

# Exam Questions ITIL-4-Foundation

ITIL 4 Foundation

<https://www.2passeasy.com/dumps/ITIL-4-Foundation/>



### NEW QUESTION 1

- (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 2

- (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 possible<sup>1</sup>. 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 resolve<sup>2</sup>. 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 team<sup>3</sup>. 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 attention<sup>3</sup>.
- 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 suppliers<sup>3</sup>.
- 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 escalation<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 8.

### NEW QUESTION 3

- (Exam Topic 4)

When considering the type of relationship required with other organizations involved in the design and delivery of services, which dimension of service management are you utilizing?

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

**Answer:** C

#### Explanation:

Partners and suppliers are one of the four dimensions of service management that influence the effectiveness and efficiency of service delivery<sup>1</sup>. This dimension covers the relationships that an organization has with other organizations that are involved in the design, development, deployment, delivery, support, and improvement of services<sup>2</sup>. This dimension also includes the contracts, agreements, and policies that govern these relationships<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 8; ITIL® 4 – A Pocket Guide, page 19; ITIL® 4 Practice Guide: Partner and Supplier Management, page 7.

### NEW QUESTION 4

- (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 is 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%20CIs-,Configurati>

#### NEW QUESTION 5

- (Exam Topic 4)

Which value chain activity is concerned with the availability of service components?

- A. Design and transition
- B. Deliver and support
- C. Plan
- D. Obtain/build

**Answer: D**

#### Explanation:

The Obtain/Build activity is responsible for ensuring that all service components are available when and where needed, and that they meet the agreed specifications.

<https://www.beyond20.com/blog/what-is-the-til-4-service-value-chain/#:~:text=The%20Obtain%2FBuild%20a>

#### NEW QUESTION 6

- (Exam Topic 4)

Which practice has a purpose that includes the management of financially valuable components that can contribute to the delivery of an IT service?

- A. IT asset management
- B. Deployment management
- C. Continual management
- D. Monitoring and event management

**Answer: A**

#### Explanation:

An asset is defined as anything that is useful or valuable within a product or service. This value is generally determined financially: how much an asset costs versus how much it saves.

<https://www.bmc.com/blogs/it-asset-management/>

#### NEW QUESTION 7

- (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 8

- (Exam Topic 4)

What are the KEY stakeholder groups that service providers should cooperate with?

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

**Answer: B**

#### Explanation:

Customers are one of the key stakeholder groups that service providers should cooperate with. Customers are the persons who define the requirements for a service and take responsibility for the outcomes of service consumption<sup>1</sup>. Customers can be internal or external to the service provider's organization<sup>2</sup>.

Customers are essential for value co-creation, as they provide feedback, resources, and demand for services<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 5; ITIL® 4 – A Pocket Guide, page 18; [ITI 4 Practice Guide: Customer Relationship Management], page 7.

#### NEW QUESTION 9

- (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 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-til-4/>

**NEW QUESTION 10**

- (Exam Topic 4)

Which service value chain activity relates with buying new products?

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

**Answer:** B

**Explanation:**

Obtain/build is one of the six activities of the service value chain, which is a set of interconnected activities that an organization performs to deliver a valuable product or service to its consumers and to facilitate value realization<sup>1</sup>. Obtain/build activity relates with buying new products, as well as designing, developing, and testing new or changed service components<sup>2</sup>. This activity ensures that service components are available when and where they are needed and meet agreed specifications<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 10; ITIL® 4 – A Pocket Guide, page 21; ITIL® 4 Practice Guide: Service Value Chain, page 9.

**NEW QUESTION 13**

- (Exam Topic 4)

Which practice MOST requires staff who demonstrate skills such as empathy and emotional intelligence?

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

**Answer:** B

**Explanation:**

“Service desk

staff require training and competency across a number of broad technical and business areas. In

particular, they need to demonstrate excellent customer service skills such as empathy, incident analysis and prioritization, effective communication, and emotional intelligence.

