ITIL

Exam Questions ITIL-4-Foundation

ITIL 4 Foundation

NEW QUESTION 1
- (Exam Topic 4)
Which activity is NOT recommended by the start where you are' guiding principle?

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

Answer: D

Explanation:
Don't start from scratch and build something new without considering what you already have. It's almost always better to improve what you currently have than to throw it all away and start again, although you must also be able to recognise when a complete replacement is, in fact, needed.
Not only is this approach less wasteful than starting from scratch – because it preserves value that you already have – but it also helps you to keep your people on board. They're much more likely to support the changes you need if their previous contributions have been appropriately valued.
Don't rely on metrics and reports to tell you what the current situation is. When you carry out an assessment
you should observe what is happening for yourself, and just use the metrics to support your observations. https://www.sysaid.com/blog/itil/the-7-guiding-principles-of-itil-4-practical-advice-to-help-you-make-decisions

NEW QUESTION 2
- (Exam Topic 4)
Which term is used to describe removing something that could have an effect on a service?

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

Answer: A

Explanation:
A change is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on services
https://www.bmc.com/blogs/itil-change-enablement/#:~:text=A%20change%20is%20defined%20as,or%20indir

NEW QUESTION 3
- (Exam Topic 4)
Which is described by the 'organizations and people' dimension of service management?

A. Communication and collaboration
B. Workflows and controls
C. Inputs and outputs
D. Contracts and agreement

Answer: A

Explanation:
The organizations and people dimension sets out the people aspects of service management to be considered when designing, operating and changing service offerings. People include employees, managers, executives, customers, supplier employees, or anybody else who is involved in the creation or consumption of services.
https://assyst.ifs.com/blog/what-are-the-four-dimensions-of-itil-4

NEW QUESTION 4
- (Exam Topic 4)
Which is the MOST LIKELY way of resolving major incidents?

A. Users establishing a resolution using serf-help
B. The service desk identifying the cause and a resolution
C. A temporary team working together to identity 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 possible1. 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 resolve2. 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 team3. 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 attention3.

➢ 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 suppliers3.

➢ 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 escalation3. 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)
Which practice conducts reviews to validate that services are covering the needs of the customer?

A. Monitoring and event management
B. Service level management
C. Change enablement
D. Service desk

Answer: B

Explanation:
The purpose of the service level management 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 targets1. This practice conducts reviews to validate that services are covering the needs of the customer and to identify areas for improvement2. References: ITIL Foundation - ITIL 4 Edition, page 16; ITIL® 4 – A Poc Guide, page 37; ITIL® 4 Practice Guide: Service Level Management, page 7.

NEW QUESTION 6
- (Exam Topic 4)
What are the KEY stakeholder groups mat service providers should cooperate with?

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

Answer: B

Explanation:
Customers are one of the key stakeholder groups that service providers should cooperate with. Customers are the persons who define the requirements for a service and take responsibility for the outcomes of service consumption1. Customers can be internal or external to the service provider's organization2. Customers are essential for value co-creation, as they provide feedback, resources, and demand for
services3. References: ITIL Foundation - ITIL 4 Edition, page 5; ITIL® 4 – A Pocket Guide, page 18; [ITI 4 Practice Guide: Customer Relationship Management], page 7.

NEW QUESTION 7
- (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 8
- (Exam Topic 4)
What is included in the purpose of the 'release management' practice?

A. Authorizing changes to proceed
B. Making new features available for use
C. Moving new software to live environments
D. Ensuring information about services is available

Answer: B

Explanation:
The purpose of the release management practice is to make new and changed services and features available for use.
Release: A version of a service or other configuration item, or a collection of configuration items, that is made available for use.
https://wiki.process-symphony.com.au/framework/lifecycle/process/release-management-itil-4/

NEW QUESTION 9
- (Exam Topic 4)
When using the 'continual improvement model, which information should be produced by an organization to understand where the organization is now?

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

Answer: C

Explanation:
The second step is to conduct an objective current-state assessment of existing services and service management practices. This should include consideration of the users' perception of the value being received, along with a review of people's competencies and skills, the processes and procedures involved, the capabilities of the available technological solutions and the prevailing organizational culture. The success of an improvement initiative depends on a clear and accurate understanding of the starting point and the required impact of the initiative.
For example, an organization can measure the current net promoter score (NPS) from a customer satisfaction survey, conduct a benchmark survey against its competitors or review findings of operational statistics or audit reports to understand its current state. If this step is skipped, the current state will not be understood and there will not be an objective baseline measurement against which improvement can be measured.
https://www.bmc.com/blogs/itil-continual-improvement/

NEW QUESTION 10
- (Exam Topic 4)
Which service value chain activity relates with buying new products?

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

Answer: B

Explanation:
Obtain/build is one of the six activities of the service value chain, which is a set of interconnected activities that an organization performs to deliver a valuable product or service to its consumers and to facilitate value realization1. Obtain/build activity relates with buying new products, as well as designing, developing, and testing new or changed service components2. This activity ensures that service components are available when and where they are needed and meet agreed specifications3. References: ITIL Foundation - ITIL 4 Edition, page 10; ITIL® 4 – A Pocket Guide, page 21; ITIL® 4 Practice Guide: Service Value Chain, page 9.

NEW QUESTION 10
- (Exam Topic 4)
Which practice MOST requires staff who demonstrate skills such as empathy and emotional intelligence?

A. Service request management
B. Service desk
C. Problem management
D. Continual management

Answer: B

Explanation:
"Service desk
staff require training and competency across a number of broad technical and business areas. In
particular, they need to demonstrate excellent customer service skills such as empathy, incident analysis and prioritization, effective communication, and emotional intelligence.
https://www.servicedeskinstitute.com/the-case-for-itil4-foundation-service-desk-analyst-training/#:~:text=%E2%

NEW QUESTION 11
- (Exam Topic 4)
What is the definition of "service management"?

