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 [?], and the CIs that support them, is available when and where it is needed

- A. organizations
- B. outcomes
- C. relationships
- D. services

**Answer:** D

**Explanation:**

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of services, and the CIs that support them, is available when and where it is needed. This includes information on how CIs are configured and the relationships between them.

<https://wiki.process-symphony.com.au/framework/lifecycle/process/service-configuration-management-itol-4/>

**NEW QUESTION 50**

- (Exam Topic 4)

Which practice has a purpose that includes managing authentication and non-repudiation?

- A. Information security management
- B. IT Asset Management
- C. Change enablement
- D. Service Configuration management

**Answer:** A

**Explanation:**

Nonrepudiation provides an assurance that the sender of data is provided with proof of delivery and the recipient is provided with proof of the sender's identity, so neither can later deny having processed the data. Further, this concept can apply to any activity, not just the sending and receiving of data; in a more general sense, it is a mechanism to prove that an activity was performed and by whom. Nonrepudiation is typically comprised of authentication, auditing/logging, and cryptography services.

<https://www.sciencedirect.com/topics/computer-science/nonrepudiation>

**NEW QUESTION 51**

- (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 56**

- (Exam Topic 3)

When should a workaround be created?

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

**Answer:** C

**Explanation:**

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

**NEW QUESTION 61**

- (Exam Topic 3)

Identify the missing word in the following sentences.

A service is a means of enabling value co-creation by facilitating [?] that customers want to achieve, without the customer having to manage specific costs and risks.

- A. utility
- B. warranty
- C. outcomes
- D. outputs

**Answer:** C

**NEW QUESTION 63**

- (Exam Topic 3)

Which benefit is MOST aligned with the guiding principle 'progress iteratively with feedback'?

- A. Service providers are able to respond more quickly to customer needs
- B. Bottlenecks in the service provider's workflow are identified.

- C. The complexities of the service provider's IT systems are identified.
- D. The service provider gains a better understanding of the customer experience.

**Answer:** A

#### NEW QUESTION 66

- (Exam Topic 3)

Which practices is MOST associate with the use of empathy to understand users?

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

**Answer:** A

#### NEW QUESTION 69

- (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 74

- (Exam Topic 3)

Which guiding principle says that services and processes should NOT provide a solution for every exception?

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

**Answer:** A

#### NEW QUESTION 77

- (Exam Topic 3)

Which BEST describes the purpose of the 'improve' value chain activity?

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

**Answer:** D

#### Explanation:

"The purpose of the improve value chain activity is to ensure continual improvement of products, services, and practices across all value chain activities and the four dimensions of service management."

[https://www.symphonysummit.com/products/defining-industry-terms-itsm-til-4/#:~:text=Improve%20%E2%](https://www.symphonysummit.com/products/defining-industry-terms-itsm-til-4/#:~:text=Improve%20%E2%80%A2)

#### NEW QUESTION 79

- (Exam Topic 3)

Which activity is part of the 'continual improvement practice'?

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

**Answer:** C

#### NEW QUESTION 82

- (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 85

- (Exam Topic 3)

What is a cause, or potential cause, of one or more incidents?

- A. A configuration item
- B. A workaround
- C. An incident
- D. A problem

**Answer:** D

#### NEW QUESTION 89

- (Exam Topic 3)

Where are the details of the required performance outcomes of a service denned?

- A. Service level agreements
- B. Service requests
- C. Service components
- D. Service offerings

**Answer:** A

#### NEW QUESTION 93

- (Exam Topic 3)

Which type of change is MOST LIKELY to be initiated as part of the 'service request management' practice?

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

**Answer:** C

#### NEW QUESTION 97

- (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 99

- (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 102

- (Exam Topic 3)

Which is a use of a change schedule?

- A. Speeding up the planning and authorization of emergency changes
- B. Providing information about deployed changes to help manage incidents and problems
- C. Providing a means of initiating and assessing normal changes
- D. Tracking and managing improvement ideas from identification through to final action

**Answer:** B

**NEW QUESTION 106**

- (Exam Topic 3)

Which dimension focuses on relationships with other organizations that are involved in the design, development, deployment and delivery of services?

