

ITIL-4-Foundation Dumps

ITIL 4 Foundation

<https://www.certleader.com/ITIL-4-Foundation-dumps.html>



NEW QUESTION 1

- (Exam Topic 4)

Which service value chain activity deals with the purchase of new products?

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

Answer: B

Explanation:

In ITIL, there are six activities in the service value chain which represent the steps an organization takes in the creation of value:

- > Plan
- > Engage
- > Design and Transition
- > Obtain/Build
- > Deliver and Support
- > Improve

<https://www.bmc.com/blogs/itil-service-value-chain/>

NEW QUESTION 2

- (Exam Topic 4)

Which role would be 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)

Which is the MOST LIKELY way of resolving major incidents?

- A. Users establishing a resolution using self-help
- B. The service desk identifying the cause and a resolution
- C. A temporary team working together to identify a resolution
- D. A support team following detailed procedures for investigating the incident

Answer: C

Explanation:

The incident management practice aims to minimize the negative impact of incidents by restoring normal service operation as quickly as possible¹. A major incident is an incident that has a significant impact or urgency for the business and requires a high level of coordination and resources to resolve². The most likely way of resolving major incidents is by forming a temporary team working together to identify a resolution, such as a major incident team or a swarming team³. The other statements are not true because:

- > Users establishing a resolution using self-help: Self-help is an option for users to resolve their own incidents with minimal or no assistance from the service provider, but it is not suitable for major incidents that require urgent and expert attention³.
- > The service desk identifying the cause and a resolution: The service desk is responsible for logging, categorizing, prioritizing, and escalating incidents, but it may not have the skills or authority to identify the cause and a resolution for major incidents that involve multiple teams or suppliers³.
- > A support team following detailed procedures for investigating the incident: A support team may follow detailed procedures for investigating the incident, but it may not be able to resolve major incidents that require cross-functional collaboration or escalation³. References: ITIL Foundation - ITIL 4 Edition, page 14; ITIL® 4 – A Pocket Guide, page 32; ITIL® 4 Practice Guide: Incident Management, page 8.

NEW QUESTION 4

- (Exam Topic 4)

Which of the four dimensions' focuses on roles responsibilities and systems of authority?

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

Answer: A

Explanation:

Organizations and people is one of the four dimensions of service management that influence the effectiveness and efficiency of service delivery¹. This dimension focuses on the roles, responsibilities, and systems of authority that are needed to deliver and support services². This dimension also covers the culture, skills, competencies, and collaboration of the people involved in service management³. References: ITIL Foundati - ITIL 4 Edition, page 8; ITIL® 4 – A Pocket Guide, page 19; ITIL® 4 Practice Guide: Organizational Chan Management, page 7.

NEW QUESTION 5

- (Exam Topic 4)

Which is an input to the service value system?

- A. The system of directing and controlling an organization
- B. A model to help meet stakeholders expectations
- C. Recommendations to help an organization in all aspects of its work
- D. A need from consumers for new or changes services

Answer: D

Explanation:

A set of interconnected activities that an organization performs to deliver a valuable product or service to its consumers and to facilitate value realization

<https://www.bmc.com/blogs/itil-service-value-system/#:~:text=The%20key%20inputs%20to%20the,or%20othe>

NEW QUESTION 6

- (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 7

- (Exam Topic 4)

What is MOST LIKELY to be handled as a service request?

- A. An emergency change to apply a security patch
- B. The implementation of a workaround
- C. Providing a virtual server for a development team
- D. Managing an interruption to a service

Answer: C

Explanation:

A service request is a formal request from a user for something to be provided. Service requests are typically less complex and are either approved or denied based on the budget, need, or urgency.

An emergency change to apply a security patch (A) is not a service request because it is an urgent change that needs to be made to address a security vulnerability. The implementation of a workaround (B) is not a service request because it is a temporary solution to a problem. Managing an interruption to a service (D) is not a service request because it is an incident that needs to be resolved.