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

Answer: D

Explanation:
Service management is a set of specialized organizational capabilities for enabling value for customers in the form of services. These capabilities include tangible things like capital, people, and equipment, and can also include intangible things like knowledge, management and skills. These capabilities can also include intangible things, like knowledge, management, and skills.
https://www.bmc.com/blogs/itil-key-concepts-service-management/#:~:text=Service%20management%20is%20

NEW QUESTION 14
- (Exam Topic 4)
Identify the missing word(s) in the following sentence.
The purpose of the problem management practice is to reduce me 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
errors1. Workarounds are temporary solutions that reduce or eliminate the impact of an incident or problem for which a full resolution is not yet available2. Known errors are problems that have a documented root cause and a workaround3. References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL® 4 – A Pocket Guide, pa 35; ITIL® 4 Practice Guide: Problem Management, page 7.

NEW QUESTION 19
- (Exam Topic 4)
Which of the four dimensions focuses or 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 22
- (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 25
- (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 29
- (Exam Topic 4)
Which statement about the input and output of the value chain activities is CORRECT?

A. Each value chain activity receives inputs and provides outputs
B. The organization's governance will determine the inputs and outputs of each value chain activity
C. Some value chain activities only have input, whereas others only have outputs
D. Input and output are fixed for each value chain activity

Answer: A

Explanation:
Each activity contributes to the value chain by transforming specific inputs into outputs. The inputs could be demand from outside the value chain, or outputs of other activities, while the transformation is facilitated by ITIL practices, undertaken using internal or third-party resources, processes, skills, and competencies.
https://www.bmc.com/blogs/itil-service-value-chain/

NEW QUESTION 33
- (Exam Topic 4)
Which is the definition of an IT asset?

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

Answer: A

Explanation:
IT asset is any financially valuable component that can contribute to the delivery of an IT product or service. The scope of IT asset management typically includes all software, hardware, networking, cloud services, and client devices
https://wiki.process-symphony.com.au/framework/lifecycle/process/it-asset-management-itil-4/#:~:text=IT%20a

NEW QUESTION 35
- (Exam Topic 4)
What is the difference between the 'incident management' and 'service desk' practices?

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

Answer: A

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

NEW QUESTION 38
- (Exam Topic 4)
Which describes an unresolved problem which has been already analysed?

A. A workaround
B. An incident
C. A known error
D. A risk

Answer: C

Explanation:
A known error is a problem that has been analysed but not resolved1. This means that the root cause of the problem has been identified, but a permanent solution has not been implemented yet2. A known error can be recorded in a known error database (KEDB) and linked to related incidents and problems3. References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL® 4 – A Pocket Guide, page 35; ITIL® 4 Practice Guide: Problem Management, page 8.

NEW QUESTION 43
- (Exam Topic 4)
Which practice ensures that a variety of access channels are available for users to report issues?

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

Answer: A

Explanation:
Service desks provide a variety of channels for access including:
> Phone calls, which can include specialized technology, such as interactive voice response (IVR), conference calls, voice recognition, and others.
> Service portals and mobile applications, supported by service and request catalogues, and knowledge bases.
> Chat, through live chat and chatbots.
> Email for logging and updating, and for follow-up surveys and confirmations.
> Walk-in service desk (which are becoming more prevalent in some sectors, such as higher education, where there are high peaks of activity that demand physical presence).,
> Text and social media messaging, which are useful for notifications in case of major incidents and for contacting specific stakeholder groups, but can also be used to allow users to request support.
> Public and corporate social media and discussion forums for contacting the service provider and for peer-to-peer support.
https://www.bmc.com/blogs/itil-service-desk/

NEW QUESTION 45
- (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 47
- (Exam Topic 4)
Which practice has a purpose that involves creating closer, more collaborative relationships?

A. Suppler 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 services1. This practice involves creating closer, more collaborative relationships with key suppliers to improve efficiency, effectiveness, and innovation2. References: ITIL Foundation - ITIL 4 Edition, page 16; ITIL® 4 – A Pocket Guide, page 38.

NEW QUESTION 49
- (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 54
- (Exam Topic 4)
Which is a key requirement for successful service level agreements (SLAs)?

A. They should be written using language and terms which all parties will understand
B. They should be based on system-based metrics which are useful to the service provider
C. They should be carried forward, unchanged, 'rom one year to the next to enable uunsisleni service
D. They should avoid ambiguous targets such as those relating to user experience

Answer: A

Explanation:
An SLA is defined as a documented agreement between a service provider and a customer that identifies both services required and the expected level of service. SLAs are used to measure the performance of services from the customer's point of view, and it is important that they are agreed in the wider business context. Some of the key requirements for successful SLAs include:
➢ They must be related to a defined 'service' in the service catalogue. Individual metrics without a specified service context are unhelpful.
➢ They should relate to defined outcomes and not simply operational metrics. This can be achieved with balanced bundles of metrics, such as customer satisfaction and key business outcomes.
➢ They should reflect an 'agreement': an engagement and discussion between the service provider and the service consumer. It is important to involve all stakeholders, including partners, sponsors, users, and customers.
➢ They must be simply written and easy to understand and use for all parties. https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20(SL

NEW QUESTION 58
- (Exam Topic 4)
Which of the following is included in the purpose of the 'continual improvement' practice?

A. The restoration of normal service operation as quickly as possible

B. The establishment of links between the organization and its stakeholders at strategic and tactical levels
C. The alignment of the organization's practices and services with changing business needs
D. The reduction of the likelihood and impact of incidents

Answer: C

Explanation:
Continual improvement encompasses all elements of the ITIL SVS. It involves aligning an organization's practices and services with changing business needs, through the ongoing assessment and improvement of each element involved in the management of products and services. Continual improvement applies to the SVS in its entirety, as well as to all of the organization's products, services, service components, and relationships, and is the responsibility of every individual involved in service management.
https://www.bmc.com/blogs/itil-continual-improvement/

NEW QUESTION 63
- (Exam Topic 4)
What is the difference between the 'incident management" and 'service desk' practices'?

