

# Exam Questions ITIL-4-Foundation

ITIL 4 Foundation

<https://www.2passeasy.com/dumps/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 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)

Which is the MOST LIKELY way of resolving major incidents?

- A. Users establishing a resolution using self-help
- B. The service desk identifying the cause and a resolution
- C. A temporary team working together to identify a resolution
- D. A support team following detailed procedures for investigating the incident

**Answer:** C

#### 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>. A major incident is an incident that has a significant impact or urgency for the business and requires a high level of coordination and resources to resolve<sup>2</sup>. The most likely way of resolving major incidents is by forming a temporary team working together to identify a resolution, such as a major incident team or a swarming team<sup>3</sup>. The other statements are not true because:

- > Users establishing a resolution using self-help: Self-help is an option for users to resolve their own incidents with minimal or no assistance from the service provider, but it is not suitable for major incidents that require urgent and expert attention<sup>3</sup>.

- The service desk identifying the cause and a resolution: The service desk is responsible for logging, categorizing, prioritizing, and escalating incidents, but it may not have the skills or authority to identify the cause and a resolution for major incidents that involve multiple teams or suppliers<sup>3</sup>.
- A support team following detailed procedures for investigating the incident: A support team may follow detailed procedures for investigating the incident, but it may not be able to resolve major incidents that require cross-functional collaboration or escalation<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 8.

#### NEW QUESTION 5

- (Exam Topic 4)

What is MOST LIKELY to be handled as a service request?

- A. An emergency change to apply a security patch
- B. The implementation of a workaround
- C. Providing a virtual server for a development team
- D. Managing an interruption to a service

**Answer: C**

#### Explanation:

A service request is a formal request from a user for something to be provided. Service requests are typically less complex and are either approved or denied based on the budget, need, or urgency.

An emergency change to apply a security patch (A) is not a service request because it is an urgent change that needs to be made to address a security vulnerability. The implementation of a workaround (B) is not a service request because it is a temporary solution to a problem. Managing an interruption to a service (D) is not a service request because it is an incident that needs to be resolved.

Providing a virtual server for a development team (C) is a service request because it is a request for a new service that can be fulfilled by the IT department.

#### NEW QUESTION 6

- (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 7

- (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 8

- (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/itil-service-request-management/>

#### NEW QUESTION 9

- (Exam Topic 4)

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

The purpose of the problem management practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents and managing [p] and known errors.

- A. events
- B. changes
- C. configuration items
- D. workarounds

**Answer:** D

#### Explanation:

The purpose of the problem management practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents and managing workarounds and known

errors<sup>1</sup>. Workarounds are temporary solutions that reduce or eliminate the impact of an incident or problem for which a full resolution is not yet available<sup>2</sup>. Known errors are problems that have a documented root cause and a workaround<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 7.

#### NEW QUESTION 10

- (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 of the four dimensions focuses on managing data in compliance with industry regulations?

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

**Answer:** D

#### Explanation:

ITIL® has defined four dimensions that collectively are critical to the effective and efficient delivery of value to customers and other stakeholders in the form of products and services. These dimensions are:

- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes

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

#### NEW QUESTION 11

- (Exam Topic 4)

Which is a description of service provision?

- A. A formal description of one or more services, designed to address the needs of a service consumer
- B. Activities that an organization performs to deliver services
- C. A way to help create value by facilitating outcomes that service consumers need
- D. Cooperation between two organizations to ensure that a service delivers value

**Answer:** B

**Explanation:**

The ITIL SVS describes how all the components and activities of the organization work together as a system to enable value creation.

The SVS is made up of specific inputs, elements, and outputs relevant to service management. The key input to the SVS are opportunity and demand. The output of the SVS is value delivered by products and services.

- Opportunity refers to options or possibilities to add value for stakeholders or otherwise improve the organization.
- Demand refers to need or desire for products and services among internal and external consumers. <https://www.bmc.com/blogs/itil-service-value-system/>

**NEW QUESTION 15**

- (Exam Topic 4)

Which BEST describe the focus of the 'think and work holistically' principle?

- A. Considering the existing organizational assets before building something new
- B. Integrating an organization's activities to deliver value
- C. Eliminating unnecessary steps to deliver valuable outcomes
- D. Breaking down large initiative into smaller pieces of work

**Answer:** B

**Explanation:**

Think and work holistically

No service, practice, process, department, or supplier stands alone. The outputs that the organization delivers to itself, its customers, and other stakeholders will suffer unless it works in an integrated way to handle its activities as a whole, rather than as separate parts.

<https://www.bmc.com/blogs/itil-guiding-principles/#:~:text=5.,rather%20than%20as%20separate%20parts.>

**NEW QUESTION 18**

- (Exam Topic 4)

Which TWO BEST describe the guiding principles?