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

**Answer:** C

**NEW QUESTION 108**

- (Exam Topic 3)

Which is the BEST example of a standard change?

- A. The review and authorization of a change requested by a customer
- B. The implementation of a critical software patch in response to a vendor security Issue
- C. The Installation of a software application in response to a service request
- D. The replacement of a component in response to a major incident

**Answer:** C

**NEW QUESTION 113**

- (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 118**

- (Exam Topic 3)

Which activity contributes to the 'where are we now?' step of the 'continual improvement' model?

- A. Executing improvement actions
- B. Performing baseline assessments
- C. Defining the improvement plan
- D. Understanding the business mission

**Answer:** B

**NEW QUESTION 119**

- (Exam Topic 3)

Which statement about problems is CORRECT?

- A. Problems are not related to incidents.
- B. Problems must be resolved quickly in order to restore normal business activity.
- C. Problem analysis should focus on one of the four dimensions to achieve a fast diagnosis.
- D. Problem prioritization involves risk assessment.

**Answer:** D

**Explanation:**

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

**NEW QUESTION 120**

- (Exam Topic 3)

Which two statements about the guiding principles are CORRECT?

- \* 1.The guiding principles support continual improvement
- \* 2. Each guiding principle applies to a selection of the available stakeholder groups
- \* 3.Organizations should decide which one of the guiding principles is relevant to them
- \* 4.Organizations should consider how the guiding principles interact with each other

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

**Answer:** D

#### NEW QUESTION 125

- (Exam Topic 3)

What can be described as an operating model for the creation and management of products and services?

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

**Answer:** B

#### NEW QUESTION 128

- (Exam Topic 3)

Which practice has a purpose that includes responding to conditions that could lead to potential faults or incidents?

- A. Incident management
- B. Service request management
- C. Monitoring and event management
- D. Change enablement

**Answer:** C

#### NEW QUESTION 132

- (Exam Topic 3)

Which statement about a service value stream is CORRECT?

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

**Answer:** C

#### NEW QUESTION 134

- (Exam Topic 3)

Which service request management decisions require that policies are established'?

- A. Deciding how degradations of service are resolved
- B. Deciding how to handle service requests where the steps are unknown
- C. Deciding which service requests require approval
- D. Deciding when workarounds should be used

**Answer:** C

#### NEW QUESTION 137

- (Exam Topic 3)

Which practice has a purpose that deludes maximizing the number of successful additions modifications, or removals of anything that could have an effect on a service?

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

**Answer:** D

#### NEW QUESTION 139

- (Exam Topic 3)

What can help to reduce resistance to a planned improvement when applying the guiding principle 'collaborate and promote visibility'?

- A. Restricting information about the improvement to essential stakeholders only.
- B. Increasing collaboration and visibility for the improvement.
- C. Involving customers after all planning has been completed.
- D. Engaging every stakeholder group in the same way, with the same communication.

**Answer:** C

#### Explanation:

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

#### NEW QUESTION 141

- (Exam Topic 3)

What can be used to determine if a service is 'fit for purpose'?

- A. Availability
- B. Warranty

- C. Outcome
- D. Utility

**Answer:** D

#### NEW QUESTION 142

- (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-til-4/>

#### NEW QUESTION 147

- (Exam Topic 3)

Which statement about value streams is CORRECT?

- A. Each value stream must include all six value chain activities
- B. Each value stream must be designed for a specific scenario
- C. Each value stream must include all 34 ITIL practices
- D. Each value stream must include suppliers or partners

**Answer:** B

#### NEW QUESTION 151

- (Exam Topic 3)

Which includes governance, management practices, and continual improvement?

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

**Answer:** A

#### NEW QUESTION 153

- (Exam Topic 3)

In which situation will incident management USUALLY use a separate process?

- A. Where no target resolution time exists
- B. For low impact incidents
- C. Where the cause must be diagnosed
- D. For information security incidents

**Answer:** D

#### NEW QUESTION 158

- (Exam Topic 3)

Which statement about the 'continual improvement model' is CORRECT?

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

**Answer:** B

#### NEW QUESTION 160

- (Exam Topic 3)

Which TWO are inputs to the service value system?