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

Answer: A

Explanation:
The incident management practice aims to minimize the negative impact of incidents by restoring normal service operation as quickly as possible1. This practice involves logging, categorizing, prioritizing, investigating, resolving, and closing incidents2. The service desk practice provides a single point of contact fo users and customers to report issues, make requests, or seek guidance1. This practice involves providing communication with users, capturing feedback, managing user satisfaction, and facilitating continual improvement3. References: ITIL Foundation - ITIL 4 Edition, page 14; ITIL® 4 – A Pocket Guide, page 32; ITIL® 4 Practice Guide: Incident Management, page 7.

NEW QUESTION 66
- (Exam Topic 4)
Which practice guarantees that users nave 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 guidance1. 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-service2. This helps to improve user satisfaction, reduce frustration, and increase efficiency3. 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 71
- (Exam Topic 4)
What is used as a tool to help define and measure performance?

A. A continual improvement register
B. An incident record
C. A change schedule
D. A service level agreement

Answer: C

NEW QUESTION 74
- (Exam Topic 4)
What can a change schedule be used for?

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

Answer: B

Explanation:
The change schedule is used to help plan changes, assist in communication, avoid conflicts, and assign resources. It can also be used after changes have been deployed to provide information needed for incident management, problem management, and improvement planning
https://www.bmc.com/blogs/itil-change-enablement/#:~:text=The%20change%20schedule%20is%20used,probl

NEW QUESTION 75
- (Exam Topic 4)

Identity 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 79
- (Exam Topic 4)
A service will be unavailable for the next two hours for unplanned maintenance. Which practice is MOST LIKELY to be involved in managing this?

A. Incident management
B. Service Request management
C. Change enablement
D. Service request management

Answer: A

Explanation:
Incident management is typically closely aligned with the service desk, which is the single point of contact for all users communicating with IT. When a service is disrupted or fails to deliver the promised performance during normal service hours, it is essential to restore the service to normal operation as quickly as possible.
https://www.bmc.com/blogs/itil-v3-incident-management/

NEW QUESTION 82
- (Exam Topic 4)
What is defined as "the role that uses services?

A. Service consumer
B. Customer
C. User
D. Sponsor

Answer: C

Explanation:
User: A person who uses services; e.g. the company employees. https://www.bmc.com/blogs/itil-key-concepts-service-management/

NEW QUESTION 85
- (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 consitutes value from the consumer's perspective.
https://www.bmc.com/blogs/itil-guiding-principles/#:~:text=When%20focusing%20on%20value%2C%20the,va

NEW QUESTION 89
- (Exam Topic 4)
What is the MOST LIKELY reason mat incident management would need a temporary team to work together?

A. To escalate an incident to a supplier or partner
B. So users can resolve their own incidents with self-help
C. To resolve a complex or major incident
D. So customers and users are provided with timely updates

Answer: C

Explanation:
The incident management practice aims to minimize the negative impact of incidents by restoring normal service operation as quickly as possible1. A complex or 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 resolve2. This may require a temporary team to work together, such as a major incident team or a swarming
team3. References: ITIL Foundation - ITIL 4 Edition, page 14; ITIL® 4 – A Pocket Guide, page 32; ITIL Practice Guide: Incident Management, page 8.

NEW QUESTION 93
- (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 98
- (Exam Topic 3)
Identify the missing word in the following sentences.
A service is a means of enabling value co-creation by facilitating [?] that customers want to achieve, without the customer having to manage specific costs and risks.

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

Answer: C

NEW QUESTION 102
- (Exam Topic 3)
Which benefit is MOST aligned with the guiding principle 'progress iteratively with feedback'?

A. Service providers are able to respond more quickly to customer needs
B. Bottlenecks in the service provider's workflow are identified.
C. The complexities of the service provider's IT systems are identified.
D. The service provider gains a better understanding of the customer experience.

Answer: A

NEW QUESTION 103
- (Exam Topic 3)
In which case would a problem be logged?

A. When the cause is identified but not resolved
B. After analysis of error information from a supplier
C. When a user reports an unplanned service interruption
D. Alter a workaround is identified and documented

Answer: A

NEW QUESTION 105
- (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

NEW QUESTION 109
- (Exam Topic 3)
Which practices is MOST associate with the use of empathy to understand users?

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

Answer: A

NEW QUESTION 114
- (Exam Topic 3)
Which BEST describes the purpose of the 'improve' value chain activity?

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

Answer: D

Explanation:
"The purpose of the improve value chain activity is to ensure continual improvement of products, services, and practices across all value chain activities and the four dimensions of service management."
https://www.symphonysummit.com/products/defining-industry-terms-itsm-itil-itil4/#:~:text=Improve%20%E2%80%8B

NEW QUESTION 118
- (Exam Topic 3)
Which activity is part of the 'continual improvement practice?

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

Answer: C

NEW QUESTION 121
- (Exam Topic 3)
Which statement about service relationship management is CORRECT?

A. It focuses on the service actions performed by users
B. It requires the service consumer to create resources for the service provider
C. It requires co-operation of both the service provider and service consumer
D. It focuses on the fulfilment of the agreed service actions

Answer: C

NEW QUESTION 122
- (Exam Topic 3)
Which statement about the 'incident management' practice is CORRECT?

A. It identifies the cause of major incidents.
B. It authorizes changes to resolve incidents.
C. It maintains detailed procedures for diagnosing incidents.
D. It resolves the highest impact incidents first.

Answer: D

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

NEW QUESTION 125
- (Exam Topic 3)
How can a service consumer contnbute to the reduction of nsk?

A. By providing the service in accordance with requirements
B. By ensuring that the service provider's resources are correctly configured
C. By fully understanding then own requirements for the service
D. By managing the detailed level of risk on behalf of the service provider

Answer: C

NEW QUESTION 128
- (Exam Topic 3)
Where are the details of the required performance outcomes of a service denned?

