

# 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 role would is MOST SUITABLE for someone with experience of managing relationships with various stakeholders, including suppliers and business managers?

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

**Answer: A**

#### Explanation:

The purpose of the SLM practice is to set clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets. SLM involves service level activities, including:

- > Defining service levels
- > Documenting
- > Actively managing them <https://www.bmc.com/blogs/itil-service-level-management/>

### NEW QUESTION 3

- (Exam Topic 4)

What is defined as "any component that needs to be managed in order to deliver an IT service"?

- A. An event
- B. An IT asset
- C. A configuration item
- D. A change

**Answer: C**

#### Explanation:

CI's are simply any component that needs to be managed in order to deliver an IT service. A server, a virtual server, or even the configuration of an application could be considered a CI, for example

<https://www.bmc.com/blogs/itil-asset-configuration-management/#:~:text=among%20your%20CI's-,Configurati>

### NEW QUESTION 4

- (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 targets<sup>1</sup>. This practice conducts reviews to validate that services are covering the needs of the customer and to identify areas for improvement<sup>2</sup>. 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 5

- (Exam Topic 4)

Which of the following includes configuring components and activities to facilitate outcomes for stakeholders?

- A. Service relationship management
- B. Service consumption
- C. The service value system
- D. The release management' practice

**Answer: C**

**Explanation:**

Organizations maximize co-creation of value with their customers by facilitating the outcomes they want to achieve. The four dimensions of service management have shown that a holistic approach is the best way for an organization to:

- Achieve its goals in delivering quality and cost effective services
- Meet the needs of its customers
- Satisfy the requirements of its stakeholders <https://www.bmc.com/blogs/itil-service-value-system/>

**NEW QUESTION 6**

- (Exam Topic 4)

Which practice needs the right culture to be embedded across the entire organization?

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

**Answer: C**

**Explanation:**

The purpose of the continual improvement practice is to align the organization's practices and services with changing business needs through the ongoing identification and improvement of services, service components, practices, or any element involved in the efficient and effective management of products and services<sup>1</sup>. This practice needs the right culture to be embedded across the entire organization, as it requires a shared vision, commitment, empowerment, collaboration, learning, and measurement<sup>2</sup>. References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL® 4 – A Pocket Guide, page 34; ITIL® 4 Practice Guide: Continual Improvement, page 7.

**NEW QUESTION 7**

- (Exam Topic 4)

Which of the following statements about 'outcomes' is TRUE?

- A. The delivery of products to a stakeholder is enabled by outcomes
- B. The level of expenses regarding a technology for a service is defined by an outcome
- C. An outcome depends on at least one output to deliver a result
- D. Outcomes provide assurance to stakeholders regarding the performance of a service

**Answer: C**

**Explanation:**

An outcome is a result for a stakeholder enabled by one or more outputs<sup>1</sup>. Outputs are tangible or intangible deliverables of an activity<sup>1</sup>. For example, a service provider may produce a report (output) that helps a customer make a decision (outcome)<sup>2</sup>. References: ITIL Foundation - ITIL 4 Edition, page 3; ITIL® 4 – A Pocket Guide, page 13.

**NEW QUESTION 8**

- (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 9**

- (Exam Topic 4)

What is a user?

- A. The role that directs and controls an organization
- B. The role that uses services
- C. The role that authorizes budget for service consumption
- D. The role that defines the requirements for a service

**Answer: B**

**Explanation:**

A user is a person who uses services on a day-to-day basis. Users are distinct from customers, as some customers do not use the service directly<sup>1</sup>. Users are one of the key stakeholders in service management<sup>2</sup>. References: ITIL Foundation - ITIL 4 Edition, page 5; ITIL® 4 – A Pocket Guide, page 18.

**NEW QUESTION 10**

- (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-itsil-4/>

**NEW QUESTION 10**

- (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 15**

- (Exam Topic 4)

Which is described by the 'organizations and people' dimension of service management?

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

**Answer: B**

**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/itil4-organizations-and-people#:~:text=The%20organizations%20and%20people%20>

**NEW QUESTION 16**

- (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. Joint 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 17**

- (Exam Topic 4)

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

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

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

**Answer: D**

**Explanation:**

The purpose of the problem management practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents and managing workarounds and known errors. 1. Workarounds are temporary solutions that reduce or eliminate the impact of an incident or problem for which a full resolution is not yet available. 2. Known errors are problems that have a documented root cause and a workaround. 3. References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL® 4 – A Pocket Guide, page 35; ITIL® 4 Practice Guide: Problem Management, page 7.

**NEW QUESTION 20**

- (Exam Topic 4)

Which BEST describes 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 22**

- (Exam Topic 4)

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

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

**Answer: A**

**Explanation:**

Value Streams & Processes

The value streams and processes dimension is concerned with how the various parts of the organization work in an integrated and coordinated way to enable value creation through products and services. This dimension defines the activities, workflows, controls and procedures needed to achieve agreed objectives. What matters in service management is that an organization establishes an operating model that effectively organizes the key activities needed to manage products and services.