[https://www.servicedeskstitute.com/the-case-for-til4-foundation-service-desk-analyst-training/#:~:text=%E2%](https://www.servicedeskstitute.com/the-case-for-til4-foundation-service-desk-analyst-training/#:~:text=%E2%80%9CService%20desk%20staff%20require%20training%20and%20competency%20across%20a%20number%20of%20broad%20technical%20and%20business%20areas%20In%20particular%20they%20need%20to%20demonstrate%20excellent%20customer%20service%20skills%20such%20as%20empathy%2C%20incident%20analysis%20and%20prioritization%2C%20effective%20communication%2C%20and%20emotional%20intelligence%20.%20References%3A%20ITIL%20Foundation%20-%20ITIL%204%20Edition%2C%20page%2010%3B%20ITIL%20%26%204%20-%20A%20Pocket%20Guide%2C%20page%2021%3B%20ITIL%20%26%204%20Practice%20Guide%3A%20Service%20Value%20Chain%2C%20page%209%2E)

**NEW QUESTION 16**

- (Exam Topic 4)

Which is the BEST type of resource for investigating complex incidents?

- A. Self-help systems
- B. Knowledgeable support staff
- C. Detailed work instructions
- D. Disaster recovery plans

**Answer:** B

**Explanation:**

More complex incidents will usually be escalated to a support team for resolution, or even suppliers and partners who offer support for products and services they provide.

**NEW QUESTION 19**

- (Exam Topic 4)

Which is an activity in the 'Problem control' phase of problem management?

- A. Re-assessing a known error to manage the ongoing impact.
- B. Reviewing incident records to identify trends
- C. Implementing a technical fix to resolve an issue
- D. Documenting the steps in workaround

**Answer:** D

**Explanation:**

Problem Control. Problem control activities include problem analysis and documenting workarounds and known errors.

Just like incidents, problems will be prioritized based on the risk they pose in terms of probability and impact to services. Focus should be given to problems that have highest risk to services and service management.

<https://www.bmc.com/blogs/itil-problem-management/#:~:text=2.,probability%20and%20impact%20to%20serv>

**NEW QUESTION 22**

- (Exam Topic 4)

Which of the four dimensions focuses on managing data in compliance with industry regulations?

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

**Answer:** D

**Explanation:**

ITIL® has defined four dimensions that collectively are critical to the effective and efficient delivery of value to customers and other stakeholders in the form of products and services. These dimensions are:

- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes

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

**NEW QUESTION 23**

- (Exam Topic 4)

Which is a description of service provision?

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

**Answer:** B

**Explanation:**

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

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

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

**NEW QUESTION 25**

- (Exam Topic 4)

Which BEST 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 30**

- (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-til-4/#:~:text=IT%20a>

**NEW QUESTION 34**

- (Exam Topic 4)

Which describes an unresolved problem which has been already analysed?

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

**Answer:** C

**Explanation:**

A known error is a problem that has been analysed but not resolved<sup>1</sup>. This means that the root cause of the problem has been identified, but a permanent solution has not been implemented yet<sup>2</sup>. A known error can be recorded in a known error database (KEDB) and linked to related incidents and problems<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL® 4 – A Pocket Guide, page 35; ITIL® 4 Practice Guide: Problem Management, page 8.

**NEW QUESTION 38**

- (Exam Topic 4)

How is a continual improvement register used?

- A. To record requests for provision of a resource or service
- B. To provide a structured approach to implementing improvements
- C. To organize past, present, and future improvement ideas
- D. To authorize changes to implement improvement initiatives

**Answer:** B

**Explanation:**

The ITIL continual improvement model, which provides organizations with a structured approach to implementing improvements

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

**NEW QUESTION 41**

- (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 42**

- (Exam Topic 4)

Which practice ensures that a variety of access channels are available for users to report issues?

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

**Answer:** A

**Explanation:**

Service desks provide a variety of channels for access including:

- Phone calls, which can include specialized technology, such as interactive voice response (IVR), conference calls, voice recognition, and others.
- Service portals and mobile applications, supported by service and request catalogues, and knowledge bases.
- Chat, through live chat and chatbots.
- Email for logging and updating, and for follow-up surveys and confirmations.
- Walk-in service desk (which are becoming more prevalent in some sectors, such as higher education, where there are high peaks of activity that demand physical presence).,
- Text and social media messaging, which are useful for notifications in case of major incidents and for contacting specific stakeholder groups, but can also be used to allow users to request support.

➤ Public and corporate social media and discussion forums for contacting the service provider and for peer-to-peer support.  
<https://www.bmc.com/blogs/itil-service-desk/>

#### NEW QUESTION 47

- (Exam Topic 4)

Which practice has a purpose that involves creating closer, more collaborative relationships?