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

Answer: A

NEW QUESTION 133
- (Exam Topic 3)
Which type of change is MOST LIKELY to be initiated as part of the 'service request management' practice?

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

Answer: C

NEW QUESTION 137
- (Exam Topic 3)
Which statement about the 'continual improvement model' is CORRECT?

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

Answer: A

NEW QUESTION 139
- (Exam Topic 3)
Which practice helps to ensure that the services delivered to customers are aligned with their needs?

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

Answer: D

NEW QUESTION 144
- (Exam Topic 3)
Which is a use of a change schedule?

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

Answer: B

NEW QUESTION 148
- (Exam Topic 3)
What is the definition of warranty?

A. A means of identifying events that could cause harm or loss
B. A means of determining whether a service is fit for purpose
C. A means of identifying a result for a stakeholder
D. A means of determining whether a service is fit for use

Answer: D

NEW QUESTION 149
- (Exam Topic 3)
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 performances are [?] appropriately to support the seamless provision of quality products and services.

A. measured
B. rewarded
C. managed
D. defined

Answer: C

Explanation:
Reference: https://www.bmc.com/blogs/itil-management-practices/

NEW QUESTION 150
- (Exam Topic 3)
Which is part of the definition of a customer?

A. The role that defines the requirements for a service
B. A means of enabling value co-creation
C. The role that authorizes budget for service consumption
D. A set of specialized organizational capabilities for enabling value

Answer: A

NEW QUESTION 153
- (Exam Topic 3)
Which is a recommendation of the guiding principle 'think and work holistically'?

A. Conduct a review of existing service management practices and decide what to keep and what to discard

B. Review how an improvement initiative can be organized into smaller, manageable sections that can be completed in a timely manner
C. Review service management practices and remove any unnecessary complexity
D. Use the four dimensions of service management to ensure coordination of all aspects of an improvement initiative

Answer: D

NEW QUESTION 158
- (Exam Topic 3)
Which activity contributes to the 'where are we now?' step of the 'continual improvement' model?

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

Answer: B

NEW QUESTION 160
- (Exam Topic 3)
Which statement about problems is CORRECT?

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

Answer: D

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

NEW QUESTION 165
- (Exam Topic 3)
Which two statements about the guiding principles are CORRECT?
* 1.The guiding principles support continual improvement
* 2. Each guiding principle applies to a selection of the available stakeholder groups
* 3.Organizations should decide which one of the guiding principles is relevant to them
* 4.Organizations should consider how the guiding principles interact with each other

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

Answer: D

NEW QUESTION 166
- (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 168
- (Exam Topic 3)
Which statement about output is correct?

A. They consist of several outcomes.
B. They capture customer demand for services
C. They contribute to the achievement of outcomes
D. They describes how the service performs.

Answer: C

NEW QUESTION 172
- (Exam Topic 3)
Identity 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 176
- (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 180
- (Exam Topic 3)
Which practice is responsible for moving new or changed components to live or other environments?

A. Release management
B. Deployment management
C. Change enablement
D. Supplier management

Answer: B

Explanation:
Reference: https://www.sysaid.com/blog/entry/itil-4-practices-whats-new-and-changed

NEW QUESTION 184
- (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 185
- (Exam Topic 3)
Which statement about the 'optimize and automate' guiding principle is CORRECT?

A. Activities should be automated before they are optimized
B. Automation is best applied to non-standard tasks
C. Technology eliminates the need for human intervention
D. Automation frees human resources for more complex activities

Answer: D

NEW QUESTION 188
- (Exam Topic 3)
Which service request management decisions require that policies are established'?

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

Answer: C

NEW QUESTION 192
- (Exam Topic 3)
What should be considered as part of the 'partners and suppliers' dimension?

A. The level of integration and formality involved in the relationships between organizations
B. The activities, workflows, controls and procedures needed to achieve the agreed objectives
C. The information created, managed and used in the course of service provision and consumption
D. The required skills and competencies of teams and individual members of the organization

Answer: A

NEW QUESTION 196
- (Exam Topic 3)

Which practice's purpose includes creating closer more collaborative relationships?

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

Answer: A

NEW QUESTION 201
- (Exam Topic 3)
Which is a recommendation for applying the guiding principle 'keep it simple and practical?

A. Communicate in a way the audience can hear
B. Sometimes nothing from the current state can be re used
C. If a practice is easier to follow it is more likely to be adopted
D. Fast does not mean incomplete

Answer: C

NEW QUESTION 205
- (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 206
- (Exam Topic 3)
Which practice has a strong influence on the user experience and perception of the service provider?

A. Service desk
B. Change enablement
C. Service level management
D. Supplier management

Answer: C

NEW QUESTION 211
- (Exam Topic 3)
What is the MOST important reason for prioritizing incidents?

A. To ensure that user expectations are realistic
B. To ensure that incidents with highest impact are resolved first
C. To help information-sharing are learning
D. To provide links to related changes and known errors

Answer: B

NEW QUESTION 214
- (Exam Topic 3)
Identify the missing word in the following sentence.
The purpose of the service configuration management practice is to ensure that accurate and reliable information about the [?], and the CIs that support them, is available when and where it is needed.

A. relationships with suppliers
B. configuration of services
C. skills of people
D. authorization of changes

Answer: B

Explanation:
Reference: https://wiki.process-symphony.com.au/framework/lifecycle/process/service-configuration- management-itil-4/

NEW QUESTION 219
- (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 220
- (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 225
- (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 228
- (Exam Topic 3)
Which is an example o' a service request?

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

Answer: C

NEW QUESTION 230
- (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 233
- (Exam Topic 3)
Which statement about change authorities is CORRECT?