- \* 1 Demand
- \* 2 Products
- \* 3 Value
- \* 4 Opportunity

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

**Answer:** D

**NEW QUESTION 161**

- (Exam Topic 3)

Which is an example of a problem control activity?

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

**Answer:** D

**NEW QUESTION 163**

- (Exam Topic 3)

A user contacts the service desk to ask how they can create a report. Which practice is MOST LIKELY to contribute to resolving this issue?

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

**Answer:** C

**NEW QUESTION 168**

- (Exam Topic 3)

Which two practices interact the MOST with the service desk practice?

- A. Incident management and service request management
- B. Service request management and deployment management
- C. Deployment management and change enablement
- D. Change enablement and incident management

**Answer:** A

**NEW QUESTION 171**

- (Exam Topic 3)

Which dimension considers the application of artificial intelligence to service management?

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

**Answer:** B

**NEW QUESTION 175**

- (Exam Topic 3)

Which of the four dimensions include the knowledge bases needed to deliver and manage services?

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

**Answer:** B

**Explanation:**

This includes the information and technology needed to deliver services (servers, storage, networks, databases, etc.) as well as the information and technology needed to manage those services (ITSM tools, knowledge bases, configuration information, etc.).

<https://www.sysaid.com/blog/entry/everything-you-officially-need-to-know-about-til-4>

**NEW QUESTION 178**

- (Exam Topic 3)

What is a problem that has been analysed but has not been resolved?

- A. Workaround
- B. Incident
- C. Known error
- D. Event

**Answer:** C

**NEW QUESTION 182**

- (Exam Topic 3)



Which value chain activity ensures a shared understanding of the current status and required direction for all products and services?

- A. Plan
- B. Improve
- C. Design and transition
- D. Deliver and support

**Answer:** A

#### **NEW QUESTION 184**

- (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 187**

- (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 190**

- (Exam Topic 3)

Which practice recommends that organizations develop competencies »n techniques such as strength, weakness, opportunity, and threat (SWOT) analysis, and balanced scorecards?

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

**Answer:** B

#### **NEW QUESTION 192**

- (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 195**

- (Exam Topic 3)

What role would be MOST suitable for someone with tots 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 200**

- (Exam Topic 3)

Identify the missing words in the following sentence.

The 'incident management' practice should maintain [?] for logging and managing incidents.

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

**Answer:** C

**NEW QUESTION 204**

- (Exam Topic 3)

Which statement about the service value chain is CORRECT?

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

**Answer:** B

**NEW QUESTION 206**

- (Exam Topic 3)

Which practice facilitates operational communication between the service provider organization and users in the service consumer organization?

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

**Answer:** C

**NEW QUESTION 207**

- (Exam Topic 3)

A flaw in an application could cause a service to fail IT staff are actively analysing the application to try and understand what is going on. What is the correct name for this type of flaw?

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

**Answer:** A

**NEW QUESTION 212**

- (Exam Topic 3)

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

- A. Information security management
- B. Change enablement
- C. Problem management
- D. Service configuration management

**Answer:** A

**NEW QUESTION 216**

- (Exam Topic 3)

Which value chain activity ensures that ongoing service activity meets user expectations?

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

**Answer:** D

**NEW QUESTION 217**

- (Exam Topic 3)

How should an organization prioritize incidents?

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

**Answer:** C

**NEW QUESTION 222**

- (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 227**

- (Exam Topic 3)

Which practice is MOST LIKELY to make use of artificial intelligence, robotic process automation, and chatbots?

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

**Answer:** A

**NEW QUESTION 229**

- (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 230**

- (Exam Topic 3)

Which practice ensures that any addition, modification, or removal of anything that could have an effect on services is assessed and authorized?

- A. Deployment management
- B. Release management
- C. Change enablement
- D. Service configuration management

**Answer:** C

**NEW QUESTION 232**

- (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 237**

- (Exam Topic 3)

Which 'service level management' activity helps staff to deliver a more business-focused service?

- A. Creating targets based on the percentage of uptime of a service
- B. Understanding the ongoing requirements of customers
- C. Using complex technical terminology in service level agreements (SLAs)
- D. Measuring low-level operational activities

**Answer:** B

**NEW QUESTION 241**

- (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 246**

- (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 251**

- (Exam Topic 2)

Which statement about change authorization is CORRECT?

