Exam Questions ITIL-4-Foundation

ITIL 4 Foundation

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NEW QUESTION 1
Which dimension considers how knowledge assets should be protected?

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

Answer: C

NEW QUESTION 2
Which 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 3
Which competencies are required by the 'service level management' practice?

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

Answer: C

NEW QUESTION 4
Which 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 5
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 6
Which are the elements of process control?

A. Inputs, outputs and triggers
B. Work instructions, procedures and roles
C. Resources, capabilities and metrics
D. Process owner, policy and objectives

Answer: D

NEW QUESTION 7
What should be used to set user expectations for request fulfilment times?

A. The consumer demand for the service
B. The time that the customer indicates for service delivery
C. The service levels of the supplier
D. The time needed to realistically deliver the service

Answer: D

NEW QUESTION 8
Which process works with incident management to ensure that security breaches are detected and logged?

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

Answer: C

NEW QUESTION 9
Which dimension of service management considers governance, management, and communication?

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

Answer: A

NEW QUESTION 10
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 10
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 13
How does customer engagement contribute to the 'service level management' practice?
* 1.It captures information that metrics can be based on
* 2.It ensures the organization meets defined service levels
* 3.It defines the workflows for service requests
* 4. It supports progress discussions

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

Answer: A

NEW QUESTION 16
Which is the purpose of the 'monitoring and event management' practice?

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

Answer: B

NEW QUESTION 21
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 26
Which statement about emergency changes is CORRECT?

A. The testing of emergency can be eliminated in order to implement the change quickly

B. The assessment and authorization of emergency changes is expedited to ensure they can be implemented quickly
C. Emergency changes should be authorized and implemented as service requests
D. Emergency changes must be fully documented before authorization and implementation

Answer: B

NEW QUESTION 28
When planning 'continual improvement', which approach for assessing the current state of a service is CORRECT?

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

Answer: C

NEW QUESTION 29
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 34
What should all 'continual improvement' decisions be based on?

A. Accurate and carefully analysed data
B. Details of how services are measured
C. A recent maturity assessment
D. An up-to-date balanced scorecard

Answer: A

NEW QUESTION 38
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 40
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 42
A major incident has been closed, but there is a risk that it might happen again. How should this be logged and managed?

A. As an event
B. As a problem
C. As a service request
D. As a change request

Answer: B

NEW QUESTION 45
What type of change is pre-authorized, low risk, relatively common, and follows a procedure or work instruction?

A. A standard change
B. An emergency change

C. An internal change
D. A normal change

Answer: A

NEW QUESTION 48
Which statement about the 'service desk1 practice is CORRECT?

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

Answer: D

NEW QUESTION 49
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 54
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 55
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 56
Which value chain activity communicates the current status of all four dimensions of service management?

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

Answer: D

NEW QUESTION 61
Which guiding principle emphasizes the need to understand the flow of work in progress, identify bottlenecks, and uncover waste?

A. Focus on value
B. Collaborate and promote visibility
C. Think and work holistically
D. Keep it simple and practical

Answer: B

NEW QUESTION 64
Which is one of the five aspects of service design?

A. Management information systems and tools
B. Risk analysis and management approach
C. Management policy for business case creation
D. Corporate governance and policy

Answer: A

NEW QUESTION 68
Which practice has a purpose that includes helping the organization to maximize value, control costs and manage risks?

A. Relationship management
B. IT asset management
C. Release management
D. Service desk

Answer: B

NEW QUESTION 73
What is defined as a cause, or potential cause, of one or more incidents?

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

Answer: D

NEW QUESTION 75
When should the effectiveness of a problem workaround be assessed?

A. Whenever the workaround is used
B. Whenever the problem is resolved
C. Whenever the workaround becomes a known error
D. Whenever the problem is prioritized

Answer: A

NEW QUESTION 76
What MAIN factors are considered to assess the priority of an incident?

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

Answer: A

NEW QUESTION 78
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 79
How should an organization include third-party suppliers in the continual improvement of services?

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

Answer: A

NEW QUESTION 80
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 84
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 85
Which practice may involve the initiation of disaster recovery?

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

Answer: A

NEW QUESTION 89
Which ITIL concept describes governance?

A. The service value system
B. The service value chain
C. The seven guiding principles
D. The four dimensions of service management

Answer: A

NEW QUESTION 92
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 94
Which guiding principle recommends using the minimum number of steps necessary to achieve an objective?

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

Answer: C

NEW QUESTION 96
Which is a key requirement for a successful service level agreement?

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

Answer: B

NEW QUESTION 97
Which is a service request?

A. Requesting a workaround for an issue
B. Requesting information about how to create a document
C. Requesting an enhancement to an application
D. Requesting investigation of a degraded service

Answer: B

NEW QUESTION 100
Identify the missing word in the following sentence.
A service is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific [?] and risks.