A. Change authorities are only required for authorizing emergency changes
B. Change authorities are assigned when each change is deployed
C. Change authorities are only required for authorizing normal changes
D. Change authorities are assigned for each type of change and change model

Answer: D

NEW QUESTION 234
- (Exam Topic 3)
Which practice nurtures links with stakeholders at strategic and tactical levels'?

A. Supplier management
B. Relationship management
C. Continual improvement
D. Service level management

Answer: B

NEW QUESTION 237
- (Exam Topic 3)

Which statement about service offerings is CORRECT?

A. The same product can be used as a basis for more than one service offering
B. Service offerings include the transfer of goods from the consumer to the prowler
C. Service offerings describe how providers and consumers cooperate to co-create value
D. Each service should be described to consumers as a single service offering

Answer: A

NEW QUESTION 239
- (Exam Topic 3)
Which ITIL concept helps an organization to make good decisions?

A. Four dimensions of service management
B. Guiding principles
C. Service value chain
D. Practices

Answer: B

NEW QUESTION 244
- (Exam Topic 3)
A user contacts the service desk to ask how they can create a report. Which practice is MOST LIKELY to contribute to resolving this issue?

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

Answer: C

NEW QUESTION 246
- (Exam Topic 3)
What impact does automation have on a service desk?

A. Less low level work and a greater ability to focus on user experience
B. Increased phone contact and a reduced ability to focus on user experience
C. Ability to work from multiple locations, geographically dispersed
D. Ability to work from a single centralised location

Answer: A

NEW QUESTION 250
- (Exam Topic 3)
Which two practices interact the MOST with the service desk practice?

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

Answer: A

NEW QUESTION 255
- (Exam Topic 3)
Which of the four dimensions include, the knowledge bases needed to deliver and manage services?

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

Answer: B

Explanation:
This includes the information and technology needed to deliver services (servers, storage, networks, databases, etc.) as well as the information and technology needed to manage those services (ITSM tools, knowledge bases, configuration information, etc.).
https://www.sysaid.com/blog/entry/everything-you-officially-need-to-know-about-itil-4

NEW QUESTION 259
- (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 262
- (Exam Topic 3)
What is a problem that has been analysed but has not been resolved?

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

Answer: C

NEW QUESTION 267
- (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 271
- (Exam Topic 3)
Which step of the continual improvement model includes baseline assessments?

A. Did we get there?
B. Where are we now?
C. What is the vision?
D. Where do we want to be?

Answer: D

NEW QUESTION 276
- (Exam Topic 3)
Which statement about the 'service request management' practice is CORRECT?

A. Service requests are fulfilled using simple workflows
B. A new workflow is created for each type of request
C. Additional approval is sometimes needed for restoration of service
D. Financial authorization is sometimes required for service requests

Answer: A

NEW QUESTION 279
- (Exam Topic 3)
Which activity is part of the 'continual improvement' practice?

A. Identifying the cause of incidents and recommending related improvements
B. Authorizing changes to implement improvements
C. Logging and managing incidents that result in improvement opportunities
D. Making business cases for improvement action

Answer: A

NEW QUESTION 280
- (Exam Topic 3)
When using the ITIL continual improvement model, which information should be produced by an organization in order to understand where the organization is now?

A. Business objectives
B. Improvement plans
C. Assessment results
D. KPI reports

Answer: D

NEW QUESTION 285
- (Exam Topic 3)
What role would be MOST suitable for someone with tots of experience working in IT and business roles? They also have experience of managing relationships with various stakeholders, including suppliers and
business managers.

A. Service level manager
B. Service desk agent
C. Change authority
D. Problem analyst

Answer: A

NEW QUESTION 288
- (Exam Topic 3)
Which practice is most likely to benefit from the use of chatbots?

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

Answer: D

NEW QUESTION 292
- (Exam Topic 3)
Identify the missing words in the following sentence.
The 'incident management' practice should maintain [?] for logging and managing incidents.

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

Answer: C

NEW QUESTION 294
- (Exam Topic 3)
Which statement about the service value chain is CORRECT?

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

Answer: B

NEW QUESTION 299
- (Exam Topic 3)
Which practice facilitates operational communication between the service provider organization and users in the service consumer organization?

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

Answer: C

NEW QUESTION 302
- (Exam Topic 3)
Which MOST helps an organization adapt ITIL concepts so that they apply to the organization's specific circumstances?

A. Continual improvement
B. Service value chain
C. Practices
D. Guiding principles

Answer: A

NEW QUESTION 306
- (Exam Topic 3)
Which practice has a purpose that includes the handling of pre-defined, user-initiated demands for service?

A. Service request management
B. Service configuration management
C. Deployment management
D. Change enablement

Answer: A

NEW QUESTION 307

- (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 312
- (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 313
- (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 314
- (Exam Topic 3)
Identify the missing word in the following sentence.
A customer define is the [?] for a service and takes responsibility for the outcomes of service consumption.

A. Requirements
B. Resources
C. Suppliers
D. products

Answer: A

NEW QUESTION 319
- (Exam Topic 3)
Which practice uses pre-defined, standardized procedures to enable fulfilment times to be clearly communicated?

A. Incident management
B. Service level management
C. Problem management
D. Service request management

Answer: D

NEW QUESTION 321
- (Exam Topic 3)
Which Guiding principle says that it is not usually necessary to build something new?

A. Focus on value
B. start where you are
C. Progress iteratively with feedback
D. Think and work holistically

Answer: B

NEW QUESTION 325

- (Exam Topic 3)
Which is provided by the 'engage' value chain activity?

A. Ensuring that stakeholder expectations for quality are met
B. Ensuring that stakeholder needs are understood by the organization
C. Ensuring that service components are available when needed
D. Ensuring that services are operated to meet agreed specifications

Answer: B

NEW QUESTION 329
- (Exam Topic 3)
How should an organization prioritize incidents?

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

Answer: C

NEW QUESTION 332
- (Exam Topic 3)
Which should be handled by 'service request management'?