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

**Answer:** A

#### Explanation:

The purpose of the supplier management practice is to ensure that the organization's suppliers and their performances are managed appropriately to support the seamless provision of quality products and services<sup>1</sup>. This practice involves creating closer, more collaborative relationships with key suppliers to improve efficiency, effectiveness, and innovation<sup>2</sup>. References: ITIL Foundation - ITIL 4 Edition, page 16; ITIL® 4 – A Pocket Guide, page 38.

#### NEW QUESTION 49

- (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 ununsisleni 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 53

- (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 57

- (Exam Topic 4)

Staff in an IT organization are very busy, mostly carrying out tasks that add little or no value to the organization or its customers. Which guiding principle recommends that the unnecessary work should be eliminated?

- A. Keep it simple and practical
- B. Think and work holistically
- C. Start where you are
- D. Progress iteratively with feedback

**Answer:** A

#### Explanation:

<https://assyst.ifs.com/blog/the-7-guiding-principles-of-itil-4-0> Don't over-engineer solutions. Think about what you can do now.

Like focus on value, this principle is heavily focused on the prevention of waste. Waste correlates with complexity. Higher complexity means there are more opportunities for waste to creep into a system.

Focus on delivering the desired outcome, not building the most elegant and elaborate solution. Use the minimum number of steps to deliver that outcome, ensuring

you are not over-processing (delivering quality above and beyond what is required).

#### NEW QUESTION 61

- (Exam Topic 4)

Which practice guarantees that users have a range of access channels to choose from to report problems?

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

**Answer:** A

#### Explanation:

The service desk practice provides a single point of contact for users and customers to report issues, make requests, or seek guidance<sup>1</sup>. This practice guarantees that users have a range of access channels to choose from to report problems, such as phone, email, web portal, chatbot, or self-service<sup>2</sup>. This helps to improve user satisfaction, reduce frustration, and increase efficiency<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 14; ITIL® 4 – A Pocket Guide, page 32; ITIL® 4 Practice Guide: Service Desk, page 7.

#### NEW QUESTION 62

- (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 64

- (Exam Topic 4)

Identify the missing word in the following sentence.

An organization which is undertaking an improvement initiative should [?] the existing methods and services when building for the future.

- A. Consider
- B. Discard
- C. Re-use
- D. Improve

**Answer:** A

#### NEW QUESTION 69

- (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 70

- (Exam Topic 4)

Which practice has a purpose that includes managing authentication and non-repudiation?

- A. Information security management
- B. IT Asset Management
- C. Change enablement
- D. Service Configuration management

**Answer:** A

#### Explanation:

Nonrepudiation provides an assurance that the sender of data is provided with proof of delivery and the recipient is provided with proof of the sender's identity, so neither can later deny having processed the data. Further, this concept can apply to any activity, not just the sending and receiving of data; in a more general sense, it is a mechanism to prove that an activity was performed and by whom. Nonrepudiation is typically comprised of authentication, auditing/logging, and cryptography services.

<https://www.sciencedirect.com/topics/computer-science/nonrepudiation>



#### NEW QUESTION 75

- (Exam Topic 4)

Which of the following is a necessity to a successful service level agreement (SLAs)?

- A. The language and terms used in the SLA should be commonly understood by all parties
- B. Base the SLA on system-based metrics that are useful to the service provider
- C. In order to promote consistent service, they should be carried forward, unchanged, from one year to the next
- D. Vague targets, such as those related to user experience should be avoided

**Answer:** A

#### Explanation:

A service level agreement (SLA) is a documented agreement between a service provider and a customer that identifies both services required and the expected level of service<sup>1</sup>. A necessity to a successful SLA is that the language and terms used in the SLA should be commonly understood by all parties, to avoid ambiguity, confusion, and disputes<sup>2</sup>. The other statements are not true because:

- Base the SLA on system-based metrics that are useful to the service provider: The SLA should be based on customer-based metrics that are meaningful to the customer and reflect the value of the service<sup>2</sup>.
- In order to promote consistent service, they should be carried forward, unchanged, from one year to the next: The SLA should be reviewed and updated regularly to reflect changing business needs, customer expectations, and service performance<sup>2</sup>.
- Vague targets, such as those related to user experience should be avoided: The SLA should include both quantitative and qualitative targets, such as those related to user experience, satisfaction, and perception, as well as availability, reliability, and security<sup>2</sup>. References: ITIL Foundation - ITIL 4 Edition, page 16; ITIL® 4 – A Pocket Guide, page 37; ITIL® 4 Practice Guide: Service Level Management, page 8.