- Short term
- Standards
- Recommendations
- Long-term

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

**Answer:** B

**Explanation:**

A guiding principle is a recommendation that provides universal and enduring guidance to an organization, which applies in all circumstances, regardless of changes in its goals, strategies, type of work, or management structure.

<https://www.bmc.com/blogs/itil-guiding-principles/#:~:text=A%20guiding%20principle%20is%20a,of%20work>

**NEW QUESTION 21**

- (Exam Topic 4)

Which of the four dimensions contributes MOST to defining activities needed to deliver services?

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

**Answer:** A

**Explanation:**

Value Streams & Processes

The value streams and processes dimension is concerned with how the various parts of the organization work in an integrated and coordinated way to enable value creation through products and services. This dimension defines the activities, workflows, controls and procedures needed to achieve agreed objectives.

What matters in service management is that an organization establishes an operating model that that effectively organizes the key activities needed to manage products and services.

Value streams

A value stream is defined as a series of steps an organization undertakes to create and deliver products and services to consumers.

Structuring the organization's service and product portfolios around value streams allows it to have a clear picture of what it delivers and how, and to make continual improvements to its services. By mapping its value streams, an organization can identify what is critical, what introduces waste and what can be improved upon.

Processes

A process is defined as a set of interrelated or interacting activities that transform inputs into outputs. Processes define the sequence of actions and their dependencies, as well as describe what is done to

accomplish an objective. Processes are underpinned by policies and can be broken down further through procedures which outline what is done, when, and by whom.

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

**NEW QUESTION 26**

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

**NEW QUESTION 30**

- (Exam Topic 4)

Why should a service level agreement include bundles of metrics?

- A. To ensure that the service levels have been agreed with customers
- B. To reduce the number of metrics that need to be measured and reported
- C. To ensure that all services are included in the service reports
- D. To help focus on business outcomes, rather than operational result.

**Answer:** D

**Explanation:**

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.

[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)

How is a continual improvement register used?

- A. To record requests for provision of a resource or service
- B. To provide a structured approach to implementing improvements
- C. To organize past, present, and future improvement ideas
- D. To authorize changes to implement improvement initiatives

**Answer:** B

**Explanation:**

The ITIL continual improvement model, which provides organizations with a structured approach to implementing improvements

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

**NEW QUESTION 34**

- (Exam Topic 4)

What should remain constant within an organization, even when the organization's objectives change?

- A. Outputs
- B. Guiding principles
- C. Service offerings
- D. Outcomes

**Answer:** B

**Explanation:**

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

**NEW QUESTION 38**

- (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 43**

- (Exam Topic 4)

Which practice has a purpose that involves creating closer, more collaborative relationships?

- A. Supplier management
- B. Information security management
- C. Release management
- D. Service configuration management

**Answer:** A

**Explanation:**

The purpose of the supplier management practice is to ensure that the organization's suppliers and their performances are managed appropriately to support the seamless provision of quality products and services<sup>1</sup>. This practice involves creating closer, more collaborative relationships with key suppliers to improve efficiency, effectiveness, and innovation<sup>2</sup>. References: ITIL Foundation - ITIL 4 Edition, page 16; ITIL® 4 – A Pocket Guide, page 38.

**NEW QUESTION 48**

- (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:**

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 51**

- (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 52**

- (Exam Topic 4)

Which practice guarantees that users have a range of access channels to choose from to report problems?

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

**Answer:** A

**Explanation:**

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 guarantees that users have a range of access channels to choose from to report problems, such as phone, email, web portal, chatbot, or self-service<sup>2</sup>. This helps to improve user satisfaction, reduce frustration, and increase efficiency<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 14; ITIL® 4 – A Pocket Guide, page 32; ITIL® 4 Practice Guide: Service Desk, page 7.

**NEW QUESTION 57**

- (Exam Topic 4)

Which is part of the value proposition of a service?

- A. Costs removed from the consumer by the service
- B. Costs imposed on the consumer by the service
- C. Outputs of the service received by the consumer
- D. Risks imposed on the consumer by the service

**Answer:** A

**Explanation:**

Costs are the amount of money spent on a specific activity or resource. From the service consumer's perspective, there are two types of cost involved in service relationships:

➤ Costs removed from the consumer by the service (a part of the value proposition). For example, for a car sharing service, the customer does not pay for the actual cost of purchasing the car.

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

**NEW QUESTION 58**

- (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-itil-4/>

**NEW QUESTION 59**

- (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 61**

- (Exam Topic 4)

Which of the following is a necessity to a successful service level agreement (SLAs)?

- A. The language and terms used in the SLA should be commonly understood by all parties
- B. Base the SLA on system-based metrics that are useful to the service provider
- C. In order to promote consistent service, they should be carried forward, unchanged, from one year to the next
- D. Vague targets, such as those related to user experience should be avoided

**Answer:** A

**Explanation:**

A service level agreement (SLA) is a documented agreement between a service provider and a customer that identifies both services required and the expected level of service<sup>1</sup>. A necessity to a successful SLA is that the language and terms used in the SLA should be commonly understood by all parties, to avoid ambiguity, confusion, and disputes<sup>2</sup>. The other statements are not true because:

➤ Base the SLA on system-based metrics that are useful to the service provider: The SLA should be based on customer-based metrics that are meaningful to the customer and reflect the value of the service<sup>2</sup>.