Providing a virtual server for a development team (C) is a service request because it is a request for a new service that can be fulfilled by the IT department.

NEW QUESTION 8

- (Exam Topic 4)

What is 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 directly¹. Users are one of the key stakeholders in service

management². References: ITIL Foundation - ITIL 4 Edition, page 5; ITIL® 4 – A Pocket Guide, page 18.

NEW QUESTION 9

- (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-til-4/>

NEW QUESTION 10

- (Exam Topic 4)

Which step of the 'continual improvement model' defines measurable targets?

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

Answer: D

Explanation:

This is one of the most important questions for continual improvement. This question helps to define measurable targets for the IT service provider that will help to reach the vision of the company in the long-term. At this stage, we look at the identified key performance indicators from the previous step and determine what values we want to target for each of these indicators. This decision must be made with the business's vision in mind, but also with a sense of what is practically possible.

<https://blog.masterofproject.com/continual-improvement-model/>

NEW QUESTION 10

- (Exam Topic 4)

Which practice handles all pre-defined user-initiated service actions?

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

Answer: D

Explanation:

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 12

- (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

errors1. Workarounds are temporary solutions that reduce or eliminate the impact of an incident or problem for which a full resolution is not yet available2. Known errors are problems that have a documented root cause and a workaround3. References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL® 4 – A Pocket Guide, page 35; ITIL® 4 Practice Guide: Problem Management, page 7.

NEW QUESTION 16

- (Exam Topic 4)

Which is a description of service provision?

- A. A formal description of one or more services, designed to address the needs of a service consumer
- B. Activities that an organization performs to deliver services
- C. A way to help create value by facilitating outcomes that service consumers need
- D. Cooperation between two organizations to ensure that a service delivers value

Answer: B

Explanation:

The ITIL SVS describes how all the components and activities of the organization work together as a system to enable value creation.

The SVS is made up of specific inputs, elements, and outputs relevant to service management. The key input to the SVS are opportunity and demand. The output of the SVS is value delivered by products and services.

- Opportunity refers to options or possibilities to add value for stakeholders or otherwise improve the organization.
- Demand refers to need or desire for products and services among internal and external consumers. <https://www.bmc.com/blogs/itil-service-value-system/>

NEW QUESTION 20

- (Exam Topic 4)

Which TWO BEST describe the guiding principles?

- Short term
- Standards
- Recommendations
- Long-term

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

Answer: B

Explanation:

A guiding principle is a recommendation that provides universal and enduring guidance to an organization, which applies in all circumstances, regardless of changes in its goals, strategies, type of work, or management structure.

<https://www.bmc.com/blogs/itil-guiding-principles/#:~:text=A%20guiding%20principle%20is%20a,of%20work>

NEW QUESTION 25

- (Exam Topic 4)

Which is the definition of an IT asset?

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

Answer: A

Explanation:

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

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

NEW QUESTION 28

- (Exam Topic 4)

Why should a service level agreement include bundles of metrics?

- A. To ensure that the service levels have been agreed with customers
- B. To reduce the number of metrics that need to be measured and reported
- C. To ensure that all services are included in the service reports
- D. To help focus on business outcomes, rather than operational result.

Answer: D

Explanation:

Individual metrics without a specified service context are unhelpful. They should relate to defined outcomes and not simply operational metrics. This can be achieved with balanced bundles of metrics, such as customer satisfaction and key business outcomes.

[https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20\(SL](https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20(SL)

NEW QUESTION 33

- (Exam Topic 4)

What is the customer of a service responsible for?

- A. Authorizing the budget for the service
- B. Provisioning the service
- C. Defining the requirements for the service
- D. Using the service

Answer: C

Explanation:

Customer: A person who defines the requirements for a service and takes responsibility for the outcomes of service consumption;
<https://www.bmc.com/blogs/itil-key-concepts-service-management/>

NEW QUESTION 34

- (Exam Topic 4)

For which purpose would the continual improvement practice use a SWOT analysis?