Value streams

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

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

Processes

A process is defined as a set of interrelated or interacting activities that transform inputs into outputs. Processes define the sequence of actions and their dependencies, as well as describe what is done to accomplish an objective. Processes are underpinned by policies and can be broken down further through procedures which outline what is done, when, and by whom.

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

**NEW QUESTION 24**

- (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 28

- (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 33

- (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 possible<sup>1</sup>. This practice involves logging, categorizing, prioritizing, investigating, resolving, and closing incidents<sup>2</sup>. The service desk practice provides a single point of contact fo users and customers to report issues, make requests, or seek guidance<sup>1</sup>. This practice involves providing communication with users, capturing feedback, managing user satisfaction, and facilitating continual improvement<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 14; ITIL® 4 – A Pocket Guide, page 32; ITIL® 4 Practice Guide: Incident Management, page 7.

#### NEW QUESTION 34

- (Exam Topic 4)

Which practice ensures that service actions, that are a normal part of service delivery, are effectively handled?

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

**Answer: D**

#### Explanation:

A service request is defined as a request from a user or a user's authorized representative that initiates a service action which has been agreed as a normal part of service delivery.

The purpose of the service request management practice is to support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner. Service request management is dependent upon well-designed processes and procedures, which are operationalized through tracking and automation tools to maximize the efficiency of the practice. To be handled optimally, service request management should follow these guidelines:

- Service requests and their fulfilment should be standardized and automated to the greatest degree possible.
- Policies should define which service requests will be fulfilled with limited or even no additional approvals so that fulfilment can be streamlined.
- The expectations of users regarding fulfilment times and costs should be clearly set, based on what the organization can realistically deliver.
- Opportunities for improvement should be identified and implemented to produce faster fulfilment times and take advantage of automation.

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

#### NEW QUESTION 38

- (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 41

- (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 42**

- (Exam Topic 4)

Which is part of the value proposition of a service?

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

**Answer:** A

**Explanation:**

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

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

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

**NEW QUESTION 47**

- (Exam Topic 4)

Identify the missing word in the following sentence

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of [?], and the CIs that support them, is available when and where it is needed

- A. organizations
- B. outcomes
- C. relationships
- D. services

**Answer:** D

**Explanation:**

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of services, and the CIs that support them, is available when and where it is needed. This includes information on how CIs are configured and the relationships between them.

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

**NEW QUESTION 52**

- (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 56**

- (Exam Topic 4)

Which practice requires focus and effort to engage and listen to the requirements, issues, concerns and daily needs of customers?

- A. Service desk
- B. Supplier Management
- C. Service request management
- D. Service level management

**Answer:** C

**Explanation:**

In order to be aligned to customer outcomes and expectations, SLM requires focus and effort to engage and listen to the requirements, issues, concerns, and daily needs of customers:

Engagement is needed to understand and confirm the actual ongoing needs and requirements of customers, not simply what is interpreted by the service provider or has been agreed several years before. ITIL4 refers to value as being co-created, since it needs the input and validation of customers.

Listening is important as a relationship-building and trust-building activity, to show customers that they are valued and understood. This helps to move the provider

away from always being in 'solution mode' and to build new, more constructive partnerships. Each customer is unique, and the service provider must not have a one-size-fits-all approach.

The activities of engaging and listening provide a great opportunity to build improved relationships and to focus on what really needs to be delivered. They also give service delivery staff an experience-based understanding of the day-to-day work that is done with their technology, enabling them to deliver a more business-focused service. When the customer is engaged and listened to, they feel valued and their perception of the service and service management activities improves.  
<https://www.bmc.com/blogs/itil-service-level-management/>

#### NEW QUESTION 57

- (Exam Topic 4)

Which of the following is the MOST important for effective incident management?

- A. A variety of access channels
- B. Balanced scorecard review
- C. Automated pipelines
- D. Collaboration tools and techniques

**Answer: D**

#### Explanation:

Effective incident management often requires a high level of collaboration within and between teams as this can facilitate information-sharing and learning, as well as helping to solve the incident more efficiently and effectively. There may also be a need for good collaboration tools so that people working on an incident can work together effectively. One technique that takes advantage of collaboration is termed swarming. This brings many different stakeholders together to work on the issue. Management of incidents may require frequent interaction with third party suppliers, and routine management of this aspect of supplier contracts is often part of the incident management practice.

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

#### NEW QUESTION 59

- (Exam Topic 4)

What is the MOST LIKELY reason that 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 possible<sup>1</sup>. 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 resolve<sup>2</sup>. This may require a temporary team to work together, such as a major incident team or a swarming team<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 14; ITIL® 4 – A Pocket Guide, page 32; ITIL Practice Guide: Incident Management, page 8.

#### NEW QUESTION 60

- (Exam Topic 3)

Which is a result of applying the guiding principle 'progress iteratively with feedback'?