A. A request to implement a security patch
B. A request to provide a laptop
C. A request to resolve an error in a service
D. A request to change a target in a service level agreement

Answer: B

Explanation:
Reference: https://www.atlassian.com/itsm/service-request-management

NEW QUESTION 334
- (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 335
- (Exam Topic 3)
Which statement about service requests is CORRECT?

A. Complex service requests should be dealt with as normal changes
B. Service requests that require simple workflows should be dealt with as incidents
C. Service requests require workflows that should use manual procedures and avoid automation
D. Service requests are usually formalized using standard procedures for initiation, approval and fulfilment

Answer: D

NEW QUESTION 336
- (Exam Topic 3)
Which practice minimizes the impact on normal service operation by managing resources in response to unplanned reductions in service quality?

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

Answer: A

NEW QUESTION 337
- (Exam Topic 3)
Which TWO of the following are considerations of change enablement?
* 1. Managing the people aspects of change
* 2. Ensuring that organizational transformations are successful
* 3. Maximizing the number of successful service changes
* 4. Ensuring that changes are properly assessed

A. 1 and2
B. 2 and 3
C. 3 and 4
D. 1 and 4

Answer: A

NEW QUESTION 340
- (Exam Topic 3)
Which practice ensures that any addition, modification, or removal of anything that could have an effect on services is assessed and authorized?

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

Answer: C

NEW QUESTION 343
- (Exam Topic 2)
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 346
- (Exam Topic 2)
Which guiding principle recommends organizing work into smaller, manageable sections that can be executed and completed in a timely manner?

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

Answer: D

NEW QUESTION 348
- (Exam Topic 3)
Which statement about managing incidents is CORRECT?

A. Low impact incidents should be resolved efficiently, making logging unnecessary
B. The 'incident management' practice should use a single process regardless of the impact of the incident
C. Low impact incidents should be resolved efficiently so the resource required is reduced
D. Incidents with the lowest impact should be resolved first

Answer: C

NEW QUESTION 350
- (Exam Topic 3)
Which 'service level management' activity helps staff to deliver a more business-focused service?

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

Answer: B

NEW QUESTION 351
- (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 thereforeauthorization is expedited

Answer: D

NEW QUESTION 355
- (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 360
- (Exam Topic 2)
What is a change schedule PRIMARILY used for?

A. To help plan, authorize and schedule emergency changes
B. To publish a list of service requests that users can select
C. To ensure that a single change authority reviews every change
D. To help plan changes, assist in communication and avoid conflicts

Answer: D

NEW QUESTION 361
- (Exam Topic 2)
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 363
- (Exam Topic 2)
What includes governance as a component?

A. Practices
B. The service value chain
C. The service value system
D. The guiding principles

Answer: C

NEW QUESTION 367
- (Exam Topic 2)
Which statement about change authorization is CORRECT?

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

Answer: A

NEW QUESTION 369
- (Exam Topic 2)
What does 'change enablement' PRIMARILY focus on?

A. Changes to service levels
B. Changes to products and services
C. Changes to organizational structure
D. Changes to skills and competencies

Answer: B

NEW QUESTION 371
- (Exam Topic 2)
What is the purpose of the 'problem management' practice?

A. To protect the information needed by the organization to conduct its business
B. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors
C. To align the organization's practices and services with changing business needs through the ongoing identification and improvement of services
D. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

Answer: B

NEW QUESTION 375

- (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 376
- (Exam Topic 2)
Which describes the utility of a service?

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

Answer: D

NEW QUESTION 377
- (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 381
- (Exam Topic 2)
Which practice needs people who understand complex systems and have creative and analytical skills?

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

Answer: D

NEW QUESTION 383
- (Exam Topic 2)
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 386
- (Exam Topic 2)
Which is a supplier category?

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

Answer: D

NEW QUESTION 389
- (Exam Topic 2)
How should an organization include third-party suppliers in the continual improvement of services?

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

Answer: A

NEW QUESTION 393
- (Exam Topic 2)
Which practice recommends using tools for collaboration and the automated matching of symptoms?

A. Problem management
B. Service level management
C. Incident management
D. Service request management

Answer: C

NEW QUESTION 395
- (Exam Topic 2)
Which statement about change management is CORRECT?

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

Answer: C

NEW QUESTION 400
- (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 403
- (Exam Topic 2)
What are typically recognized through notifications created by an IT service, CI or monitoring tool?

A. Incidents
B. Problems
C. Events
D. Requests

Answer: C

NEW QUESTION 408
- (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 413
- (Exam Topic 2)
Which TWO are important aspects of the 'service request management' practice?
* 1. Standardization and automation
* 2. Providing a variety of channels for access
* 3. Establishing a shared view of targets
* 4. Policies for approvals

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

Answer: D

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

NEW QUESTION 418
- (Exam Topic 2)
Which is a purpose of the 'service level management' practice?

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

Answer: C

NEW QUESTION 421
- (Exam Topic 2)
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 423
- (Exam Topic 2)
Which dimension includes the knowledge needed for the management of services?

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

Answer: A

NEW QUESTION 425
- (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 427
- (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 428
- (Exam Topic 2)
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 431
- (Exam Topic 2)
Which is a key requirement for a successful service level agreement (SLA)?

A. Using individual metrics that relate to the service catalogue
B. Using bundled metrics to relate performance to outcomes

C. Using single-system-based metrics that relate to outputs
D. Using an agreement between the service provider and service supplier

Answer: B

NEW QUESTION 433
- (Exam Topic 2)
Which term is used to describe the prediction and control of income and expenditure within an organization?

A. Charging
B. Governance
C. Budgeting
D. Accounting

Answer: C

NEW QUESTION 434
- (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 437
- (Exam Topic 2)
What is the purpose of service level management?

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

Answer: B

NEW QUESTION 439
- (Exam Topic 2)
Identify the missing word(s) in the following sentence.
The service desk should be the entry point and single point of contact for the [?] with all of its users.