- A. Understanding the current state
- B. Defining the future desired state
- C. Tracking and managing ideas
- D. Ensuring everyone actively participates

Answer: A

Explanation:

The second step is to conduct an objective current-state assessment of existing services and service management practices. This should include consideration of the users' perception of the value being received, along with a review of people's competencies and skills, the processes and procedures involved, the capabilities of the available technological solutions and the prevailing organizational culture. The success of an improvement initiative depends on a clear and accurate understanding of the starting point and the required impact of the initiative.

For example, an organization can measure the current net promoter score (NPS) from a customer satisfaction survey, conduct a benchmark survey against its competitors or review findings of operational statistics or audit reports to understand its current state. If this step is skipped, the current state will not be understood and there will not be an objective baseline measurement against which improvement can be measured.

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

NEW QUESTION 39

- (Exam Topic 4)

Which is a key requirement for successful service level agreements (SLAs)?

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

Answer: A

Explanation:

An SLA is defined as a documented agreement between a service provider and a customer that identifies both services required and the expected level of service. SLAs are used to measure the performance of services from the customer's point of view, and it is important that they are agreed in the wider business context.

Some of the key requirements for successful SLAs include:

- They must be related to a defined 'service' in the service catalogue. Individual metrics without a specified service context are unhelpful.
- They should relate to defined outcomes and not simply operational metrics. This can be achieved with balanced bundles of metrics, such as customer satisfaction and key business outcomes.
- They should reflect an 'agreement': an engagement and discussion between the service provider and the service consumer. It is important to involve all stakeholders, including partners, sponsors, users, and customers.
- They must be simply written and easy to understand and use for all parties. [https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20\(SL](https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20(SL)

NEW QUESTION 43

- (Exam Topic 4)

Which of the following is included in the purpose of the 'continual improvement' practice?

- A. The restoration of normal service operation as quickly as possible
- B. The establishment of links between the organization and its stakeholders at strategic and tactical levels
- C. The alignment of the organization's practices and services with changing business needs
- D. The reduction of the likelihood and impact of incidents

Answer: C

Explanation:

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

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

NEW QUESTION 47

- (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 possible¹. A complex or major incident is an incident that has a significant impact or urgency for the business and requires a high level of coordination and resources to resolve². This may require a temporary team to work together, such as a major incident team or a swarming team³. References: ITIL Foundation - ITIL 4 Edition, page 14; ITIL® 4 – A Pocket Guide, page 32; ITIL Practice Guide: Incident Management, page 8.

NEW QUESTION 50

- (Exam Topic 3)

What role would be MOST suitable for a new graduate with great levels of empathy and understanding of business issues? They also have good communication skills, high emotional intelligence, and a broad understanding of IT technology.

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

Answer: B

NEW QUESTION 52

- (Exam Topic 3)

Which practices is MOST associate with the use of empathy to understand users?

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

Answer: A

NEW QUESTION 54

- (Exam Topic 3)

Which Practice includes management of workarounds and known errors?

- A. Monitoring and event management
- B. Service configuration management
- C. Problem management
- D. Incident management

Answer: C

Explanation:

What is problem management?

The purpose of problem management is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors.

Problems are related to incidents, but it is important to differentiate them in the way they are managed:

- Incidents have an impact on users or business processes, and must be resolved so that normal business activity can take place.
- Problems are the causes of incidents therefore they require investigation and analysis to identify the causes, develop workarounds, and recommend longer-term resolution. This reduces the number and impact of future incidents.

NEW QUESTION 55

- (Exam Topic 3)

Which statement about service relationship management is CORRECT?

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

Answer: C

NEW QUESTION 56

- (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 61

- (Exam Topic 3)

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

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

Answer: A

NEW QUESTION 65

- (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 70

- (Exam Topic 3)

Identify the missing word in the following sentence.