- A. The ability to discover and respond to failure earlier
- B. Standardization of practices and services
- C. Understanding the customer's perception of value
- D. Understanding the current state and identifying what can be reused

**Answer: A**

#### NEW QUESTION 63

- (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 67

- (Exam Topic 3)

Which describe a 'change authority'?

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

**Answer: C**

#### NEW QUESTION 71

- (Exam Topic 3)

Which practice uses technologies such as intelligent telephony systems, a knowledge base and monitoring tools?

- A. Service configuration management
- B. Service desk
- C. Problem management
- D. Deployment management

**Answer:** B

#### NEW QUESTION 75

- (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 80

- (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. After a workaround is identified and documented

**Answer:** A

#### NEW QUESTION 84

- (Exam Topic 3)

Which statement about outcomes is CORRECT?

- A. They are deliverables provided to service consumers.
- B. They allow service consumers to achieve a desired result.
- C. They provide products to service providers based on outputs.
- D. They co-create value for service providers by reducing costs and risks.

**Answer:** B

#### Explanation:

Reference: <https://www.axelos.com/news/blogs/february-2015/difference-between-outputs-and-outcomes-in-itsm>

#### NEW QUESTION 88

- (Exam Topic 3)

Which practices is MOST associated 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 92

- (Exam Topic 3)

Which is a purpose of the 'relationship management' practice?

- A. To systematically observe services and service components
- B. To protect the information needed by the organization to conduct its business
- C. To be the entry point and single point of contact for the service provider with all of its users
- D. To identify, analyze, monitor, and continually improve links with stakeholders

**Answer:** D

#### Explanation:

Reference:

<https://wiki.process-symphony.com.au/framework/lifecycle/process/relationship-management-til-4/>

#### NEW QUESTION 93

- (Exam Topic 3)

Which skill is required by the 'service level management' practice?

- A. Supplier management
- B. Technical expertise
- C. Event monitoring
- D. Problem management

**Answer:** A

**NEW QUESTION 97**

- (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 102**

- (Exam Topic 3)

Why should a service level manager carry out regular service reviews?

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

**Answer:** C

**NEW QUESTION 107**

- (Exam Topic 3)

What is a cause, or potential cause, of one or more incidents?

- A. A configuration item
- B. A workaround
- C. An incident
- D. A problem

**Answer:** D

**NEW QUESTION 110**

- (Exam Topic 3)

Where are the details of the required performance outcomes of a service defined?

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

**Answer:** A

**NEW QUESTION 111**

- (Exam Topic 3)

Which guiding principle recommends consideration of the four dimensions in order to make something as effective and as useful as it needs to be?

- A. Focus on value
- B. Start where you are
- C. Think and work holistically
- D. Optimize and automate

**Answer:** D

**NEW QUESTION 115**

- (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 117**

- (Exam Topic 3)

Which is the addition, modification or removal of anything that could have an effect on services?

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

**Answer: A**

**NEW QUESTION 118**

- (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 120**

- (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 124**

- (Exam Topic 3)

Which is CORRECT about change authorization?

- A. A change authority is assigned each time a standard change is requested
- B. Emergency changes are authorized by the technician making the change
- C. Assignment of the change authority is based on the change type and model
- D. The change authority will ensure changes are authorized after they are deployed

**Answer: C**

**NEW QUESTION 127**

- (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 129**

- (Exam Topic 3)

Which practice has a purpose that includes responding to conditions that could lead to potential faults or incidents?

- A. Incident management
- B. Service request management
- C. Monitoring and event management
- D. Change enablement

**Answer: C**

**NEW QUESTION 132**

- (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 136**

- (Exam Topic 3)

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

The purpose of the problem management practice is to reduce the likelihood and impact of 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 140**

- (Exam Topic 3)

Which can act as an operating model for an organization?

- A. The four dimensions of service management
- B. The service value chain
- C. The ITIL guiding principles
- D. Continual improvement

**Answer: B**

**NEW QUESTION 142**

- (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 146**

- (Exam Topic 3)

What can be described as an operating model for the creating and management of products and services?

- A. Governance
- B. Service value chain
- C. Guiding principles
- D. Practices

**Answer: B**

**Explanation:**

Reference:

<https://www.thinkhdi.com/library/supportworld/2019/evolution-itil-new-operating-model-itil-4.aspx>

**NEW QUESTION 150**

- (Exam Topic 3)

Which practice makes use of methods from Lean, Agile and DevOps?

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

**Answer: B**

**NEW QUESTION 151**

- (Exam Topic 3)

Which is included in the purpose of the 'change enablement' practice?

- A. Make new and changed services available for use
- B. Ensure that risks have been properly assessed
- C. Record and report selected changes of state
- D. Plan and manage the full lifecycle of all IT assets

**Answer: B**

**NEW QUESTION 154**

- (Exam Topic 3)

Which is a low risk change that has been pre-approved so that no additional authorization is needed?

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

**Answer:** A

**NEW QUESTION 159**

- (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 161**

- (Exam Topic 3)

Which describes a CORRECT approach to change authorization?