➤ In order to promote consistent service, they should be carried forward, unchanged, from one year to the next: The SLA should be reviewed and updated regularly to reflect changing business needs, customer expectations, and service performance<sup>2</sup>.

➤ Vague targets, such as those related to user experience should be avoided: The SLA should include both quantitative and qualitative targets, such as those related to user experience, satisfaction, and perception, as well as availability, reliability, and security<sup>2</sup>. References: ITIL Foundation - ITIL 4 Edition, page 16; ITIL® 4 – A Pocket Guide, page 37; ITIL® 4 Practice Guide: Service Level Management, page 8.

**NEW QUESTION 66**



- (Exam Topic 4)

Which is the FIRST thing to consider when focusing on value?

- A. Identifying the service customer who will receive value
- B. Defining customer experience and user experience
- C. Understanding what is valuable to the service consumer
- D. Ensuring value is co-created by improvement initiatives.

**Answer:** A

**Explanation:**

When focusing on value, the first step is to know who are the customers and key stakeholders being served. Next, it is important to have an understanding of what constitutes value from the consumer's perspective.

<https://www.bmc.com/blogs/itil-guiding-principles/#:~:text=When%20focusing%20on%20value%2C%20the,va>

**NEW QUESTION 67**

- (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 70**

- (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 75**

- (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 79**

- (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 82**

- (Exam Topic 3)

Which guiding principle helps an organization to understand the impact of an altered element on other elements in a system?

- A. Focus on value
- B. Start where you are
- C. Think and work holistically
- D. Keep it simple and practical

**Answer:** C

- (Exam Topic 3)

- 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

**Explanation:**

<https://www.symphonysummit.com/products/defining-industry-terms-itsm-ital-ital4/#:~:text=Improve%20%E2%80%A2>

- (Exam Topic 3)

A. Service  
B. Warranty  
C. Organization  
D. IT asset

- (Exam Topic 3)

- A. To ensure that agreements are written simply and are easy to understand
- B. To collect information about service consumer goals and objectives
- C. To capture information about service issues and performance against agreed goals
- D. To ensure continual improvement of services, so that they meet the evolving needs of service consumers

- (Exam Topic 3)

A. All improvement ideas should be logged in a single 'continual improvement register'

B. A single team should carry out 'continual improvement' across the organization

C. 'Continual improvement' should have minimal interaction with other practices

D. Everyone in the organization is responsible for some aspects of 'continual improvement'

- (Exam Topic 3)

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

- (Exam Topic 3)

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

- (Exam Topic 3)

#### 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 109

- (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 111

- (Exam Topic 3)

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

The purpose of the problem management practice is to reduce the likelihood and impact o' incidents by identifying actual and potential causes of incidents, and managing workarounds and [?].

- A. events
- B. charges
- C. IT assets
- D. known errors

**Answer:** D

#### NEW QUESTION 116

- (Exam Topic 3)

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

- A. Asking questions that appear to be stupid
- B. Identifying what is available to be leveraged
- C. Building something completely new
- D. Collecting data directly from the source

**Answer:** C

#### NEW QUESTION 118

- (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 119

- (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 122

- (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 127**

- (Exam Topic 3)

Which practice requires skills and competencies related to business analysis, supplier management and relationship management?

- A. Monitoring and event management
- B. Incident management
- C. Service level management
- D. IT asset management

**Answer: C**

**Explanation:**

Reference: <https://advisera.com/20000academy/blog/2019/06/17/sfia-and-itil-a-winning-combination-for-it-businesses/>

**NEW QUESTION 128**

- (Exam Topic 3)

Which describes a 'change authority'?

- A. A model used to determine who will assess a change
- B. A person who approves a change
- C. A tool used to help changes
- D. A way to manage the people aspects of change

**Answer: B**

**NEW QUESTION 132**

- (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 133**

- (Exam Topic 3)

Which phase of problem management includes analysing incidents to look for patterns and trends?

- A. Problem identification
- B. Problem control
- C. Error control
- D. Post-implementation review

**Answer: A**

**NEW QUESTION 135**

- (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-itil-4-practical-advice-to-help-you-make-decisions>

**NEW QUESTION 138**

- (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 139**

- (Exam Topic 3)

In service relationships, what is a benefit of identifying consumer roles?

- A. It enables effective stakeholder management
- B. It provides shared service expectations
- C. It removes constraints from the customer
- D. It enables a common definition of value

**Answer:** A

**NEW QUESTION 140**

- (Exam Topic 3)

What term is used to describe whether a service will meet availability, capacity and security requirements?