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

**Answer: A**

#### **NEW QUESTION 252**

- (Exam Topic 2)

Which is a purpose of release management?

- A. To protect the organization's information
- B. To handle user-initiated service requests
- C. To make new and changed services available for use
- D. To move hardware and software to live environments

**Answer: C**

#### **NEW QUESTION 256**

- (Exam Topic 2)

Which practice makes new services available for use?

- A. Change enablement
- B. Release management
- C. Deployment management
- D. IT asset management

**Answer: B**

#### **NEW QUESTION 259**

- (Exam Topic 2)

Which describes the utility of a service?

- A. A service that is fit for use
- B. A service that meets its service level targets
- C. A service that increases constraints on the consumer
- D. A service that supports the performance of the consumer

**Answer: D**

#### **NEW QUESTION 264**

- (Exam Topic 2)

Which practice needs people who understand complex systems and have creative and analytical skills?

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

**Answer: D**

#### **NEW QUESTION 265**

- (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 266

- (Exam Topic 2)

How should an organization include third-party suppliers in the continual improvement of services?

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

**Answer:** A

#### NEW QUESTION 269

- (Exam Topic 2)

Which statement about the 'four Ps' of service design is CORRECT?

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

**Answer:** B

**Explanation:**

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#### NEW QUESTION 273

- (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 274

- (Exam Topic 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 279

- (Exam Topic 2)

Which helps to manage an incident when it is unclear which support team should be working on the incident?

- A. Disaster recovery plans
- B. Swarming
- C. Target resolution times
- D. Self-help

**Answer:** B

**Explanation:**

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

#### NEW QUESTION 284

- (Exam Topic 2)

Which is a purpose of the 'service level management' practice?

- A. To establish and nurture the links between the organization and its stakeholders
- B. To ensure that the organization's suppliers and their performance are managed appropriately
- C. To set clear business-based targets for service levels
- D. To support the agreed quality of a service handling all agreed, user-initiated service requests

**Answer:** C

#### NEW QUESTION 287

- (Exam Topic 2)

Which statement about the known error database (KEDB) is CORRECT?



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

**Answer:** C

**NEW QUESTION 290**

- (Exam Topic 2)

Who is responsible for defining metrics for change management?

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

**Answer:** A

**NEW QUESTION 295**

- (Exam Topic 2)

What must always be done before an activity is automated?

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

**Answer:** A

**NEW QUESTION 296**

- (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 301**

- (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 302**

- (Exam Topic 2)

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 304**

- (Exam Topic 2)

Which of these activities is carried out as part of ‘problem management’?

- A. Creating incident records
- B. Diagnosing and resolving incidents
- C. Escalating incidents to a support team for resolution
- D. Trend analysis of incident records

**Answer:** D

**NEW QUESTION 309**

- (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 310**

- (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 311**

- (Exam Topic 2)

Which is an example of a business related measurement?

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

**Answer:** A

**NEW QUESTION 314**

- (Exam Topic 2)

What is a definition of a service improvement plan (SIP)?

- A. A formal plan to implement improvements to a customer's business processes
- B. An input from availability management to service level management, detailing the service design plan
- C. A formal plan to implement improvements to a service or process
- D. An input from financial management for IT services to service level management, detailing the budget plan

**Answer:** C

**Explanation:**

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**NEW QUESTION 317**

- (Exam Topic 2)

Which is a key requirement for a successful service level agreement (SLA)?

- A. Using individual metrics that relate to the service catalogue
- B. Using bundled metrics to relate performance to outcomes
- C. Using single-system-based metrics that relate to outputs
- D. Using an agreement between the service provider and service supplier

**Answer:** B

**NEW QUESTION 321**

- (Exam Topic 2)

Which service management dimension is focused on activities and how these are coordinated?

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

**Answer:** C

**NEW QUESTION 325**

- (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 326**

- (Exam Topic 2)

What is the purpose of service level management?

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

**Answer:** B

**NEW QUESTION 329**

- (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 330**

- (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 335**

- (Exam Topic 2)

What is the definition of a known error?