A. Service consumer
B. Service provider
C. Customer
D. Supplier

Answer: B

NEW QUESTION 442
- (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 447
- (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 450
- (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 452
- (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 453
- (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 456
- (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 459
- (Exam Topic 2)
Which guiding principle recommends assessing the current state and deciding what can be reused?

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

Answer: B

NEW QUESTION 460
- (Exam Topic 2)
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 461
- (Exam Topic 2)
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 465

- (Exam Topic 2)
Which function is responsible for the management of a data centre?

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

Answer: D

Explanation:
D18912E1457D5D1DDCBD40AB3BF70D5D

NEW QUESTION 468
- (Exam Topic 2)
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 469
- (Exam Topic 2)
Which role approves the cost of services?

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

Answer: C

NEW QUESTION 471
- (Exam Topic 2)
Which dimension considers data security and privacy?

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

Answer: B

NEW QUESTION 474
- (Exam Topic 2)
Which are elements of the service value system?

A. Service provision, service consumption, service relationship management
B. Governance, service value chain, practices
C. Outcomes, utility, warranty
D. Customer value, stakeholder value, organization

Answer: B

NEW QUESTION 477
- (Exam Topic 2)
Which does the ITIL service value system discourage?

A. Coordinated authorities and responsibilities
B. Organizational silos
C. Interfaces among practices
D. Organizational agility

Answer: B

Explanation:
Architecture of the ITIL SVS specifically enables flexibility and discourages siloed working. This is because the service value chain and practices do not form a fixed, rigid structure, but rather they can be combined in multiple value streams to address the needs of the organization in a variety of scenarios, with open flow of communication across the many interfaces.
Reference: https://www.bmc.com/blogs/itil-service-value-system/

NEW QUESTION 480
- (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 484
- (Exam Topic 2)
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 489
- (Exam Topic 2)
Which ITIL practice has the purpose to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels?

A. Supplier management
B. Change enablement
C. Relationship management
D. Service desk

Answer: C

NEW QUESTION 491
- (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 496
- (Exam Topic 2)
Which directly assists with the diagnosis and resolution of simple incidents?

A. Scripts for collecting user information
B. Use of shift working patterns
C. Fulfillment of service requests
D. Creation of a temporary team

Answer: A

NEW QUESTION 501
- (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 502
- (Exam Topic 2)
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 505

- (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 509
- (Exam Topic 2)
An SLA is a service level agreement.
Which describes the 'watermelon SLA' effect?

A. A single SLA defines target service levels for multiple customer, so every customer sees reports about other customers' experiences.
B. The metrics in an SLA are focused on internal measures, so that reports show everything is good, while the customer is not satisfied.
C. SLA targets change very frequently, so that each report includes new measures and trends cannot be analyzed.
D. Introducing SLAs for a service enables customer to see that the service provider is doing a really good job, so this improves satisfaction.

Answer: B

Explanation:
Reference: https://www.bmc.com/blogs/itil-service-level-management/

NEW QUESTION 513
- (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 517
- (Exam Topic 2)
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 519
- (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 524
- (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 529
- (Exam Topic 2)
Which is an external input to the service value chain?

A. The 'improve' value chain activity
B. An overall plan
C. Customer requirements
D. Feedback loops

Answer: C

NEW QUESTION 531
- (Exam Topic 2)
Why should some service requests be fulfilled with no additional approvals?

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

Answer: C

NEW QUESTION 536
- (Exam Topic 2)
What is the primary focus of business capacity management?

A. Management, control and prediction of the performance, utilization and capacity of individual elements ofIT technology
B. Review of all capacity supplier agreements and underpinning contracts with supplier management
C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
D. Future business requirements for IT services are quantified, designed, planned and implemented in atimely fashion

Answer: D

NEW QUESTION 537
- (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 542
- (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 547
- (Exam Topic 2)
Which service catalogue view is considered beneficial when constructing the relationship between services, SLAs, OLAs, and other underpinning agreements?

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

Answer: D

NEW QUESTION 550
- (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 553
- (Exam Topic 2)
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 557
- (Exam Topic 1)
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 562
- (Exam Topic 1)
In which TWO situations should the ITIL guiding principles be considered?
* 1. In every initiative
* 2. In relationships with all stakeholders
* 3. Only in specific initiatives where the principle is relevant
* 4. Only in specific stakeholder relationships where the principle is relevant

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

Answer: A

NEW QUESTION 564
- (Exam Topic 1)
Which is a key requirement for a successful service level agreement?

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

Answer: B

NEW QUESTION 566
- (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 569
- (Exam Topic 1)
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 572
- (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 574

- (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 578
- (Exam Topic 1)
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 579
- (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 584
- (Exam Topic 1)
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 585
- (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 590
- (Exam Topic 1)
What is typically needed to assign complex incidents to support groups?

A. The incident priority
B. The incident category
C. A change schedule
D. A self-help tool

Answer: B

NEW QUESTION 594
- (Exam Topic 1)
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 595
- (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 596
- (Exam Topic 1)
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 598
- (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 600
- (Exam Topic 1)
What should be done for every problem?

A. It should have a workaround to reduce the impact
B. It should be prioritized based on its potential impact and probability
C. It should be resolved so that it can be closed
D. It should be diagnosed to identify possible solutions

Answer: B

NEW QUESTION 602
- (Exam Topic 1)
Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

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

Answer: C

NEW QUESTION 606
- (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 607
- (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 610
- (Exam Topic 1)
Which skill is an essential part of the 'service level management' practice?

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

Answer: C

NEW QUESTION 612
- (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 615
- (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 616
- (Exam Topic 1)
Which dimension includes activities and workflows?