- A. Outcomes
- B. Value
- C. Utility
- D. Warranty

**Answer:** D

**NEW QUESTION 141**

- (Exam Topic 3)

What varies in size and complexity, and uses functions to achieve its objectives?

- A. A risk
- B. An organization
- C. A practice
- D. An outcome

**Answer:** B

**NEW QUESTION 146**

- (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 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 154**

- (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 156**

- (Exam Topic 3)

What is defined as a change of state that has significance for the management of an IT service?

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

**Answer:** A



#### NEW QUESTION 159

- (Exam Topic 3)

Which is part of the 'focus on value' guiding principle?

- A. Understanding what services help the service consumer
- B. Reducing the number of steps in the customer experience
- C. Assessing services to identify parts that can be reused
- D. Identifying activities that can be achieved in smaller iterations

**Answer:** A

#### NEW QUESTION 163

- (Exam Topic 3)

Which is an example of a service request?

- A. A request for normal operation to be restored
- B. A request to implement a security patch
- C. A request for access to a file
- D. A request to investigate the cause of an incident

**Answer:** C

#### NEW QUESTION 167

- (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 172

- (Exam Topic 3)

Which practice improves customer and user satisfaction by reducing the negative impact of service interruptions?

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

**Answer:** C

#### Explanation:

The purpose of incident management is to minimize the negative impact of incidents by restoring normal service operation as quickly as possible. Incident management can have an enormous impact on customer and user satisfaction, and the perception of those stakeholders of the service provider.

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

#### NEW QUESTION 174

- (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 178

- (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 179

- (Exam Topic 3)

Which practice has the purpose of ensuring that the organization's suppliers and their performance and managed appropriately to support the provision of seamless, quality products and services?

- A. Release management
- B. Supplier management
- C. Service management
- D. Relationship management

**Answer:** B

#### NEW QUESTION 181

- (Exam Topic 3)

What aspect of 'service level management' asks service consumers what their work involves and how technology helps them?

- A. Customer engagement
- B. Operational metrics
- C. Business metrics
- D. Customer feedback

**Answer:** A

#### NEW QUESTION 184

- (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 189

- (Exam Topic 3)

Which is a use of a continual improvement register?

- A. Planning changes, assisting in communication, avoiding conflicts, and assigning resources
- B. Selecting the right method, model or technique for identifying improvements
- C. Tracking and managing improvement ideas from identification through to final action
- D. Describing the services designed to meet the needs of a consumer group

**Answer:** C

#### 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 191

- (Exam Topic 3)

What type of change is MOST likely to be managed as a service request?

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

**Answer:** B

#### NEW QUESTION 196

- (Exam Topic 3)

Which statement about value creating activities is CORRECT?

- A. Each value stream should be designed with a specific combination of service value chain activities
- B. Service value chain activities have pre-determined dependencies on ITIL practices
- C. A value stream is an operating model for creating value through products and services
- D. Organizations should ensure that each value stream is applicable to many scenarios

**Answer:** A

#### NEW QUESTION 197

- (Exam Topic 3)

A service offering may include, access to resources, and service actions, which is an example of a service action?

- A. A mobile phone enables a user to work remotely
- B. A password allows a user connect to a Wifi network
- C. A license allows a user to install a software product
- D. A service desk agent provides support to user.

**Answer:** D

#### NEW QUESTION 198

- (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 203

- (Exam Topic 3)

Which describes the 'plan' value chain activity?

- A. It ensures a shared understanding of the current status and vision for all products and services across the organization
- B. It ensures that services are delivered and supported according to agreed specifications and stakeholders expectations
- C. It ensures that service components are available when and where they are needed, and meet agreed specifications
- D. It ensures continual improvement of products, services, and practices across all value chain activities

**Answer:** A

#### NEW QUESTION 204

- (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 209

- (Exam Topic 3)

Which action is performed by a service provider?

- A. Requesting required service actions
- B. Authorizing budget for service consumption
- C. Ensuring access to agreed resources
- D. Receiving of the agreed goods

**Answer:** C

#### Explanation:

Reference: <https://www.knowledgehut.com/tutorials/itil4-tutorial/it-service-management-concepts>

#### 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 219

- (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 222

- (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 225

- (Exam Topic 3)

How are target resolution times used in the 'incident management' practice?

- A. They are agreed, documented, and communicated to help set user expectations
- B. They are established, reviewed, and reported to ensure that customers are happy with the service
- C. They are initiated, approved, and managed to ensure that predictable responses are achieved
- D. They are scheduled, assessed and authorized to reduce the risk of service failures

**Answer:** A

#### NEW QUESTION 230

- (Exam Topic 3)

Which is one of the MAIN concerns of the 'design and transition' value chain activity?

- A. Understanding the organization's vision
- B. Understanding stakeholder needs
- C. Meeting stakeholder expectations
- D. Ensuring service components are available

**Answer:** C

#### Explanation:

The purpose of 'obtain/build' value chain activity is "to ensure that service components are available when and where they are needed, and meet agreed specifications." Service components for 'deliver and support' and service components for design and transition are key outputs of 'obtain/build' value chain activity.