- 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. A problem that has been analyzed and has not been resolved
- D. Any change of state that has significance for the management of a service or other configuration item (CI)

**Answer:** C

**NEW QUESTION 337**

- (Exam Topic 2)

Which guiding principle recommends assessing the current state and deciding what can be reused?

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

**Answer:** B

**NEW QUESTION 341**

- (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 346**

- (Exam Topic 2)

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 348**

- (Exam Topic 2)

Which statement about IT service management is CORRECT? D18912E1457D5D1DDCBD40AB3BF70D5D

- A. It is performed by customers using a mix of IT systems, services and processes
- B. It is performed by IT service providers using a mix of suppliers and their products
- C. It is performed by the service desk using a mix of people, process and technology
- D. It is performed by IT service providers using a mix of people, process and technology

**Answer:** D

**NEW QUESTION 351**

- (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 352**

- (Exam Topic 2)

How does customer engagement contribute to the 'service level management' practice?

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

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

**Answer:** A

**NEW QUESTION 354**

- (Exam Topic 2)

What is recommended by the guiding principle 'progress iteratively with feedback'?

- A. A current state assessment that is carried out at the start of an improvement initiative
- B. The identification of all interested parts at the start of an improvement initiative
- C. An improvement initiative that is broken into a number of manageable sections
- D. An assessment of how all the parts of an organization will affect an improvement initiative

**Answer:** C

**NEW QUESTION 359**

- (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 362**

- (Exam Topic 2)

Identify the missing words in the following sentence.

The purpose of the [?] is to ensure that the organization continually co-creates value with all stakeholders in line with the organization's objectives.

- A. 'focus on value' guiding principle
- B. service value system

- C. 'service request management' practice
- D. four dimensions of service management

**Answer:** B

#### NEW QUESTION 364

- (Exam Topic 2)

Which is an objective of the design coordination process?

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

**Answer:** A

#### Explanation:

D18912E1457D5D1DDCBD40AB3BF70D5D

#### NEW QUESTION 367

- (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 369

- (Exam Topic 2)

Which guiding principle describes the importance of doing something, instead of spending a long time analysing different options?

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

**Answer:** D

#### NEW QUESTION 373

- (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 376

- (Exam Topic 2)

Which helps to streamline the fulfilment of service requests?

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

**Answer:** A

#### Explanation:

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

#### NEW QUESTION 380

- (Exam Topic 2)

Which of the following should IT service continuity strategy be based on?

- \* 1. Design of the service metrics
- \* 2. Business continuity strategy
- \* 3. Business impact analysis (BIA)
- \* 4. Risk assessment

- A. 1, 2 and 4 only
- B. 1, 2 and 3 only



- C. 2, 3 and 4 only
- D. 1, 3 and 4 only

**Answer:** C

**NEW QUESTION 384**

- (Exam Topic 2)

What is the PRIMARY use of a change schedule?

- A. To support the 'incident management' practice and improvement planning
- B. To manage emergency changes
- C. To plan changes and help avoid conflicts
- D. To manage standard changes

**Answer:** C

**NEW QUESTION 387**

- (Exam Topic 2)

Which is handled as a service request?

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

**Answer:** C

**NEW QUESTION 392**

- (Exam Topic 2)

Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

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

**Answer:** A

**Explanation:**

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**NEW QUESTION 394**

- (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 398**

- (Exam Topic 2)

What is the effect of increased automation on the 'service desk1 practice?

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

**Answer:** B

**NEW QUESTION 402**

- (Exam Topic 2)

Which gives a user access to a system?

- A. Service requirement
- B. Service agreement
- C. Service consumption
- D. Service provision

**Answer:** D

**NEW QUESTION 407**

- (Exam Topic 2)

Which two practices use workarounds?

- A. Change enablement and continual improvement
- B. Change enablement and problem management
- C. Problem management and incident management
- D. Incident management and continual improvement

**Answer: C**

#### **NEW QUESTION 408**

- (Exam Topic 2)

What happens if a workaround becomes the permanent way of dealing with a problem that cannot be resolved cost-effectively?

- A. The problem record is deleted
- B. The problem remains in the known error status
- C. A change request is submitted to change control
- D. Problem management restores the service as soon as possible

**Answer: B**

#### **NEW QUESTION 410**

- (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 413**

- (Exam Topic 2)

Why should some service requests be fulfilled with no additional approvals?