- A. Changes included in the change schedule are pre-authorized and do not need additional authorization
- B. formal changes should be assessed and authorized before they are deployed
- C. Emergency changes should be authorized by as many people as possible to reduce risk
- D. formal changes are typically implemented as service requests and authorized by the service desk

**Answer:** B

**NEW QUESTION 165**

- (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 166**

- (Exam Topic 3)

Which statement about outcomes 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 gives service consumers assurance of products or services
- D. Outcomes help a service consumers to assess the cost of a specific activity

**Answer:** A

**NEW QUESTION 169**

- (Exam Topic 3)

What term is used to describe the functionality of a service?

- A. Output
- B. Outcome
- C. Utility
- D. Warranty

**Answer:** C

**Explanation:**

Utility is defined as "the functionality offered by a product or service to meet a particular need"<sup>2</sup>. Utility can be summarized as "what the service does" and can be used to determine whether a service is able to meet its intended outcomes<sup>1</sup>.

**NEW QUESTION 170**

- (Exam Topic 3)

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

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

D. An outcome

**Answer: B**

**NEW QUESTION 173**

- (Exam Topic 3)

Which will help solve incidents more quickly?

- A. Target resolution times
- B. Escalating all incidents to support teams
- C. Collaboration between teams
- D. Detailed procedural steps for incident investigation

**Answer: C**

**NEW QUESTION 178**

- (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 179**

- (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 184**

- (Exam Topic 3)

Which is an example of a service request?

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

**Answer: C**

**NEW QUESTION 189**

- (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 191**

- (Exam Topic 3)

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

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

**Answer: C**

**Explanation:**

The purpose of incident management is to minimize the negative impact of incidents by restoring normal service operation as quickly as possible. Incident management can have an enormous impact on customer and user satisfaction, and the perception of those stakeholders of the service provider.  
<https://www.bmc.com/blogs/itil-incident-management/>

**NEW QUESTION 192**

- (Exam Topic 3)

Which is NOT a component of the service value system?

- A. The service value chain
- B. Opportunity and demand
- C. Continual improvement
- D. Governance

**Answer: B**

**NEW QUESTION 194**

- (Exam Topic 3)

Which is a way of applying the guiding principle 'focus on value'?

- A. Understanding how service consumers use services
- B. Comprehending the whole, but doing something
- C. Recognizing the complexity of systems
- D. Doing fewer things, but doing them better

**Answer: A**

**NEW QUESTION 199**

- (Exam Topic 3)

Which two are considered part of the 'organizations and people' dimension of service management?

- \* 1. Systems of authority
- \* 2. Culture
- \* 3. Relationships between organizations
- \* 4. Workflows

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

**Answer: A**

**NEW QUESTION 203**

- (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 204**

- (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 209**

- (Exam Topic 3)

Which practice recommends that organizations develop competencies »n techniques such as strength, weakness, opportunity, and threat (SWOT) analysis, and balanced scorecards?

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

**Answer: B**

**NEW QUESTION 212**

- (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 213**

- (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 215**

- (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 219**

- (Exam Topic 3)

A flaw in an application could cause a service to fail IT staff are actively analysing the application to try and understand what is going on. What is the correct name for this type of flaw?

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

**Answer: A**

**NEW QUESTION 222**

- (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 224**

- (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 229**

- (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 233**

- (Exam Topic 3)

Which practice is MOST LIKELY to make use of artificial intelligence, robotic process automation, and chatbots?

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

**Answer:** A

**NEW QUESTION 234**

- (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 239**

- (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 244**

- (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 248**

- (Exam Topic 3)

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

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

**Answer:** A

**NEW QUESTION 250**

- (Exam Topic 3)

Which guiding principle discourages 'silo activity'?

- A. Focus on value
- B. Start where you are
- C. Collaborate and promote visibility
- D. Keep it simple and practical

**Answer:** C

**NEW QUESTION 255**

- (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 257**

- (Exam Topic 2)

Which statement about the 'change enablement' practice is CORRECT?

- A. Service requests are usually normal changes that can be implemented quickly without authorization
- B. Emergency changes are changes that must be fully tested and fully documented prior to implementation
- C. Standard changes are changes that need to be scheduled, assessed and authorized following a standard process
- D. Emergency changes are changes that must be implemented as soon as possible and therefore authorization is expedited

**Answer: D**

**NEW QUESTION 262**

- (Exam Topic 2)

What is an event?

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

**Answer: B**

**NEW QUESTION 266**

- (Exam Topic 2)

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

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

**Answer: C**

**NEW QUESTION 267**

- (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 270**

- (Exam Topic 2)

Which statement about the 'continual improvement' practice is CORRECT?

- A. Continual improvement participation should be limited to a small dedicated team.
- B. It is the role of senior management to authorize improvement initiatives.
- C. Training should be provided to those involved in continual improvement.
- D. A single continual improvement register should be maintained by senior management.

**Answer: B**

**Explanation:**

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

**NEW QUESTION 271**

- (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 276**

- (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 280**

- (Exam Topic 2)

What are guiding principles?