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

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

Answer: C

Explanation:

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

NEW QUESTION 74

- (Exam Topic 3)

Which is the BEST example of a standard change?

- A. The review and authorization of a change requested by a customer
- B. The implementation of a critical software patch in response to a vendor security Issue
- C. The Installation of a software application in response to a service request
- D. The replacement of a component in response to a major incident

Answer: C

NEW QUESTION 75

- (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 76

- (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 79

- (Exam Topic 3)

Which statement about a service value stream is CORRECT?

- A. it uses inputs and outputs prescribed by ITIL

- B. It is a service value chain activity
- C. It integrates practices for a specific scenario
- D. It provides an operating model for service providers

Answer: C

NEW QUESTION 84

- (Exam Topic 3)

What is a definition of a problem?

- 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. An incident for which a full resolution is not yet available
- D. Any change of state that has significance for the management of a configuration item (CI)

Answer: B

Explanation:

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

NEW QUESTION 89

- (Exam Topic 3)

Which dimension of service management considers how activities are coordinated?

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

Answer: D

NEW QUESTION 94

- (Exam Topic 3)

Which is an activity of 'problem identification'?

- A. Analyzing information from software developers
- B. Establishing problem workarounds
- C. Analyzing the cause of problems
- D. Establishing potential permanent solutions

Answer: A

NEW QUESTION 95

- (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 100

- (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 101

- (Exam Topic 3)

Which practice has a strong influence on the user experience and perception of the service provider?

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

Answer: C

NEW QUESTION 104

- (Exam Topic 3)

What is the MOST important reason for prioritizing incidents?

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

Answer: B

NEW QUESTION 109

- (Exam Topic 3)

Which practice involves the management of vulnerabilities that were not identified before the service went live?

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

Answer: B

NEW QUESTION 111

- (Exam Topic 3)

In which situation will incident management USUALLY use a separate process?

- A. Where no target resolution time exists
- B. For low impact incidents
- C. Where the cause must be diagnosed
- D. For information security incidents

Answer: D

NEW QUESTION 116

- (Exam Topic 3)

What describes how components and activities work together to facilitate value creation?

- A. The ITIL service value system
- B. The ITIL guiding principles
- C. The four dimensions of service management
- D. A service relationship

Answer: A

NEW QUESTION 120

- (Exam Topic 3)

Which is part of the 'focus on value' guiding principle?

- A. Understanding what services help the service consumer
- B. Reducing the number of steps in the customer experience
- C. Assessing services to identify parts that can be reused
- D. Identifying activities that can be achieved in smaller iterations

Answer: A

NEW QUESTION 125

- (Exam Topic 3)

Which principle concentrates on service consumers?

- A. Start where you are
- B. Optimize and automate
- C. Keep it simple
- D. Focus on value

Answer: D

NEW QUESTION 127

- (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 128

- (Exam Topic 3)

Which ITIL concept helps an organization to make good decisions?

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

Answer: B

NEW QUESTION 133

- (Exam Topic 3)

Which of the four dimensions include, the knowledge bases needed to deliver and manage services?

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

Answer: B

Explanation:

This includes the information and technology needed to deliver services (servers, storage, networks, databases, etc.) as well as the information and technology needed to manage those services (ITSM tools, knowledge bases, configuration information, etc.).

<https://www.sysaid.com/blog/entry/everything-you-officially-need-to-know-about-til-4>

NEW QUESTION 134

- (Exam Topic 3)

Which value chain activity ensures a shared understanding of the current status and required direction for all products and services?

- A. Plan
- B. Improve
- C. Design and transition
- D. Deliver and support

Answer: A

NEW QUESTION 137

- (Exam Topic 3)

Which step of the continual improvement model includes baseline assessments?

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

Answer: D

NEW QUESTION 140

- (Exam Topic 3)

What role would be MOST suitable for someone with lots of experience working in IT and business roles? They also have experience of managing relationships with various stakeholders, including suppliers and business managers.