#### NEW QUESTION 232

- (Exam Topic 2)

Which practice would help a user gain access to an application that they need to use?

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

**Answer:** B

#### NEW QUESTION 234

- (Exam Topic 2)

Which term describes the functionality offered by a service?

- A. cost

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

**Answer:** B

#### NEW QUESTION 235

- (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 237

- (Exam Topic 2)

What is an event?

- A. The addition, modification, or removal of anything that could have a direct or indirect effect on services
- B. Any change of state that has significance for the management of a service or other configuration item
- C. Cause of one or more incidents
- D. An unplanned interruption to a service or reduction in the quality of a service

**Answer:** B

#### NEW QUESTION 241

- (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 243

- (Exam Topic 2)

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

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

**Answer:** C

#### NEW QUESTION 246

- (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 247

- (Exam Topic 2)

What is defined as an unplanned interruption or reduction in the quality of a service?

- A. An incident
- B. A problem
- C. A change
- D. An event

**Answer:** A

#### NEW QUESTION 249

- (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 250

- (Exam Topic 2)

Which is a key activity carried out in the 'did we get there?' step of the 'continual improvement' model?

- A. Define measurable targets
- B. Perform baseline assessments
- C. Execute improvement actions
- D. Evaluate measurements and metrics

**Answer:** D

#### NEW QUESTION 253

- (Exam Topic 2)

Which approach is CORRECT when applying the guiding principle 'keep it simple and practical'?

- A. Only add controls and metrics when they are needed
- B. Design controls and metrics first, then remove those not adding value
- C. Design controls and metrics and add them individually until all are implemented
- D. Only add controls and metrics that are required for compliance

**Answer:** B

#### NEW QUESTION 255

- (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 258

- (Exam Topic 2)

Which is a supplier category?

- A. Technical
- B. Commodity
- C. Customer
- D. Resource

**Answer:** D

#### NEW QUESTION 259

- (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 263

- (Exam Topic 2)

What does the 'service request management' practice depend on for maximum efficiency?

- A. Self-service tools
- B. Compliments and complaints
- C. Processes and procedures

D. Incident management

**Answer:** C

#### NEW QUESTION 264

- (Exam Topic 2)

What is used to link activities within the service value chain?

- A. Service level agreements
- B. Inputs, outputs and triggers
- C. Opportunity, demand and value
- D. Service desk

**Answer:** C

#### NEW QUESTION 265

- (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 270

- (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 273

- (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 276

- (Exam Topic 2)

Which practice ensures that accurate and reliable information is available about configuration items and the relationships between them?

- A. Service configuration management
- B. Service desk
- C. IT asset management
- D. Monitoring and event management

**Answer:** A

#### NEW QUESTION 278

- (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 281

- (Exam Topic 2)

What is the CORRECT definition of service management?

- A. A set of specialized assets for transitioning services into the live operational environment
- B. A set of specialized organizational capabilities for delivering value to customers in the form of services
- C. The capability of supplier to deliver services to providers in exchange for money
- D. The capability of service providers to minimize their costs without reducing the value of the services

**Answer:** B

#### NEW QUESTION 286

- (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 289

- (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 290

- (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 293

- (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 294

- (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 298

- (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 302

- (Exam Topic 2)

Which guiding principle considers the importance of customer loyalty?

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

**Answer:** B

#### NEW QUESTION 306

- (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 311

- (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 314

- (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 319

- (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 323

- (Exam Topic 2)

Which value chain activity ensures that service components meet agreed specifications?

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

**Answer:** C

#### NEW QUESTION 325

- (Exam Topic 2)

What is a change schedule used for?

- A. To help plan emergency changes
- B. To help authorize standard changes
- C. To help assign a change authority
- D. To help manage normal changes

**Answer:** D

#### NEW QUESTION 326

- (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 328

- (Exam Topic 2)

Which is the BEST example of an emergency change?

- A. The implementation of a planned new release of a software application
- B. A low-risk computer upgrade implemented as a service request
- C. The implementation of a security patch to a critical software application
- D. A scheduled major hardware and software implementation

**Answer:** C

#### NEW QUESTION 329

- (Exam Topic 2)

Why should incidents be prioritized?

- A. To help automated matching of incidents to problems or known errors
- B. To identify which support team the incident should be escalated to
- C. To ensure that incidents with the highest business impact are resolved first
- D. To encourage a high level of collaboration within and between teams

**Answer:** C

#### NEW QUESTION 330

- (Exam Topic 2)

Which statement about the 'service desk' practice is CORRECT?

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

**Answer:** D

#### NEW QUESTION 331

- (Exam Topic 2)

Which role approves the cost of services?