A. information
B. utility
C. warranty
D. costs

Answer: D

NEW QUESTION 103
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 106
How does categorization of incidents assist the 'incident management' practice?

A. It determines the priority assigned to the incident
B. It determines how the service provider is perceived
C. It helps direct the incident to the correct support area
D. It ensures that incidents are resolved in timescales agreed with the customer

Answer: C

NEW QUESTION 107
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 111
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 113
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 114
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 117
Which guiding principle recommends assessing the current state and deciding what can be reused?

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

Answer: B

NEW QUESTION 121
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 123
Identify the missing word in the following sentence.
The purpose of the 'information security management' practice is to [?] the organization's information.

A. protect
B. store
C. audit
D. provide

Answer: A

NEW QUESTION 128
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 129
Which describes outcomes?

A. Tangible or intangible deliverables
B. Results desired by a stakeholder
C. Configuration of an organization's resources
D. Functionality offered by a product or service

Answer: B

NEW QUESTION 131
Which practice provides support for managing feedback, compliments and complaints from users?

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

Answer: B

NEW QUESTION 136
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 138
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 139
Which statement about the 'four Ps' of service design is CORRECT?

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

Answer: B

Explanation:
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NEW QUESTION 141
Identify the missing word in the following sentence.
A change is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on [?].

A. assets
B. values
C. elements
D. services

Answer: D

NEW QUESTION 144
Which statement about the steps to fulfill a service request is CORRECT?

A. They should be complex and detailed
B. They should be well-known and proven
C. They should include incident handling
D. They should be brief and simple

Answer: B

NEW QUESTION 149
How should automation be implemented?

A. By initially concentrating on the most complex tasks
B. By optimizing as much as possible first
C. By replacing human intervention wherever possible
D. By replacing the existing tools first

Answer: C

NEW QUESTION 151
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 153
What can be used to help determine the impact level of a problem?

A. Definitive media library (DML)
B. Configuration management system (CMS)
C. Statement of requirements (SOR)
D. Standard operating procedures (SOP)

Answer: B

NEW QUESTION 157
Which is NOT a component of the service value system?

A. The guiding principles
B. Governance
C. Practices
D. The four dimensions of service management

Answer: D

NEW QUESTION 162
What are 'engage', 'plan' and 'improve' examples of?

A. Service value chain activities
B. Service level management
C. Service value chain inputs
D. Change control

Answer: A

NEW QUESTION 164
Which activity is part of the 'continual improvement' practice?

A. Populating and maintaining the asset register
B. Providing a clear path for users to report issues, queries, and requests
C. Delivering tactical and operational engagement with customers
D. Identifying and logging opportunities

Answer: D

NEW QUESTION 168
Which guiding principle recommends coordinating all dimensions of service management?

A. Start where you are
B. Think and work holistically
C. Keep it simple and practical
D. Progress iteratively with feedback

Answer: B

NEW QUESTION 171
Which statement about change authorization is CORRECT?

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

Answer: A

NEW QUESTION 174
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 177
Which service catalogue view is considered beneficial when constructing the relationship between services, SLAs, OLAs, and other underpinning agreements?

A. Service-based SLA view
B. Wholesale customer view
C. Retail customer view
D. Supporting services view

Answer: D

NEW QUESTION 179
What is the purpose of service level management?

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

Answer: B

NEW QUESTION 182
Identify the missing word in the following sentence.
The use of [?] should support, not replace what is observed, when using the 'start where you are1 guiding principle.

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

Answer: B

NEW QUESTION 187
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 190
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 194
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 197
Which function is responsible for the management of a data centre?

A. Technical management
B. Service desk
C. Application management
D. Facilities management

Answer: D

Explanation:
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NEW QUESTION 200
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 205
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 209
Which are phases of the release and deployment process?
* 1. Release build and test
* 2. Review and close
* 3. Categorize and record
* 4. Change authorization and schedule

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

Answer: A

NEW QUESTION 210
Which practice requires that staff demonstrate excellent customer service skills, such as empathy and emotional intelligence?

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

Answer: B

NEW QUESTION 211
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 213
What is an output?

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

Answer: B

NEW QUESTION 216
Identify the missing word in the following sentence.
A known error is a problem that has been [?] and has not been resolved.

A. closed
B. logged
C. analysed
D. escalated

Answer: C

NEW QUESTION 220
How should the workflow for a new service request be designed?

A. Use a single workflow for all types of service request
B. Leverage existing workflows whenever possible
C. Use different workflows for each type of service request
D. Avoid workflows for simple service requests

Answer: B

NEW QUESTION 225
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 229
Which of the following is an example of incident?

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

Answer: B

NEW QUESTION 232

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