ITIL

Exam Questions ITIL-4-Foundation

ITIL 4 Foundation

NEW QUESTION 1
Which practices are typically involved in the implementation of a problem resolution?
* 1. Continual improvement
* 2. Service request management
* 3. Service level management
* 4. Change control

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

Answer: B

NEW QUESTION 2
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 3
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 4
Which statement about change management is CORRECT?

A. It optimizes overall business risk
B. It optimizes financial exposure
C. It ensures that all changes are authorized by the change advisory board (CAB)
D. It ensures that service requests follow the normal change management process

Answer: C

NEW QUESTION 5
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 6
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 7
Which is a purpose of the 'service desk' practice?

A. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents
B. To capture demand for incident resolution and service requests
C. To set clear business-based targets for service performance
D. To maximize the number of successful IT changes by ensuring risks are properly assessed

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NEW QUESTION 8
Why should service desk staff detect recurring issues?

A. To help identify problems
B. To escalate incidents to the correct support team
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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 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
Which ITIL practice has a purpose that includes reducing the likelihood of incidents?

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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
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Answer: C

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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

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

A. Problem management
B. Incident management
C. Deployment management
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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

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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

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Arrange the following steps of software lifecycle in correct order.
* 1. Retire
* 2. Test
* 3. Operate
* 4. Deploy
* 5. Ideation
* 6. Develop
* 7. Design

A. Ideation, Design, Develop, Deploy, Test, Operate, Retire
B. Retire, Test, Operate, Deploy, Ideation, Develop, Design
C. None of the above
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NEW QUESTION 36
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

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NEW QUESTION 41
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 45
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 50
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 55
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 56
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 57
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 60
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 65
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 69
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 74
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 79
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 81
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 85
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 90
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 91
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 96
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 101
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 102
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 104
Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

A. Progress iteratively with feedback
B. Keep is simple and practical
C. Start where you are
D. Focus on value

Answer: C

NEW QUESTION 109
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 114
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 115
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
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 120
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 125
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 126
Where should all master copies of controlled software and documentation be stored?

A. In the definitive capacity library
B. In the definitive media library
C. In the definitive security library
D. In the definitive production library

Answer: B

NEW QUESTION 129
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 133
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 137
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 140
Which guiding principle helps to ensure that better information is available for decision making?

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

Answer: B

NEW QUESTION 141
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 145
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
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 152
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 154
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 158
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 163
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 166
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 171
What is the purpose of the 'information security management1 practice?

A. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed
B. To observe services and service components
C. To protect the information needed by the organization to conduct its business
D. To plan and manage the full lifecycle of all IT assets

Answer: C

NEW QUESTION 172
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 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 175
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 180
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 185
Which is included in the purpose of the ‘design and transition’ value chain activity?

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

Answer: D

NEW QUESTION 186
Which of these should be logged and managed as a problem?

A. Trend analysis shows a large number of similar incidents
B. A user requests delivery of a laptop
C. A monitoring tool detects a change of state for a service
D. 'Continual improvement' needs to prioritize an improvement opportunity

Answer: A

NEW QUESTION 191
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 194
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 199
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 200
What is the purpose of problem management?

A. Reduces the likelihood and impact of incidents
B. Ensures services are restored as soon as possible
C. Helps direct the incident to the correct support area
D. Determines how the service provider is perceived

Answer: A

NEW QUESTION 203
Which practice provides visibility of the organization's services by capturing and reporting on service performance?

A. Service desk
B. Service level management
C. Service request management
D. Service configuration management

Answer: B

NEW QUESTION 206
What three elements make up the Service Portfolio?

A. Customer portfolio, service catalogue and retired services
B. Customer portfolio, configuration management system and service catalogue
C. Service pipeline, service catalogue and retired services
D. Service pipeline, configuration management system and service catalogue

Answer: C

Explanation:
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NEW QUESTION 208
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 213
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 216
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 217
Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

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

Answer: A

Explanation:
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NEW QUESTION 221
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 223
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 226
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 229
Which term describes the functionality offered by a service?