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

Answer: A

NEW QUESTION 143

- (Exam Topic 3)

Identify the missing words in the following sentence.

The 'incident management' practice should maintain [?] for logging and managing incidents.

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

Answer:

C

NEW QUESTION 144

- (Exam Topic 3)

Which dimension is MOST concerned with skills, competencies, roles and responsibilities?

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

Answer: D

Explanation:

Value streams and processes focus mainly on those areas which ensure integration and coordination of various actions and parts which contribute towards better value creation for the organization. This dimension is more concerned about the way the organization has organized the activities or processes and how it enables and ensures the value creation across all stakeholders.

<https://www.knowledgehut.com/tutorials/itil4-tutorial/itil-four-dimensions-it-service-management>

NEW QUESTION 148

- (Exam Topic 3)

Identify the missing word in the following sentence.

A customer define is the [?] for a service and takes responsibility for the outcomes of service consumption.

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

Answer: A

NEW QUESTION 150

- (Exam Topic 3)

Which should be handled by 'service request management'?

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

Answer: B

Explanation:

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

NEW QUESTION 152

- (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 154

- (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 155

- (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 157

- (Exam Topic 2)

Which practice establishes a channel between the service provider and its users?

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

Answer: D

Explanation:

Reference: <https://www.knowledgehut.com/tutorials/itil4-tutorial/itil-management-practices-processes>

NEW QUESTION 158

- (Exam Topic 2)

Which term describes the functionality offered by a service?

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

Answer: B

NEW QUESTION 162

- (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 163

- (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 164

- (Exam Topic 2)

How does categorization of incidents assist the 'incident management' practice?

- A. It determines the priority assigned to the incident
- B. It determines how the service provider is perceived
- C. It helps direct the incident to the correct support area
- D. It ensures that incidents are resolved in timescales agreed with the customer

Answer: C

NEW QUESTION 169

- (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 171

- (Exam Topic 2)

What does 'change enablement' PRIMARILY focus on?

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

Answer: B

NEW QUESTION 175

- (Exam Topic 2)

Which is a purpose of release management?

- A. To protect the organization's information
- B. To handle user-initiated service requests
- C. To make new and changed services available for use
- D. To move hardware and software to live environments

Answer: C

NEW QUESTION 176

- (Exam Topic 2)

Which approach is CORRECT when applying the guiding principle 'keep it simple and practical'?

- A. Only add controls and metrics when they are needed
- B. Design controls and metrics first, then remove those not adding value
- C. Design controls and metrics and add them individually until all are implemented
- D. Only add controls and metrics that are required for compliance

Answer: B

NEW QUESTION 181

- (Exam Topic 2)

Which practice needs people who understand complex systems and have creative and analytical skills?

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

Answer: D

NEW QUESTION 186

- (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 190

- (Exam Topic 2)

Which is a supplier category?

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

Answer: D

NEW QUESTION 193

- (Exam Topic 2)

How should an organization include third-party suppliers in the continual improvement of services?

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

Answer: A

NEW QUESTION 198

- (Exam Topic 2)

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 202

- (Exam Topic 2)

What does the 'service request management' practice depend on for maximum efficiency?

- A. Self-service tools
- B. Compliments and complaints
- C. Processes and procedures
- D. Incident management

Answer: C

NEW QUESTION 203

- (Exam Topic 2)

Which helps to manage an incident when it is unclear which support team should be working on the incident?

- A. Disaster recovery plans
- B. Swarming
- C. Target resolution times
- D. Self-help

Answer: B

Explanation:

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

NEW QUESTION 206

- (Exam Topic 2)

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

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

Answer: B

NEW QUESTION 211

- (Exam Topic 2)

What is the purpose of the 'incident management' practice?

- A. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible
- B. To capture demand for incident resolution and service requests
- C. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents
- D. To support the agreed service quality by effective handling of all agreed user-initiated service requests

Answer: A

NEW QUESTION 214

- (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 217

- (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 222

- (Exam Topic 2)

What is a definition of a service improvement plan (SIP)?

