



**ITIL**

## **Exam Questions ITIL-4-Foundation**

ITIL 4 Foundation

#### NEW QUESTION 1

Which practices are typically involved in the implementation of a problem resolution?

- \* 1. Continual improvement
- \* 2. Service request management
- \* 3. Service level management
- \* 4. Change control

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

**Answer:** B

#### NEW QUESTION 2

Which dimension considers how knowledge assets should be protected?

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

**Answer:** C

#### NEW QUESTION 3

Which 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 4

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

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

**Answer:** D

#### NEW QUESTION 5

Why should service desk staff detect recurring issues?

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

**Answer:** A

#### NEW QUESTION 6

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

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

**Answer:** D

#### NEW QUESTION 7

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 8

Which describes a standard change?

- A. A high-risk change that needs very thorough assessment
- B. A change that is typically implemented as a service request
- C. A change that must be implemented as soon as possible
- D. A change that needs to be scheduled, assessed and authorized following a defined process

**Answer: B**

#### NEW QUESTION 9

What should be done to determine the appropriate metrics for measuring a new service?

- A. Measuring the performance over the first six months, and basing a solution on the results
- B. Asking customers to provide numerical targets that meet their needs
- C. Using operational data to provide detailed service reports
- D. Asking customers open questions to establish their requirements

**Answer: C**

#### NEW QUESTION 10

What should a release policy include?

- A. The process owner and process manager for each type of release
- B. The roles and responsibilities for incident and problem resolution
- C. The naming convention and expected frequency of each type of release
- D. The naming convention for all configuration items (CI) recorded in the configuration management system(CMS)

**Answer: C**

#### NEW QUESTION 10

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 15

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 19

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 20

Which of the following should IT service continuity strategy be based on?

- \* 1. Design of the service metrics
- \* 2. Business continuity strategy
- \* 3. Business impact analysis (BIA)
- \* 4. Risk assessment

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

**Answer: C**

#### NEW QUESTION 24

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

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

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

**Answer:** D

#### NEW QUESTION 26

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 28

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 30

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 35

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 36

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

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

**Answer:** D

#### NEW QUESTION 41

When should the effectiveness of a problem workaround be assessed?

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

**Answer:** A

#### NEW QUESTION 42

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 44

A customer is a person who defines the requirements for a service and takes responsibility for the [?] of service consumption.

- A. outputs
- B. outcomes
- C. costs
- D. risks

**Answer:** B

#### NEW QUESTION 48

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 50

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 52

Which statement about outcomes is CORRECT?

- A. Outcomes help service consumers achieve outputs
- B. Outcomes are one or more services that fulfil the needs of a service consumer
- C. Service providers help service consumers achieve outcomes
- D. Helping service consumers achieve outcomes reduces service provider costs

**Answer:** C

#### NEW QUESTION 56

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

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

**Answer:** C

#### NEW QUESTION 61

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 64

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 67**

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 71**

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 73**

When should a full risk assessment and authorization be carried out for a standard change?

- A. Each time the standard change is implemented
- B. When the procedure for the standard change is created
- C. At least once a year
- D. When an emergency change is requested

**Answer:** B

**NEW QUESTION 74**

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 79**

Which service transition process provides guidance about converting data into information?

- A. Change evaluation D18912E1457D5D1DDCBD40AB3BF70D5D
- B. Knowledge management
- C. Service validation and testing
- D. Service asset and configuration management

**Answer:** B

**NEW QUESTION 81**

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 82**

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

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

**Answer:** B

**NEW QUESTION 84**

Identify the missing words in the following sentence.

The purpose of the [?] is to ensure that the organization continually co-creates value with all stakeholders in line with the organization's objectives.

- A. 'focus on value' guiding principle
- B. service value system
- C. 'service request management' practice
- D. four dimensions of service management

**Answer:** B

#### NEW QUESTION 86

What is the CORRECT definition of service management?

- A. A set of specialized assets for transitioning services into the live operational environment
- B. A set of specialized organizational capabilities for delivering value to customers in the form of services
- C. The capability of supplier to deliver services to providers in exchange for money
- D. The capability of service providers to minimize their costs without reducing the value of the services

**Answer:** B

#### NEW QUESTION 87

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 88

Identify the missing word in the following sentence.

A change is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on [?].

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

**Answer:** D

#### NEW QUESTION 91

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

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

**Answer:** B

#### NEW QUESTION 93

How should automation be implemented?

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

**Answer:** C

#### NEW QUESTION 95

Which value chain activity ensures the availability of service components?

- A. Improve
- B. Deliver and support
- C. Engage
- D. Obtain/build

**Answer:** D

#### NEW QUESTION 98

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 101

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 106

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 108

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 113

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 116

What should be done first when applying the 'focus on value' guiding principle?

- A. Identify all suppliers and partners involved in the service
- B. Determine the cost of providing the service
- C. Identify the outcomes that the service facilitates
- D. Determine who the service consumer is in each situation

**Answer:** D

#### NEW QUESTION 121

Identify the missing word in the following sentence.

The use of [?] should support, not replace what is observed, when using the 'start where you are' guiding principle.

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

**Answer:** B

#### NEW QUESTION 125

Which describes a set of defined steps for implementing improvements?

- A. The 'improve' value chain activity
- B. The 'continual improvement register'
- C. The 'continual improvement model'
- D. The 'engage' value chain activity

**Answer:** C



#### NEW QUESTION 127

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 130

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 133

Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

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

**Answer:** A

#### Explanation:

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#### NEW QUESTION 136

Which is a supplier category?

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

**Answer:** D

#### NEW QUESTION 138

Which stakeholders co-create value in a service relationship?

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

**Answer:** C

#### NEW QUESTION 143

Which dimension includes a workflow management system?

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

**Answer:** A

#### NEW QUESTION 144

Which practice has a purpose that includes observing a service to report selected changes of state identified as events?

- A. Incident management
- B. Monitoring and event management
- C. Change control
- D. Information security management

**Answer:** D

#### NEW QUESTION 148

What is the reason for using a balanced bundle of service metrics?

- A. It reduces the number of metrics that need to be collected
- B. It reports each service element separately
- C. It provides an outcome-based view of services
- D. It facilitates the automatic collection of metrics

**Answer:** C

#### NEW QUESTION 149

Identify the missing word in the following sentence.

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

- A. suppliers
- B. assets
- C. customers
- D. CIs

**Answer:** D

#### NEW QUESTION 152

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

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

**Answer:** B

#### NEW QUESTION 157

What is NOT within the scope of service catalogue management?

- A. Contribution to the definition of services
- B. Interfaces between all services and supporting services
- C. Interfaces between the service catalogue and service portfolio
- D. Fulfilment of business service requests

**Answer:** D

#### NEW QUESTION 158

Which describes normal changes?

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

**Answer:** A

#### NEW QUESTION 160

Identify the missing word in the following sentence.

A known error is a problem that has been [?] and has not been resolved.

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

**Answer:** C

#### NEW QUESTION 161

Which is an important principle of communication in service operation?

- A. Information should always be communicated
- B. It has an intended purpose or a resultant action D18912E1457D5D1DDCBD40AB3BF70D5D
- C. Meetings are always the best method of communication
- D. It is stored in the configuration management system

**Answer:** B

#### NEW QUESTION 162

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