- A. A set of interconnected activities that help an organization deliver a valuable service
- B. A description of one or more services that help address the needs of a target consumer group
- C. A set of specialized organizational capabilities for enabling value for customers
- D. Recommendations that help an organization when adopting a service management approach

**Answer:** D

**NEW QUESTION 284**

- (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 286**

- (Exam Topic 2)

Which is an example of improving service utility using service management automation?

- A. Pre-determined routing of a service request
- B. Reducing the time to compile service data
- C. Monitoring service availability
- D. Faster resource allocation

**Answer:** D

**NEW QUESTION 291**

- (Exam Topic 2)

What three elements make up the Service Portfolio?

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

**Answer:** C

**Explanation:**

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**NEW QUESTION 294**

- (Exam Topic 2)

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

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

**Answer:** A

**NEW QUESTION 295**

- (Exam Topic 2)

Which statement about the 'four Ps' of service design is CORRECT?

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

**Answer:** B

**Explanation:**

D18912E1457D5D1DDCBD40AB3BF70D5D

**NEW QUESTION 296**

- (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 301**

- (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 305**

- (Exam Topic 2)

Who is responsible for defining metrics for change management?

- A. The change management process owner
- B. The change advisory board (CAB)
- C. The service owner
- D. The continual service improvement manager

**Answer: A**

**NEW QUESTION 308**

- (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 311**

- (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 315**

- (Exam Topic 2)

Which processes are responsible for the regular review of underpinning contracts?

- A. Supplier management and service level management
- B. Supplier management and change management
- C. Availability management and service level management
- D. Supplier management and availability management

**Answer: A**

**NEW QUESTION 316**

- (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 320**

- (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 321**

- (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 323**

- (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 327**

- (Exam Topic 2)

What is the definition of a known error?

- A. An unplanned interruption to a service, or reduction in the quality of a service
- B. A cause, or potential cause, of one or more incidents
- C. A problem that has been analyzed and has not been resolved
- D. Any change of state that has significance for the management of a service or other configuration item (CI)

**Answer: C**

**NEW QUESTION 328**

- (Exam Topic 2)

Which 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 330**

- (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 331**

- (Exam Topic 2)

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

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

**Answer: B**

**NEW QUESTION 334**

- (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 337**

- (Exam Topic 2)

Which usually requires a team of representatives from many stakeholder groups?

- A. Fulfilling a service request
- B. Authorizing an emergency change
- C. Logging a new problem
- D. Investigating a major incident

**Answer: D**

**NEW QUESTION 338**

- (Exam Topic 2)

What do customer perceptions and business outcomes help to define?

- A. The value of a service
- B. Service metrics
- C. The total cost of a service
- D. Key performance indicators (KPIs)

**Answer: A**

**NEW QUESTION 340**

- (Exam Topic 2)

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

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

**Answer: C**

**NEW QUESTION 343**

- (Exam Topic 2)

Which is NOT a structure of service desk that is described in the ITIL service operation guidance?

- A. Local
- B. Centralized
- C. Outsourced
- D. Virtual

**Answer: C**

**NEW QUESTION 345**

- (Exam Topic 2)

What is recommended by the guiding principle 'progress iteratively with feedback'?

- A. A current state assessment that is carried out at the start of an improvement initiative
- B. The identification of all interested parts at the start of an improvement initiative
- C. An improvement initiative that is broken into a number of manageable sections
- D. An assessment of how all the parts of an organization will affect an improvement initiative

**Answer: C**

**NEW QUESTION 347**

- (Exam Topic 2)

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

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

**Answer: D**

**NEW QUESTION 349**

- (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 350**

- (Exam Topic 2)

Which ITIL practice recommends performing service reviews to ensure that services continue to meet the needs of the organization?

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

**Answer: C**

**NEW QUESTION 352**

- (Exam Topic 2)

In which step of the 'continual improvement model' is an improvement plan implemented?

- A. What is the vision?
- B. How do we get there?
- C. Take action
- D. Did we get there?

**Answer: C**

**NEW QUESTION 353**

- (Exam Topic 2)

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

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

**Answer: B**

**NEW QUESTION 357**

- (Exam Topic 2)

Which is a purpose of the 'service desk' practice?

- A. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible
- B. To be the entry point and single point of contact for the service provider with all of its users
- C. To support the agreed quality of a service by handling all pre-defined, user-initiated service requests
- D. To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels

**Answer: B**

**NEW QUESTION 359**

- (Exam Topic 2)

Which is an objective of the design coordination process?

- A. To produce service design packages and ensure they are handed over to service transition
- B. To assess and evaluate all changes and their impact on service designs
- C. To document the initial structure and relationship between services and customers

D. To gather and document new service level requirements from the customer

**Answer:** A

**Explanation:**

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**NEW QUESTION 360**

- (Exam Topic 2)

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

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

**Answer:** D

**NEW QUESTION 365**

- (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 370**

- (Exam Topic 2)

Which guiding principle describes the importance of doing something, instead of spending a long time analysing different options?

