

ITIL-4-Foundation Dumps

ITIL 4 Foundation

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NEW QUESTION 1

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 2

Which of the following is an example of workaround?

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

Answer: D

NEW QUESTION 3

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 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

Why should service desk staff detect recurring issues?

- A. To help identify problems
- B. To escalate incidents to the correct support team
- C. To ensure effective handling of service requests
- D. To engage the correct change authority

Answer: A

NEW QUESTION 7

When should a change request be submitted to resolve a problem?

- A. As soon as a solution for the problem has been identified
- B. As soon as a workaround for the problem has been identified
- C. As soon as the analysis of the frequency and impact of incidents justifies the change
- D. As soon as the analysis of cost, risks and benefits justifies the change

Answer: D

NEW QUESTION 8

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 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

What are the three phases of 'problem management'?

- A. Problem identification, problem control, error control
- B. Problem analysis, error identification, incident resolution
- C. Problem logging, problem classification, problem resolution
- D. Incident management, problem management, change control

Answer: A

NEW QUESTION 10

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 13

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 17

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 practice has a purpose that includes restoring normal service operation as quickly as possible?

- A. Problem management

- B. Incident management
- C. Deployment management
- D. Supplier management

Answer: B

NEW QUESTION 31

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 32

How does information about problems and known errors contribute to 'incident management'?

- A. It enables the reassessment of known errors
- B. It enables quick and efficient diagnosis of incidents
- C. It removes the need for collaboration during incident resolution
- D. It removes the need for regular customer updates

Answer: B

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 36

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 37

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 40

Which TWO statements about the 'service request management' practice are CORRECT?

- * 1. Service requests are part of normal service delivery
- * 2. Complaints can be handled as service requests
- * 3. Service requests result from a failure in service
- * 4. Normal changes should be handled as service requests

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

Answer: D

NEW QUESTION 44

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 47

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 51

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 53

Which statement BEST describes the value of service strategy to the business?

- A. It allows higher volumes of successful change
- B. It reduces unplanned costs through optimized handling of service outages
- C. It reduces the duration and frequency of service outages
- D. It enables the service provider to understand what levels of service will make their customers successful

Answer: D

NEW QUESTION 54

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 57

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 58

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 62

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 67

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 71

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 76

Which statement about outcomes is CORRECT?

- A. An outcome can be enabled by more than one output
- B. Outcomes are how the service performs
- C. An output can be enabled by one or more outcomes
- D. An outcome is a tangible or intangible activity

Answer: A

NEW QUESTION 80

What is the expected outcome from using a service value chain?

- A. Service value streams
- B. Value realization
- C. Customer engagement
- D. The application of practices

Answer: B

NEW QUESTION 84

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 85

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 87

Which statement about IT service management is CORRECT? D18912E1457D5D1DDCCBD40AB3BF70D5D

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

Answer: D

NEW QUESTION 91

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 95

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 96

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 100

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 103

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 105

Which guiding principle recommends organizing work into smaller, manageable sections that can be executed and completed in a timely manner?

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

Answer: D

NEW QUESTION 107

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 110

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 113

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 116

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 119

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 124

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 127

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

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

Answer: B

NEW QUESTION 131

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 134

Which practice has a purpose that includes aligning the organization's practices and services with changing business needs?

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

Answer: B

NEW QUESTION 137

What should be done for every problem?

- A. It should have a workaround to reduce the impact

- B. It should be prioritized based on its potential impact and probability
- C. It should be resolved so that it can be closed
- D. It should be diagnosed to identify possible solutions

Answer: B

NEW QUESTION 142

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 146

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 150

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 154

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 157

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 159

Which is a supplier category?

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

Answer: D

NEW QUESTION 163

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

- A. Problem analysis
- B. Technical knowledge

- C. Listening
- D. Diagnosis

Answer: C

NEW QUESTION 168

Which stakeholders co-create value in a service relationship?

- A. Investor and consumer
- B. Investor and supplier
- C. Consumer and provider
- D. Provider and supplier

Answer: C

NEW QUESTION 170

Which dimension includes a workflow management system?

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

Answer: A

NEW QUESTION 173

Which term describes the functionality offered by a service?

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

Answer: B

NEW QUESTION 178

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 183

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 186

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 189

Which dimension includes activities and workflows?

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

Answer: A

NEW QUESTION 191

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 192

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 196

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 201

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