- A. To ensure that spending is properly accounted for
- B. To ensure that information security requirements are met
- C. To streamline the fulfillment workflow
- D. To set user expectations for fulfillment times

**Answer: C**

#### **NEW QUESTION 415**

- (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 419**

- (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 421**

- (Exam Topic 2)

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 423

- (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 424

- (Exam Topic 2)

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

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

**Answer:** B

#### NEW QUESTION 425

- (Exam Topic 2)

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 430

- (Exam Topic 2)

Which practice provides users with a way to get various requests arranged, explained and coordinated?

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

**Answer:** D

#### Explanation:

Over time, the focus of service desks has broadened from simply logging and resolving technical issues, to providing more comprehensive support for people and the business. They are increasingly being used to get various matters arranged, explained, and coordinated. The service desk has a major influence on user experience and how the service provider is perceived by the users. By understanding and acting on the business context of transactional activity (i.e. logging tickets), the service desk is better placed to add value to the organization.

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

#### NEW QUESTION 431

- (Exam Topic 1)

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 436

- (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 438

- (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 441**

- (Exam Topic 1)

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

- A. To support the agreed quality of a service handling all agreed, userinitiated service requests
- B. To set clear business-based targets for service performance
- C. To establish and nurture the links between the organization and its stakeholders
- D. To align the organization's practices and services with changing business needs

**Answer:** C

#### **NEW QUESTION 445**

- (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 448**

- (Exam Topic 1)

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 452**

- (Exam Topic 1)

What is a recommendation of the 'focus on value' guiding principle?

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

**Answer:** D

#### **NEW QUESTION 456**

- (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 459**

- (Exam Topic 1)

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 464**

- (Exam Topic 1)

What is the starting point for optimization?

- A. Standardizing practices and services
- B. Determining where the most positive impact would be
- C. Securing stakeholder engagement
- D. Understanding the vision and objectives of the organization

**Answer: D**

**NEW QUESTION 467**

- (Exam Topic 1)

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 470**

- (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 471**

- (Exam Topic 1)

Which skill is an essential part of the 'service level management' practice?

- A. Problem analysis
- B. Technical knowledge
- C. Listening
- D. Diagnosis

**Answer: C**

**NEW QUESTION 473**

- (Exam Topic 1)

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 475**

- (Exam Topic 1)

Which is the CORRECT approach for managing a large improvement initiative as smaller iterations?

- A. Each iteration should be designed before starting the initiative and implemented without feedback
- B. Feedback should only be taken into account when one iteration fails to meet its objective
- C. Feedback should be reduced for large improvements as it is unlikely that circumstances will change
- D. Each iteration should be continually re-evaluated based on feedback

**Answer: D**

**NEW QUESTION 479**

- (Exam Topic 1)

Which describes a set of defined steps for implementing improvements?

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

**Answer:**



C

**NEW QUESTION 483**

- (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 486**

- (Exam Topic 1)

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 489**

- (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 492**

- (Exam Topic 1)

Which practice has a purpose to support the quality of the service by handling all agreed user initiated service requests?

- A. Change control
- B. IT asset management
- C. Service desk
- D. Service request management

**Answer:** D

**NEW QUESTION 497**

- (Exam Topic 1)

What is the purpose of the 'information security 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 observe services and service components
- C. To protect the information needed by the organization to conduct its business
- D. To plan and manage the full lifecycle of all IT assets

**Answer:** C

**NEW QUESTION 499**

- (Exam Topic 1)

What is an output?

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

**Answer:** B

**NEW QUESTION 501**

- (Exam Topic 1)

Which of these should be logged and managed as a problem?

- A. Trend analysis shows a large number of similar incidents
- B. A user requests delivery of a laptop
- C. A monitoring tool detects a change of state for a service

D. 'Continual improvement' needs to prioritize an improvement opportunity

**Answer:** A

**NEW QUESTION 506**

- (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 507**

- (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 510**

- (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 512**

- (Exam Topic 1)

Which ITIL practice has a purpose that includes reducing the likelihood of incidents?