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

Answer: B

NEW QUESTION 233
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 237
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 239
In which TWO situations should the ITIL guiding principles be considered?
* 1. In every initiative
* 2. In relationships with all stakeholders
* 3. Only in specific initiatives where the principle is relevant
* 4. Only in specific stakeholder relationships where the principle is relevant

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

Answer: A

NEW QUESTION 241
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 245
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 249
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 250
Which describes normal changes?

A. Changes that need to be scheduled and assessed following a process
B. Changes that are low-risk and pre-authorized
C. Changes that are typically initiated as service requests
D. Changes that must be implemented as soon as possible

Answer: A

NEW QUESTION 252
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 257
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Answer: B

NEW QUESTION 45
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 50
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 55
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 56
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 57
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 60
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 65
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 69
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 74
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 79
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 81
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 85
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 90
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 91
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 96
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 101
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 102
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 104
Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

A. Progress iteratively with feedback
B. Keep is simple and practical
C. Start where you are
D. Focus on value

Answer: C

NEW QUESTION 109
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 114
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 115
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
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 120
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 125
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 126
Where should all master copies of controlled software and documentation be stored?

A. In the definitive capacity library
B. In the definitive media library
C. In the definitive security library
D. In the definitive production library

Answer: B

NEW QUESTION 129
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 133
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 137
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 140
Which guiding principle helps to ensure that better information is available for decision making?

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

Answer: B

NEW QUESTION 141
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 145
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
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 152
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 154
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 158
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 163
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 166
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 171
What is the purpose of the 'information security management1 practice?

A. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed
B. To observe services and service components
C. To protect the information needed by the organization to conduct its business
D. To plan and manage the full lifecycle of all IT assets

Answer: C

NEW QUESTION 172
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 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 175
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 180
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 185
Which is included in the purpose of the ‘design and transition’ value chain activity?

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

Answer: D

NEW QUESTION 186
Which of these should be logged and managed as a problem?

A. Trend analysis shows a large number of similar incidents
B. A user requests delivery of a laptop
C. A monitoring tool detects a change of state for a service
D. 'Continual improvement' needs to prioritize an improvement opportunity

Answer: A

NEW QUESTION 191
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 194
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 199
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 200
What is the purpose of problem management?

A. Reduces the likelihood and impact of incidents
B. Ensures services are restored as soon as possible
C. Helps direct the incident to the correct support area
D. Determines how the service provider is perceived

Answer: A

NEW QUESTION 203
Which practice provides visibility of the organization's services by capturing and reporting on service performance?

A. Service desk
B. Service level management
C. Service request management
D. Service configuration management

Answer: B

NEW QUESTION 206
What three elements make up the Service Portfolio?

A. Customer portfolio, service catalogue and retired services
B. Customer portfolio, configuration management system and service catalogue
C. Service pipeline, service catalogue and retired services
D. Service pipeline, configuration management system and service catalogue

Answer: C

Explanation:
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NEW QUESTION 208
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 213
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 216
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 217
Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

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

Answer: A

Explanation:
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NEW QUESTION 221
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 223
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 226
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 229
Which term describes the functionality offered by a service?

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

Answer: B

NEW QUESTION 233
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 237
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 239
In which TWO situations should the ITIL guiding principles be considered?
* 1. In every initiative
* 2. In relationships with all stakeholders
* 3. Only in specific initiatives where the principle is relevant
* 4. Only in specific stakeholder relationships where the principle is relevant

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

Answer: A

NEW QUESTION 241
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 245
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 249
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 250
Which describes normal changes?

A. Changes that need to be scheduled and assessed following a process
B. Changes that are low-risk and pre-authorized
C. Changes that are typically initiated as service requests
D. Changes that must be implemented as soon as possible

Answer: A

NEW QUESTION 252
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 257
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