- A. User
- B. Change authority
- C. Sponsor
- D. Customer

**Answer:** C

#### NEW QUESTION 332

- (Exam Topic 2)

What is a problem?

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

**Answer:** C

#### NEW QUESTION 335

- (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 337

- (Exam Topic 2)

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

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

**Answer:** C

#### NEW QUESTION 341

- (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 342

- (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 347

- (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 349

- (Exam Topic 2)

Which guiding principle is PRIMARILY concerned with consumer's revenue and growth?

- A. Keep it simple and practical
- B. Optimize and automate
- C. Progress iteratively with feedback
- D. Focus on value

**Answer:** D

#### NEW QUESTION 354

- (Exam Topic 2)

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

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

**Answer:** B

#### NEW QUESTION 356

- (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 361

- (Exam Topic 2)

Which guiding principle helps to ensure that each improvement effort has more focus and is easier to maintain?

- A. Start where you are
- B. Collaborate and promote visibility
- C. Progress iteratively with feedback
- D. Think and work holistically

**Answer:** C

#### NEW QUESTION 364

- (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 367

- (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 368

- (Exam Topic 2)

What is a set of specialized organizational capabilities for enabling value for customers in the form of services?

- A. Service offering
- B. Service provision
- C. Service management
- D. Service consumption

**Answer:** C

#### NEW QUESTION 373

- (Exam Topic 2)

Service transition contains detailed descriptions of which processes?

- A. Change management, service asset and configuration management, release and deployment management
- B. Change management, capacity management, event management, service request management
- C. Service level management, service portfolio management, service asset and configuration management
- D. Service asset and configuration management, release and deployment management, request fulfillment

**Answer:** A

#### NEW QUESTION 376

- (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 381**

- (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 384**

- (Exam Topic 2)

Which is an important principle of communication in service operation?

- A. Information should always be communicated
- B. It has an intended purpose or a resultant action D18912E1457D5D1DDCBD40AB3BF70D5D
- C. Meetings are always the best method of communication
- D. It is stored in the configuration management system

**Answer:** B

**NEW QUESTION 387**

- (Exam Topic 2)

Identify the missing word in the following sentence. A user is [?] that uses services.

- A. an organization
- B. a role
- C. a team
- D. a supplier

**Answer:** B

**NEW QUESTION 392**

- (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 397**

- (Exam Topic 2)

What is the effect of increased automation on the 'service desk' 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 398**

- (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 399**

- (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 402

- (Exam Topic 2)

Which joint activity performed by a service provider and service consumer ensures continual value co-creation?

- A. Service offering
- B. Service provision
- C. Service relationship management
- D. Service consumption

**Answer:** C

#### NEW QUESTION 404

- (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 406

- (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 411

- (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 413

- (Exam Topic 2)

What is a service?

- A. A possible event that could cause harm or loss, or make it more difficult to achieve objectives
- B. 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
- C. A tangible or intangible deliverable of an activity
- D. Joint activities performed by a service provider and a service consumer to ensure continual value co- creation based on agreed and available service offerings

**Answer:** B

#### Explanation:

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

#### NEW QUESTION 417

- (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 421

- (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 423

- (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 427

- (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 429

- (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 431

- (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 434

- (Exam Topic 1)

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

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

**Answer:** D

#### NEW QUESTION 438

- (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 440

- (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 443

- (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 447

- (Exam Topic 1)

What are the MOST important skills required by service desk staff?

- A. Incident analysis skills
- B. Technical skills
- C. Problem resolution skills
- D. Supplier management skills

**Answer:** A

#### NEW QUESTION 449

- (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 452

- (Exam Topic 1)

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

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

**Answer:** C

#### NEW QUESTION 457

- (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 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 463**

- (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 467**

- (Exam Topic 1)

Which is a purpose of the 'engage' value chain activity?

- A. Meeting expectations for quality, costs and time-to-market
- B. Ensuring the continual improvement of services
- C. Ensuring that the organization's vision is understood
- D. Providing transparency and good relationships

**Answer:** D

**NEW QUESTION 469**

- (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 473**

- (Exam Topic 1)

Which practice provides a single point of contact for users?

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

**Answer:** C

**NEW QUESTION 474**

- (Exam Topic 1)

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

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

**Answer:** C

**NEW QUESTION 478**

- (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 481

- (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 486

- (Exam Topic 1)

What are the types of asset management?

- A. IT asset management and software asset management
- B. Operational and technical management
- C. IT asset management and technical management
- D. Operational management and IT asset management

**Answer:** A

#### NEW QUESTION 489

- (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 492

- (Exam Topic 1)

Which practice uses techniques such as SWOT analysis, balanced scorecard reviews, and maturity assessments?

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

**Answer:** B

#### NEW QUESTION 494

- (Exam Topic 1)

What is an IT asset?

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

**Answer:** D

#### NEW QUESTION 499

- (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 504

- (Exam Topic 1)

What should be done to determine the appropriate metrics for measuring a new service?