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

Answer: A

NEW QUESTION 618
- (Exam Topic 1)
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 theirneeds
D. An organization should always use an approach that combines Lean, Agile and DevOps methodologies

Answer: C

NEW QUESTION 623
- (Exam Topic 1)
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 624
- (Exam Topic 1)
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 625
- (Exam Topic 1)
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 629
- (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 634
- (Exam Topic 1)
What is a means of enabling value co-creation by facilitating outcomes that customers want to achieve,
without the customer having to manage specific costs and risks?

A. Service management
B. Continual improvement
C. A service
D. An IT asset

Answer: C

NEW QUESTION 639
- (Exam Topic 1)
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 640
- (Exam Topic 1)
What is an output?

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

Answer: B

NEW QUESTION 643
- (Exam Topic 1)
Which TWO statements about an organization's culture are CORRECT? (Choose two.)
* 1. It is created from shared values based on how it carries out its work
* 2. It is determined by the type of technology used to support services
* 3. It should be based on the culture of prospective suppliers
* 4. It should be based on the objectives of the organization

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

Answer: D

NEW QUESTION 645
- (Exam Topic 1)

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

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

Answer: A

NEW QUESTION 650
- (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 651
- (Exam Topic 1)
Which is a key consideration for the guiding principle 'keep it simple and practical'?

A. Try to create a solution for every exception
B. Start with a complex solution, then simplify
C. Understand how each element contributes to value creation
D. Ignore the conflicting objectives of different stakeholders

Answer: C

NEW QUESTION 654
- (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 657
- (Exam Topic 1)
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 661
- (Exam Topic 1)
Which is included in the purpose of the 'design and transition' value chain activity?

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

Answer: D

NEW QUESTION 666
- (Exam Topic 1)
How does information about problems and known errors contribute to 'incident management'?

A. It enables the reassessment of known erros
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 670

- (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 674
- (Exam Topic 1)
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 679
- (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 684
- (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 outputs1. A service provider produces outputs that allow customers to achieve outcomes2. A service consumer utilizes the outputs and benefits from the outcome2s.

NEW QUESTION 686
- (Exam Topic 4)
Identify the missing word in the following sentence.
The purpose of the service configuration management practice to to ensure mat accurate and reliable information about the configuration of [?], and the is that support mem, is available when and where it to 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 needed1. IT assets are any financially valuable components that can contribute to the delivery of an IT product or service2. Configuration items are any component that needs to be managed in order to deliver an IT service3. 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 690
- (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 692
- (Exam Topic 4)
What ensures that service providers and service consumers continue to create value together?

A. Service consumption
B. Service offerings
C. Service level management
D. Service relationship management

Answer: D

Explanation:
Service relationship management is the joint activities performed by a service provider and a service consumer to ensure continual value co-creation1. It involves establishing, maintaining, and optimizing the service relationship throughout the service lifecycle2. Service relationship management ensures that service providers and service consumers continue to create value together by aligning their objectives, expectations, and capabilities3. References: ITIL Foundation - ITIL 4 Edition, page 5; ITIL® 4 – A Pocket Guide, page 16; ITIL® 4 Practice Guide: Service Relationship Management, page 7.

NEW QUESTION 693
- (Exam Topic 4)
When working on an improvement iteration, which concept helps to ensure that the iteration activities remain appropriate in changing circumstances?

A. Analysis Paralysis
B. Direct observation
C. Minimum viable product
D. Feedback loop

Answer: D

NEW QUESTION 695
- (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 699
- (Exam Topic 4)
Which TWO of the following statements are MOST associated with the optimize and automate' guiding principle?
* 1. It is important to assess which method of communication is appropriate 'or each type of stakeholder.
* 2. Complex systems should be designed with an understanding of how the components' parts are related.
* 3. Organizations should consider whether technology could improve the eficiency o' manual processes.
* 4 It is important to understand the organization's objectives when assessing the impact of potential
improvements.

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

Answer: C

Explanation:
You need to use all of your resources as effectively and efficiently as you can. This means that you should automate wherever you can, and use people only for tasks that can't be automated. It also means that you need to think carefully about what you can automate and about the circumstances where only a person will do; and about simplifying those processes you do decide to automate to eliminate wasteful or inefficient steps.
You should always optimize the work BEFORE you automate it, as automating something that is inefficient or ineffective may just result in you doing the wrong thing faster!
https://www.sysaid.com/blog/itil/the-7-guiding-principles-of-itil-4-practical-advice-to-help-you-make-decisions

NEW QUESTION 703
- (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 services1. Service management is also a professional practice supported by an extensive body of knowledge, experience, and skills3. References: ITIL Foundation - ITIL 4 Edition, page 2; ITIL® 4 – A Pocket Guide, page 11.

NEW QUESTION 706
- (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 errors1. The three phases are:
> Problem identification: the process of finding problems that are the cause or potential cause of one or more incidents2.
> Problem control: the process of analysing the root cause and impact of a problem and developing a workaround or a permanent solution2.
> Error control: the process of managing known errors throughout their lifecycle, from recording to removal2. 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 711
- (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 712
- (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 manner1. 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 delivery2. 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 practice3. 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 service1. 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 service2.

❯ 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 targets1. 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 them2.

❯ 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 schedule1. A change is the addition, modification, or removal of anything that could have a direct or indirect effect on IT services2. 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 component2. 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 713
- (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 715
......

Thank You for Trying Our Product

We offer two products:

1st - We have Practice Tests Software with Actual Exam Questions

2nd - Questons and Answers in PDF Format

ITIL-4-Foundation Practice Exam Features:

* ITIL-4-Foundation Questions and Answers Updated Frequently

* ITIL-4-Foundation Practice Questions Verified by Expert Senior Certified Staff

* ITIL-4-Foundation Most Realistic Questions that Guarantee you a Pass on Your FirstTry

* ITIL-4-Foundation Practice Test Questions in Multiple Choice Formats and Updatesfor 1 Year

100% Actual & Verified — Instant Download, Please Click
Order The ITIL-4-Foundation Practice Test Here