- A. A formal plan to implement improvements to a customer's business processes
- B. An input from availability management to service level management, detailing the service design plan
- C. A formal plan to implement improvements to a service or process
- D. An input from financial management for IT services to service level management, detailing the budget plan

Answer: C

Explanation:

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NEW QUESTION 223

- (Exam Topic 2)

Which is a key requirement for a successful service level agreement (SLA)?

- A. Using individual metrics that relate to the service catalogue
- B. Using bundled metrics to relate performance to outcomes
- C. Using single-system-based metrics that relate to outputs
- D. Using an agreement between the service provider and service supplier

Answer: B

NEW QUESTION 226

- (Exam Topic 2)

Which practice includes the use of approaches such as Lean, Agile and DevOps with the aim of facilitating a greater amount of change at a quicker rate?

- A. Service desk
- B. Monitoring and event management
- C. Service level management
- D. Continual improvement

Answer: C

NEW QUESTION 227

- (Exam Topic 2)

What is a change schedule used for?

- A. To help plan emergency changes
- B. To help authorize standard changes
- C. To help assign a change authority
- D. To help manage normal changes

Answer: D

NEW QUESTION 228

- (Exam Topic 2)

Which is the BEST example of an emergency change?

- A. The implementation of a planned new release of a software application
- B. A low-risk computer upgrade implemented as a service request
- C. The implementation of a security patch to a critical software application
- D. A scheduled major hardware and software implementation

Answer: C

NEW QUESTION 232

- (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 236

- (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 237

- (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 238

- (Exam Topic 2)

What is a problem?

- A. An addition or modification that could have an effect on services
- B. Any change of state that has significance for the management of a configuration item
- C. A cause or potential cause of one or more incidents
- D. An unplanned reduction in the quality of a service

Answer: C

NEW QUESTION 243

- (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 245

- (Exam Topic 2)

Which practice has a purpose that includes helping the organization to maximize value, control costs and manage risks?

- A. Relationship management
- B. IT asset management
- C. Release management
- D. Service desk

Answer: B

NEW QUESTION 247

- (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 249

- (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 251

- (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 254

- (Exam Topic 2)

Which helps to streamline the fulfilment of service requests?

- A. Understanding which service requests can be accomplished with limited approvals
- B. Creating new workflows for every service request
- C. Separating requests relating to service failures from the degradation of services
- D. Eliminating service requests which have complex workflows

Answer: A

Explanation:

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

NEW QUESTION 256

- (Exam Topic 2)

Which is handled as a service request?

- A. An investigation to identify the cause of an incident
- B. A compliment about an IT support team
- C. The failure of an IT service
- D. An emergency change to implement a security patch

Answer: C

NEW QUESTION 259

- (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 260

- (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 265

- (Exam Topic 2)

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

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

Answer: B

NEW QUESTION 270

- (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 275

- (Exam Topic 2)

What happens if a workaround becomes the permanent way of dealing with a problem that cannot be resolved cost-effectively?

- A. The problem record is deleted
- B. The problem remains in the known error status
- C. A change request is submitted to change control
- D. Problem management restores the service as soon as possible

Answer: B

NEW QUESTION 279

- (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 284

- (Exam Topic 2)

Which is an external input to the service value chain?

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

Answer: C

NEW QUESTION 288

- (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 290

- (Exam Topic 2)

What is a service?

- A. A possible event that could cause harm or loss, or make it more difficult to achieve objectives
- B. 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
- C. A tangible or intangible deliverable of an activity
- D. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation based on agreed and available service offerings

Answer: B

Explanation:

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

NEW QUESTION 294

- (Exam Topic 1)

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 298

- (Exam Topic 1)

Which practice updates information relating to symptoms and business impact?

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

Answer: D

NEW QUESTION 300

- (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 301

- (Exam Topic 1)

What should all 'continual improvement' decisions be based on?