- A. Measuring the performance over the first six months, and basing a solution on the results
- B. Asking customers to provide numerical targets that meet their needs
- C. Using operational data to provide detailed service reports
- D. Asking customers open questions to establish their requirements

**Answer:**

C

#### NEW QUESTION 508

- (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 511

- (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 514

- (Exam Topic 1)

How should an organization adopt continual improvement methods?

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

**Answer: B**

#### NEW QUESTION 515

- (Exam Topic 1)

What is described by the service value system?

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

**Answer: C**

#### NEW QUESTION 519

- (Exam Topic 1)

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

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

**Answer: D**

#### NEW QUESTION 524

- (Exam Topic 1)

What is warranty?

- A. Assurance that a product or service will meet agreed requirements
- B. The amount of money spent on a specific activity or resource
- C. The functionality offered by a product or service to meet a particular need
- D. The perceived benefits, usefulness and importance of something

**Answer: A**

#### NEW QUESTION 529

- (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 534**

- (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 535**

- (Exam Topic 1)

Which is part of service provision?

- A. The management of resources configured to deliver the service
- B. The management of resources needed to consume the service
- C. The grouping of one or more services based on one or more products
- D. The joint activities performed to ensure continual value co-creation

**Answer:** A

**NEW QUESTION 537**

- (Exam Topic 1)

Which statement about a 'continual improvement register' is CORRECT?

- A. It should be managed at the senior level of the organization
- B. It should be used to capture user demand
- C. There should only be one for the whole organization
- D. It should be re-prioritized as ideas are documented

**Answer:** D

**NEW QUESTION 540**

- (Exam Topic 1)

Which guiding principle recommends eliminating activities that do not contribute to the creation of value?

- A. Start where you are
- B. Collaborate and promote visibility
- C. Keep it simple and practical
- D. Optimize and automate

**Answer:** C

**NEW QUESTION 543**

- (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 545**

- (Exam Topic 1)

Which service level metrics are BEST for measuring user experience?

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

**Answer:** D

**NEW QUESTION 547**

- (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 550

- (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 551

- (Exam Topic 1)

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

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

**Answer:** B

#### NEW QUESTION 553

- (Exam Topic 1)

How does a service consumer contribute to the reduction of risk?

- A. By paying for the service
- B. By managing server hardware
- C. By communicating constraints
- D. By managing staff availability

**Answer:** C

#### NEW QUESTION 558

- (Exam Topic 1)

Which practice owns and manages issues, queries and requests from users?

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

**Answer:** A

#### NEW QUESTION 561

- (Exam Topic 1)

Identify the missing word in the following sentence.

The purpose of the supplier management practice is to ensure that the organization's suppliers and their [?] are managed appropriately to support the seamless provision of quality products and services.

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

**Answer:** D

#### NEW QUESTION 564

- (Exam Topic 4)

Which is an example of a service request?

- A. A request for normal operation to be restored
- B. A request to implement a security patch
- C. A request for access to a file
- D. A request to investigate the cause of an incident

**Answer:** C

#### Explanation:

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



#### NEW QUESTION 568

- (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 outputs<sup>1</sup>. A service provider produces outputs that allow customers to achieve outcomes<sup>2</sup>. A service consumer utilizes the outputs and benefits from the outcome<sup>2s</sup>.

#### NEW QUESTION 573

- (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 574

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

#### NEW QUESTION 579

- (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 580

- (Exam Topic 4)

Which statement about emergency changes is CORRECT?

- A. Emergency changes are low risk and well understood
- B. Authorization of emergency changes may be deferred until after implementation
- C. It is necessary to complete all documentation before an emergency charge is implemented
- D. Emergency changes are not usually recorded in the change schedule

**Answer: D**

**Explanation:**

➤ Emergency changes. These are changes that must be implemented as soon as possible; for example, to resolve an incident or implement a security patch. Emergency changes are not typically included in a change schedule, and the process for assessment and authorization is expedited to ensure they can be implemented quickly. As far as possible, emergency changes should be subject to the same testing, assessment, and authorization as normal changes, but it may be acceptable to defer some documentation until after the change has been implemented, and sometimes it will be necessary to implement the change with less testing due to time constraints. There may also be a separate change authority for emergency changes, typically including a small number of senior managers who understand the business risks involved.”

<https://itsm.tools/why-what-change-management/#:~:text=Emergency%20changes.&text=Emergency%20chang>

#### NEW QUESTION 581

- (Exam Topic 4)

Which is a key element of the 'think and work holistically' guiding principle?

- A. Assessing which procedures can be re-used when improving a service
- B. Understanding the methods applicable to complex systems
- C. Eliminating metrics which do not contribute to achieving an objective
- D. Using technology for standard tasks to give people time for complex activities

**Answer: B**

**Explanation:**

No service, practice, process, department, or supplier stands alone. The outputs that the organization delivers to itself, its customers, and other stakeholders will suffer unless it works in an integrated way to handle its activities as a whole, rather than as separate parts.