#### NEW QUESTION 76

- (Exam Topic 4)

Which is the FIRST thing to consider when focusing on value?

- A. Identifying the service customer who will receive value
- B. Defining customer experience and user experience
- C. Understanding what is valuable to the service consumer
- D. Ensuring value is co-created by improvement initiatives.

**Answer:** A

#### Explanation:

When focusing on value, the first step is to know who are the customers and key stakeholders being served. Next, it is important to have an understanding of what constitutes value from the consumer's perspective.

<https://www.bmc.com/blogs/itil-guiding-principles/#:~:text=When%20focusing%20on%20value%2C%20the,va>

#### NEW QUESTION 79

- (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 80

- (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 85

- (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 89

- (Exam Topic 3)

Which dimension of service management includes consideration of the type of relationship required with other organizations involved in the design and delivery of

services?

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

**Answer:** C

**Explanation:**

This dimension encompasses an organization's relationships with other organizations that are involved in the design, development, deployment, delivery, support and/or continual improvement of services. This dimension also incorporates contracts and other agreements between the organization and its partners or suppliers2.

**NEW QUESTION 93**

- (Exam Topic 3)

Which TWO types of competence are MOST important for service desk staff?

- \* 1. Knowledge of business processes
- \* 2. Collaboration skills
- \* 3. Advanced technical knowledge
- \* 4. Workflow design skills

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

**Answer:** A

**NEW QUESTION 96**

- (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 97**

- (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 102**

- (Exam Topic 3)

Which guiding principle says that services and processes should NOT provide a solution for every exception?

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

**Answer:** A

**NEW QUESTION 104**

- (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 105**

- (Exam Topic 3)

Which BEST describes the purpose of the 'improve' value chain activity?

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

**Answer:** D

**Explanation:**

"The purpose of the improve value chain activity is to ensure continual improvement of products, services, and practices across all value chain activities and the four dimensions of service management."

[https://www.symphonysummit.com/products/defining-industry-terms-itsm-til-til4/#:~:text=Improve%20%E2%](https://www.symphonysummit.com/products/defining-industry-terms-itsm-til-til4/#:~:text=Improve%20%E2%80%A2)

**NEW QUESTION 107**

- (Exam Topic 3)

Which activity is part of the 'continual improvement practice'?

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

**Answer:** C

**NEW QUESTION 111**

- (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 114**

- (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 115**

- (Exam Topic 3)

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

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

**Answer:** C

**NEW QUESTION 120**

- (Exam Topic 3)

Which type of change is MOST LIKELY to be initiated as part of the 'service request management' practice?

- A. A normal change
- B. An emergency change

- C. A standard change
- D. A change model

**Answer:** C

#### NEW QUESTION 123

- (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 holisocally
- D. Optimize and automate

**Answer:** D

#### NEW QUESTION 127

- (Exam Topic 3)

Which practice provides a communications point for users to report operational issues, queries and requests?

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

**Answer:** C

#### Explanation:

The purpose of the service desk practice is to capture demand for incident resolution and service requests. It should also be the entry point and single point of contact for the service provider with all of its users. It provides a clear path for users to report issues, queries, and requests, and have them acknowledged, classified, owned, and actioned.

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

#### NEW QUESTION 128

- (Exam Topic 3)

Which is a use of a change schedule?

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

**Answer:** B

#### NEW QUESTION 131

- (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 135

- (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 137

- (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 138

- (Exam Topic 3)

What is the MAIN benefit of 'problem management'?

- A. Restoring normal service as quickly as possible
- B. Reducing the number and impact of incidents
- C. Maximizing the number of successful changes
- D. Managing workarounds and known errors

**Answer:** D

#### NEW QUESTION 139

- (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 charge type and model
- D. The change authority will ensure changes are authorized after they are deployed

**Answer:** C

#### NEW QUESTION 141

- (Exam Topic 3)

Which statement about problems is CORRECT?

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

**Answer:** D

#### Explanation:

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

#### NEW QUESTION 146

- (Exam Topic 3)

When is the earliest that a workaround can be documented in 'problem management'?

- A. After the problem has been logged
- B. After the problem has been prioritized
- C. After the problem has been analyzed
- D. After the problem has been resolved

**Answer:** C

#### NEW QUESTION 150

- (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 152

- (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 153

- (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 157

- (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 160

- (Exam Topic 3)

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

- A. Asking questions that appear to be stupid
- B. Identifying what is available to be leveraged
- C. Building something completely new
- D. Collecting data directly from the source

**Answer:** C

#### NEW QUESTION 161

- (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 164

- (Exam Topic 3)

Which practice is responsible for moving new or changed components to live or other environments?