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

**Answer:** D

**NEW QUESTION 371**

- (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 372**

- (Exam Topic 2)

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

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

**Answer:** C

**NEW QUESTION 376**

- (Exam Topic 2)

Which statement about the use of measurement in the 'start where you are' guiding principle is CORRECT?

- A. It should always be used to support direct observation
- B. It should always be used instead of direct observation
- C. Measured data is always more accurate than direct observation
- D. The act of measuring always positively impacts results

**Answer:** A

**NEW QUESTION 379**

- (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 380**

- (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 381**

- (Exam Topic 2)

What is the PRIMARY use of a change schedule?

- A. To support the 'incident management' practice and improvement planning
- B. To manage emergency changes
- C. To plan changes and help avoid conflicts
- D. To manage standard changes

**Answer: C**

**NEW QUESTION 383**

- (Exam Topic 2)

What describes the steps needed to create and deliver a specific service to a consumer?

- A. Service management
- B. Practices
- C. A value stream
- D. Service level management

**Answer: C**

**NEW QUESTION 388**

- (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 390**

- (Exam Topic 2)

Which is considered by the 'partners and suppliers' dimension?

- A. Using artificial intelligence
- B. Defining controls and procedures
- C. Using formal roles and responsibilities
- D. Working with an integrator to manage relationships

**Answer: D**

**NEW QUESTION 395**

- (Exam Topic 2)

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

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

**Answer: B**

**NEW QUESTION 400**

- (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 405**

- (Exam Topic 2)

Which is included in the purpose of the 'service level management' practice?

- A. To maximize the number of successful service and product changes
- B. To ensure accurate information about the configuration of services is available
- C. To set clear business-based targets for service levels
- D. To ensure that suppliers and their performance are managed appropriately

**Answer: C**

**NEW QUESTION 407**

- (Exam Topic 2)

What can be used to help determine the impact level of a problem?

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

**Answer: B**

**NEW QUESTION 409**

- (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 of IT 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 a timely fashion

**Answer: D**

**NEW QUESTION 413**

- (Exam Topic 2)

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

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

**Answer: C**

**NEW QUESTION 414**

- (Exam Topic 2)

What is important for a 'continual improvement register' (CIR)?

- A. Improvement ideas are documented, assessed and prioritized
- B. Improvement ideas from many sources are kept in a single CIR
- C. Improvement ideas that are not being actioned immediately are removed from the CIR
- D. Improvement ideas are tested, funded and agreed

**Answer: A**

**NEW QUESTION 419**

- (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 421**

- (Exam Topic 2)

Where should all master copies of controlled software and documentation be stored?

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

**Answer: B**

**NEW QUESTION 423**

- (Exam Topic 2)

Which dimension of service management considers governance, management, and communication?

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

**Answer: A**

**NEW QUESTION 427**

- (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 430**

- (Exam Topic 2)

What considerations influence the supplier strategy of an organization?

- A. Contracts and agreements
- B. Type of cooperation with suppliers
- C. Corporate culture of the organization
- D. Level of formality

**Answer: C**

**NEW QUESTION 435**

- (Exam Topic 2)

Which practice provides users with a way to get various requests arranged, explained and coordinated?

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

**Answer: D**

**Explanation:**

Over time, the focus of service desks has broadened from simply logging and resolving technical issues, to providing more comprehensive support for people and the business. They are increasingly being used to get various matters arranged, explained, and coordinated. The service desk has a major influence on user experience and how the service provider is perceived by the users. By understanding and acting on the business context of transactional activity (i.e. logging tickets), the service desk is better placed to add value to the organization.

Reference: <https://www.bmc.com/blogs/itil-service-desk/>

**NEW QUESTION 438**

- (Exam Topic 1)

What type of change is MOST likely to be managed by the 'service request management' practice?

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

**Answer: D**

**NEW QUESTION 439**

- (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 440**

- (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 445**

- (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 449**

- (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 453**

- (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 458**

- (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 462**

- (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 465**

- (Exam Topic 1)

What are 'engage', 'plan' and 'improve' examples of?

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

**Answer: A**

**NEW QUESTION 470**

- (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 475**

- (Exam Topic 1)

What helps diagnose and resolve a simple incident?

- A. Rapid escalation
- B. Formation of a temporary team
- C. The use of scripts
- D. Problem prioritization

**Answer: C**

**NEW QUESTION 477**

- (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 479**

- (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 484**

- (Exam Topic 1)

Which is NOT a key focus of the 'information and technology' dimension?

- A. Workflow management and inventory systems
- B. Communication systems and knowledge bases
- C. Roles and responsibilities
- D. Security and compliance

**Answer: C**

**NEW QUESTION 487**

- (Exam Topic 1)

Identify the missing words in the following sentence.

The management of information security incidents usually requires [?].

- A. Immediate escalation
- B. Specialist teams
- C. A separate process
- D. Third party support

**Answer:**

C

**NEW QUESTION 489**

- (Exam Topic 1)

What is the starting point for optimization?