Taking a holistic approach to service management includes establishing an understanding of how all the parts of an organization work together in an integrated way (remember the four dimensions of service management?), including having an end-to-end visibility of how demand is captured and translated into outcomes.

In a complex system, the alteration of one element can impact others and, where possible, these impacts need to be identified, analysed and planned for.

To apply this principle successfully, consider this advice:

- Recognize the complexity of the systems
- Collaboration is key to thinking and working holistically
- Automation can facilitate working holistically

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

#### NEW QUESTION 586

- (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 587

- (Exam Topic 4)

Identify the Missing word(s) in the following sentence

A(n) [?] cause, or potential cause, of one or more incidents?

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

**Answer: D**

**Explanation:**

ITIL® defines a problem as a cause, or potential cause, of one or more incidents. A known error is a proble that has been analyzed but not resolved.

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

#### NEW QUESTION 591

- (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:**

The 'start where you are' guiding principle advises organizations to observe and understand the current state of affairs before initiating any improvement or change<sup>1</sup>. This principle also recommends using source data, involving people who know the service, and applying risk management when considering new processes<sup>2</sup>. However, this principle does not suggest discarding existing processes before assessing their usefulness, as this would be wasteful and potentially harmful<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition page 7; ITIL® 4 – A Pocket Guide, page 26; ITIL® 4 Practice Guide: Start Where You Are, page 9.

**NEW QUESTION 593**

- (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 595**

- (Exam Topic 4)

What is the CORRECT order for the three phases of problem management?

- A. Problem control, error control problem identification
- B. Error control, problem control, problem identification
- C. Problem identification problem control error control
- D. Problem identification error control problem control

**Answer:** C

**Explanation:**

The problem management practice follows a three-phase approach to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents and managing workarounds and known errors<sup>1</sup>. The three phases are:

- Problem identification: the process of finding problems that are the cause or potential cause of one or more incidents<sup>2</sup>.
- Problem control: the process of analysing the root cause and impact of a problem and developing a workaround or a permanent solution<sup>2</sup>.
- Error control: the process of managing known errors throughout their lifecycle, from recording to removal<sup>2</sup>. References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL® 4 – A Pocket Guide, page 35; ITIL® 4 Practice Guide: Problem Management, page 9.

**NEW QUESTION 599**

- (Exam Topic 4)

What type of change is often used for resolving incidents or implementing security patches?

- A. Standard change
- B. Normal change
- C. Emergency change
- D. Change model

**Answer:** C

**Explanation:**

- A change that must be implemented as soon as possible without strictly following the standard process e.g. to resolve an incident or implement a security patch.
  - The process for assessment and authorization is expedited to ensure quick implementation, so scheduling and documentation is not a priority.
  - The change authority may be separate from what is standard or normal practice, typically smaller in number but with greater capacity to expedite approval.
- <https://www.bmc.com/blogs/itil-change-enablement/>

**NEW QUESTION 604**

- (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 606**

- (Exam Topic 4)

A user wants to know how to create a report so they come into contact with the service desk. Which practice is MOST likely to help with the solution of this issue?

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

**Answer: C**

**Explanation:**

The service request management practice supports the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner<sup>1</sup>. A service request is a request from a user or a user's authorized representative that initiates a service action that has been agreed as a normal part of service delivery<sup>2</sup>. A user wanting to know how to create a report is an example of a service request that can be handled by the service request management practice<sup>3</sup>. The other statements are not true because:

➤ Incident management: The incident management practice restores normal service operation as quickly as possible after an interruption or reduction in quality of an IT service<sup>1</sup>. A user wanting to know how to create a report is not an incident, as it does not affect the availability or performance of a service<sup>2</sup>.

➤ Service level management: The service level management practice sets clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets<sup>1</sup>. This practice does not directly handle user requests, but it may define the service level agreements (SLAs) and service level objectives (SLOs) that apply to them<sup>2</sup>.

➤ Change enablement: 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>. A change is the addition, modification, or removal of anything that could have a direct or indirect effect on IT services<sup>2</sup>. A user wanting to know how to create a report is not a change, as it does not alter the configuration or functionality of a service component<sup>2</sup>.  
References: ITIL Foundation - IT 4 Edition, page 16; ITIL® 4 – A Pocket Guide, page 37; ITIL® 4 Practice Guide: Service Request Management, page 7.

**NEW QUESTION 609**

- (Exam Topic 4)

What ensures that a service provider and a service consumer continually co-create value?

- A. Service consumption
- B. Service offerings
- C. Change enablement
- D. Service relationship management

**Answer: D**

**Explanation:**

A service relationship is defined as the cooperation between a service provider and service consumer. Service relationships are established between two or more organizations to co-create value. An organization can play the role of provider or consumer interchangeably, depending on the situation.

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

**NEW QUESTION 612**

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