- A. Accurate and carefully analysed data
- B. Details of how services are measured
- C. A recent maturity assessment
- D. An up-to-date balanced scorecard

Answer: A

NEW QUESTION 303

- (Exam Topic 1)

Which competencies are required by the 'service level management' practice?

- A. Problem investigation and resolution
- B. Incident analysis and prioritization
- C. Business analysis and commercial management
- D. Balanced scorecard reviews and maturity assessment

Answer: C

NEW QUESTION 306

- (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 311

- (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 313

- (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 316

- (Exam Topic 1)

What is described by the service value system?

- A. How to apply the systems approach of the guiding principle think and work holistically
- B. Services based on one or more products, designed to address needs of a target consumer group
- C. How all the components and activities of the organization work together as a system to enable value creation
- D. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation

Answer: C

NEW QUESTION 318

- (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 322

- (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 323

- (Exam Topic 1)

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 326

- (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 327

- (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 328

- (Exam Topic 1)

What is the purpose of the 'information security management' practice?

- A. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed

- B. To observe services and service components
- C. To protect the information needed by the organization to conduct its business
- D. To plan and manage the full lifecycle of all IT assets

Answer: C

NEW QUESTION 332

- (Exam Topic 1)

Which statement about a 'continual improvement register' is CORRECT?

- A. It should be managed at the senior level of the organization
- B. It should be used to capture user demand
- C. There should only be one for the whole organization
- D. It should be re-prioritized as ideas are documented

Answer: D

NEW QUESTION 336

- (Exam Topic 1)

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 340

- (Exam Topic 1)

Which is the purpose of the 'monitoring and event management' practice?

- A. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed
- B. To systematically observe services and service components, and record and report selected changes of state
- C. To protect the information needed by the organization to conduct its business
- D. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

Answer: B

NEW QUESTION 341

- (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 344

- (Exam Topic 1)

What are the ITIL guiding principles used for?

- A. To help an organization make good decisions
- B. To direct and control an organization
- C. To identify activities that an organization must perform in order to deliver a valuable service
- D. To ensure that an organization's performance continually meets stakeholders' expectations

Answer: A

NEW QUESTION 347

- (Exam Topic 1)

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

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

Answer: B

NEW QUESTION 348

- (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 352

- (Exam Topic 4)

Which is an example of a service request?

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

Answer: C

Explanation:

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

NEW QUESTION 356

- (Exam Topic 4)

Which practice performs reviews to ensure that services continue to meet the needs of the customers?

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

Answer: B

Explanation:

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.

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

NEW QUESTION 360

- (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 362

- (Exam Topic 4)

A user wants to know how to create a report so they come into contact with the service desk. Which practice is MOST likely to help with the solution of this issue?

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

Answer: C

Explanation:

The service request management practice supports the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner. A service request is a request from a user or a user's authorized representative that initiates a service action that has been agreed as a

normal part of service delivery². A user wanting to know how to create a report is an example of a service request that can be handled by the service request management practice³. The other statements are not true because:

- Incident management: The incident management practice restores normal service operation as quickly as possible after an interruption or reduction in quality of an IT service¹. A user wanting to know how to create a report is not an incident, as it does not affect the availability or performance of a service².
 - Service level management: The service level management practice sets clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets¹. This practice does not directly handle user requests, but it may define the service level agreements (SLAs) and service level objectives (SLOs) that apply to them².
 - Change enablement: The change enablement practice maximizes the number of successful service and product changes by ensuring that risks have been properly assessed, authorized, and managed within a schedule¹. A change is the addition, modification, or removal of anything that could have a direct or indirect effect on IT services². A user wanting to know how to create a report is not a change, as it does not alter the configuration or functionality of a service component².
- References: ITIL Foundation - IT 4 Edition, page 16; ITIL® 4 – A Pocket Guide, page 37; ITIL® 4 Practice Guide: Service Request Management, page 7.

NEW QUESTION 367

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