- A. Standardizing practices and services
- B. Determining where the most positive impact would be
- C. Securing stakeholder engagement
- D. Understanding the vision and objectives of the organization

**Answer: D**

**NEW QUESTION 494**

- (Exam Topic 1)

Which is a purpose of the 'service desk' practice?

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

**Answer: B**

**NEW QUESTION 495**

- (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 496**

- (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 500**

- (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 505**

- (Exam Topic 1)

What are the three phases of 'problem management'?

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

**Answer: A**

**NEW QUESTION 508**

- (Exam Topic 1)

What is an IT asset?

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

Answer: D

**NEW QUESTION 512**

- (Exam Topic 1)

Which guiding principle recommends standardizing and streamlining manual tasks?

- A. Optimize and automate
- B. Collaborate and promote visibility
- C. Focus on value
- D. Think and work holistically

Answer: A

**NEW QUESTION 517**

- (Exam Topic 1)

Which statement about costs is CORRECT?

- A. Costs removed from the consumer are part of service consumption
- B. Costs imposed on the consumer are costs of service utility
- C. Costs removed from the consumer are part of the value proposition
- D. Costs imposed on the consumer are costs of service warranty

Answer: C

**NEW QUESTION 520**

- (Exam Topic 1)

Which is the CORRECT approach for managing a large improvement initiative as smaller iterations?

- A. Each iteration should be designed before starting the initiative and implemented without feedback
- B. Feedback should only be taken into account when one iteration fails to meet its objective
- C. Feedback should be reduced for large improvements as it is unlikely that circumstances will change
- D. Each iteration should be continually re-evaluated based on feedback

Answer: D

**NEW QUESTION 522**

- (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 525**

- (Exam Topic 1)

Arrange the following steps of software lifecycle in correct order.

- \* 1. Retire
- \* 2. Test
- \* 3. Operate
- \* 4. Deploy
- \* 5. Ideation
- \* 6. Develop
- \* 7. Design

- A. Ideation, Design, Develop, Deploy, Test, Operate, Retire
- B. Retire, Test, Operate, Deploy, Ideation, Develop, Design
- C. None of the above
- D. Ideation, Test, Develop, Deploy, Design, Operate, Retire

Answer: A

**NEW QUESTION 529**

- (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 their needs
- D. An organization should always use an approach that combines Lean, Agile and DevOps methodologies

Answer: C

**NEW QUESTION 530**

- (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 532**

- (Exam Topic 1)

Which practice has a purpose to support the quality of the service by handling all agreed user initiated service requests?

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

**Answer: D**

**NEW QUESTION 536**

- (Exam Topic 1)

What is defined as any component that needs to be managed in order to deliver an IT service?

- A. A service request
- B. An IT asset
- C. A configuration item (CI)
- D. An incident

**Answer: C**

**NEW QUESTION 539**

- (Exam Topic 1)

Which statement about emergency changes is CORRECT?

- A. The testing of emergency can be eliminated in order to implement the change quickly
- B. The assessment and authorization of emergency changes is expedited to ensure they can be implemented quickly
- C. Emergency changes should be authorized and implemented as service requests
- D. Emergency changes must be fully documented before authorization and implementation

**Answer: B**

**NEW QUESTION 541**

- (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 543**

- (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 547**

- (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 552**

- (Exam Topic 1)

Which guiding principle helps to ensure that better information is available for decision making?

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

**Answer: B**

**NEW QUESTION 554**

- (Exam Topic 1)

Which is NOT a component of the service value system?

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

**Answer: D**

**NEW QUESTION 558**

- (Exam Topic 1)

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

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

**Answer: C**

**NEW QUESTION 559**

- (Exam Topic 1)

Identify the missing word in the following sentence.

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

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

**Answer: D**

**NEW QUESTION 560**

- (Exam Topic 4)

Which organization delivers output or outcomes of a service?

- A. A service consumer delivers outcomes of the service
- B. A service provider delivers outcomes of the service
- C. A service consumer delivers outputs of the service
- D. A service provider delivers outputs of the service

**Answer: D**

**Explanation:**

An output is a tangible or intangible deliverable of an activity, while an outcome is a result for a stakeholder enabled by one or more outputs<sup>1</sup>. A service provider produces outputs that allow customers to achieve outcomes<sup>2</sup>. A service consumer utilizes the outputs and benefits from the outcome<sup>2</sup>s.

**NEW QUESTION 562**

- (Exam Topic 4)

Identify the missing word in the following sentence.

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of [?], and the relationships that support them, is available when and where it is needed.

- A. organizations
- B. outcomes
- C. IT assets
- D. services

**Answer: C**

**Explanation:**

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of IT assets, and the relationships that support them, is available when and where it is needed<sup>1</sup>. IT assets are any financially valuable components that can contribute to the delivery of

an IT product or service<sup>2</sup>. Configuration items are any component that needs to be managed in order to deliver an IT service<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL® 4 – A Pocket Guide, page 36; ITIL® 4 Practice Guide: Service Configuration Management, page 7.