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

**Answer:** C

**NEW QUESTION 516**

- (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 521**

- (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 526**

- (Exam Topic 1)

Which guiding principle helps to ensure that better information is available for decision making?

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

**Answer: B**

#### NEW QUESTION 529

- (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 533

- (Exam Topic 1)

Which practice coordinates the classification, ownership and communication of service requests and incidents?

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

**Answer: B**

#### NEW QUESTION 538

- (Exam Topic 4)

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 [?], and the relationships that support them, is available when and where it is needed.

- A. organizations
- B. outcomes
- C. IT assets
- D. services

**Answer: C**

#### Explanation:

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of IT assets, and the relationships that support them, is available when and where it is needed<sup>1</sup>. IT assets are any financially valuable components that can contribute to the delivery of an IT product or service<sup>2</sup>. Configuration items are any component that needs to be managed in order to deliver an IT service<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL® 4 – A Pocket Guide, page 36; ITIL® 4 Practice Guide: Service Configuration Management, page 7.

#### NEW QUESTION 542

- (Exam Topic 4)

Which is the MOST important stakeholder group that a service provider needs to collaborate with?

- A. Suppliers
- B. Customers
- C. Relationship managers
- D. Developers

**Answer: B**

#### Explanation:

The first important step is identifying and managing all the stakeholder groups that an organization deals with. The first and most obvious stakeholder group is the customers, as in service management the organization's main goal is to facilitate customer outcomes. Other examples of stakeholder collaboration include:

- Developers working with other internal teams
- Suppliers collaborating with the organization
- Relationship managers collaborating with service consumers
- Customers collaborating with each other
- Internal and external suppliers collaborating with each other

The contribution to improvement of each stakeholder group at each level should be understood, as should the most effective methods to engage with them.

Depending on the service and the relationship between the service provider and the service consumer, the expectations about the level and type of collaboration can vary significantly. It is important to involve stakeholders, and address their needs at all levels. Determining the type, method, and frequency of such messaging is one of the central activities related to communication.

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

#### NEW QUESTION 545

- (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 schedule<sup>1</sup>. Change authorization is the activity of verifying that a proposed change is desirable, viable, and achievable before committing to its implementation<sup>2</sup>. 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)<sup>2</sup>. 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 implementation<sup>2</sup>.
- An emergency change is a high-priority change that must be implemented as soon as possible to resolve an incident or implement a security patch<sup>2</sup>. An emergency change must be authorized by an emergency change authority (ECA), which is usually a subset of the normal change authority (CAB)<sup>2</sup>.
- Ensuring that changes are authorized before their deployment is done by the change enabler (the role that coordinates all aspects of a change)<sup>2</sup>. 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 549

- (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 SLOT) 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 551

- (Exam Topic 4)

A good way to apply the ITIL guiding principle 'keep it simple and practical' is to:

- A. Communicate so that the audience will hear
- B. Re-use nothing from the current state
- C. Adopt a practice which is easy to follow
- D. Understand that fast does not mean incomplete

**Answer: C**

#### Explanation:

The ITIL guiding principle 'keep it simple and practical' advises organizations to use the minimum number of steps and resources needed to accomplish an objective<sup>1</sup>. A good way to apply this principle is to adopt a practice which is easy to follow, understand, and communicate<sup>2</sup>. This helps to avoid unnecessary complexity, bureaucracy, and duplication<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 7; ITIL® 4 – A Pocket Guide, page 25; ITIL® 4 Practice Guide: Keep It Simple and Practical, page 9.

#### NEW QUESTION 552

- (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 557

- (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 services<sup>1</sup>. Service management is also a professional practice supported by an extensive body of knowledge, experience, and skills<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 2; ITIL® 4 – A Pocket Guide, page 11.

#### NEW QUESTION 559

- (Exam Topic 4)

Identify the missing word in the following sentence. Sponsor is the role that authorizes budget for service [?]

- A. value
- B. consumption
- C. management
- D. provision

**Answer:** B

#### Explanation:

Sponsor: A person who authorizes budget for service consumption; e.g., the Finance Manager

<https://www.bmc.com/blogs/itil-key-concepts-service-management/#:~:text=Sponsor%3A%20A%20person%20>

#### NEW QUESTION 562

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