#### NEW QUESTION 563

- (Exam Topic 4)

Which is a financially valuable component that can contribute to the delivery of a service?

- A. Configuration item
- B. Sponsor
- C. IT asset
- D. Service offering

**Answer: C**

#### Explanation:

IT asset is any financially valuable component that can contribute to the delivery of an IT product or service. The scope of IT asset management typically includes all software, hardware, networking, cloud services, and client devices

<https://wiki.process-symphony.com.au/framework/lifecycle/process/it-asset-management-itol-4/#:-:text=IT%20a>

#### NEW QUESTION 564

- (Exam Topic 4)

Which is the MOST important stakeholder group that a service provider needs to collaborate with?

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

**Answer: B**

#### Explanation:

The first important step is identifying and managing all the stakeholder groups that an organization deals with. The first and most obvious stakeholder group is the customers, as in service management the organization's main goal is to facilitate customer outcomes. Other examples of stakeholder collaboration include:

- Developers working with other internal teams
- Suppliers collaborating with the organization
- Relationship managers collaborating with service consumers
- Customers collaborating with each other
- Internal and external suppliers collaborating with each other

The contribution to improvement of each stakeholder group at each level should be understood, as should the most effective methods to engage with them.

Depending on the service and the relationship between the service provider and the service consumer, the expectations about the level and type of collaboration can vary significantly. It is important to involve stakeholders, and address their needs at all levels. Determining the type, method, and frequency of such messaging is one of the central activities related to communication.

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

#### NEW QUESTION 567

- (Exam Topic 4)

Which is recommended as part of the 'progress iteratively with feedback' guiding principle?

- A. Prohibit changes to plans after they have been finalized
- B. Analyse the whole situation in detail before taking any action
- C. Reduce the number of steps that produce tangible results
- D. Organize work into small manageable units

**Answer: D**

#### Explanation:

The 'progress iteratively with feedback' guiding principle encourages organizations to break down complex initiatives into smaller, simpler, and more manageable units of work<sup>1</sup>. This principle also recommends seeking and acting on feedback from stakeholders, avoiding big-bang approaches, and adapting plans based on new information<sup>2</sup>. However, this principle does not advise prohibiting changes to plans, analysing the whole situation in detail, or reducing the number of steps that produce tangible results, as these would be contrary to the iterative and adaptive nature of this principle<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 7; ITIL® 4 – A Pocket Guide, page 27; ITIL® 4 Practice Guide: Progress Iteratively with Feedback, page 9.

#### NEW QUESTION 570

- (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:

A SWOT (also known as SLOT) analysis is a powerful strategic planning tool used to evaluate the Strengths, Weaknesses/Limitations, Opportunities and Threats to a project or business

<http://steppingstonesforbusiness.co.uk/wp-content/uploads/2012/07/FS116-SWOT-Analysis-for-Continuous-Im>

#### NEW QUESTION 572

- (Exam Topic 4)

A good way to apply the ITIL guiding principle 'keep it simple and practical' is to:

- A. Communicate so that the audience will hear
- B. Re-use nothing from the current state
- C. Adopt a practice which is easy to follow
- D. Understand that fast does not mean incomplete

**Answer: C**

#### Explanation:

The ITIL guiding principle 'keep it simple and practical' advises organizations to use the minimum number of steps and resources needed to accomplish an objective<sup>1</sup>. A good way to apply this principle is to adopt a practice which is easy to follow, understand, and communicate<sup>2</sup>. This helps to avoid unnecessary complexity, bureaucracy, and duplication<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 7; ITIL® 4 – A Pocket Guide, page 25; ITIL® 4 Practice Guide: Keep It Simple and Practical, page 9.

#### NEW QUESTION 576

- (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 580

- (Exam Topic 4)

Which practice balance management of risk with maximizing throughput?

- A. Change enablement
- B. Continual improvement
- C. Incident management
- D. Problem management

**Answer: A**

#### Explanation:

The purpose of the change enablement practice is to maximize the number of successful IT changes by ensuring that risks have been properly assessed, authorizing changes to proceed, and managing the change schedule.

#### NEW QUESTION 581

- (Exam Topic 4)

Which practice would be MOST involved in assessing the risk to services when a supplier modifies the contract they offer to the organization?

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

**Answer: B**

#### Explanation:

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

#### NEW QUESTION 583

- (Exam Topic 4)

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

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

**Answer: D**

#### Explanation:

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

#### NEW QUESTION 584

- (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 efficiency 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 588**

- (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 590**

- (Exam Topic 4)

Identify the missing word in the following sentence. Sponsor is the role that authorizes budget for service [?]

- A. value
- B. consumption
- C. management
- D. provision

**Answer: B**

**Explanation:**

Sponsor: A person who authorizes budget for service consumption; e.g., the Finance Manager

<https://www.bmc.com/blogs/itil-key-concepts-service-management/#:~:text=Sponsor%3A%20A%20person%20>

**NEW QUESTION 591**

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