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

**Answer:** B

#### Explanation:

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

#### NEW QUESTION 167

- (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 171

- (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 175

- (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-til-new-operating-model-til-4.aspx>

#### NEW QUESTION 180

- (Exam Topic 3)

Which is a use of the change schedule?

- A. Assigning resources to changes
- B. Deciding the approval authority for changes
- C. Automating the change process
- D. Creating change models

**Answer:** A

#### Explanation:

Reference: <https://www.bmc.com/blogs/til-change-enablement/>

#### NEW QUESTION 181

- (Exam Topic 3)

Which service request management decisions require that policies are established'?

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

**Answer:** C

#### NEW QUESTION 183

- (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 184

- (Exam Topic 3)

Which practice requires skills and competencies related to business analysis, supplier management and relationship management?

- A. Monitoring and event management
- B. Incident management
- C. Service level management
- D. IT asset management

**Answer:** C

#### Explanation:

Reference: <https://advisera.com/20000academy/blog/2019/06/17/sfia-and-til-a-winning-combination-for-it- businesses/>

#### NEW QUESTION 189

- (Exam Topic 3)

What should be considered as part of the 'partners and suppliers' dimension?

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

**Answer:** A

#### NEW QUESTION 194

- (Exam Topic 3)

Which practice recommends the use of event-based surveys to gather feedback from customers?

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

**Answer:** A

#### NEW QUESTION 196

- (Exam Topic 3)

Which practice has a purpose that deludes maximizing the number of successful additions modifications, or removals of anything that could have an effect on a service?

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

**Answer:** D

#### NEW QUESTION 197

- (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 202

- (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 204

- (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 property assessed
- C. Record and report selected changes of state
- D. Plan and manage the full lifecycle of all IT assets

**Answer:** B

#### NEW QUESTION 207

- (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 211

- (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-itol-4-practical-advice-to-help-you-make-decisions>

#### NEW QUESTION 214

- (Exam Topic 3)

Which statement about standard changes is CORRECT?

- A. A full assessment should be completed each time the change is implemented
- B. The change can be implemented with less testing if necessary
- C. The appropriate change authority should be assigned to each type of change
- D. The change does not require additional authorization

**Answer:** D

#### NEW QUESTION 219

- (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 223

- (Exam Topic 3)

Which is an activity of the 'incident management' practice?

- A. Assessing and prioritizing improvement opportunities
- B. Performing service reviews with customers
- C. Providing good-quality updates when expected
- D. Automating service requests to the greatest degree possible

**Answer:** A

#### NEW QUESTION 224

- (Exam Topic 3)

What term is used to describe whether a service will meet availability, capacity and security requirements?

- A. Outcomes
- B. Value
- C. Utility
- D. Warranty

**Answer:** D

#### NEW QUESTION 225

- (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 230

- (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 232**

- (Exam Topic 3)

Which is an activity of the 'problem management' practice?

- A. Restoration of normal service operation as quickly as possible
- B. Prioritization of problems based on the risk that they pose
- C. Authorization of changes to resolve the cause of problems.
- D. Resolution of incidents in a time that meet customer expectations

**Answer:** B

**NEW QUESTION 237**

- (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 240**

- (Exam Topic 3)

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

**NEW QUESTION 242**

- (Exam Topic 3)

What is defined as a change of state that has significance for the management of an IT service?

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

**Answer:** A

**NEW QUESTION 247**

- (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 248**

- (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 252**

- (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 257

- (Exam Topic 3)

Which statement about outcome is CORRECT?

- A. Outcomes rely on outputs to deliver results for a stakeholder
- B. Outcomes use activities to produce tangible or intangible deliverables
- C. Outcomes give service consumers assurance of products or services
- D. Outcomes help a service consumer to assess the cost of a specific activity

**Answer:** A

#### NEW QUESTION 262

- (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 267

- (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 268

- (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 270

- (Exam Topic 3)

Which practice nurtures links with stakeholders at strategic and tactical levels'?

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

**Answer:** B

#### NEW QUESTION 275

- (Exam Topic 3)

Which guiding principle leads to a faster response to customer needs by timeboxing activities and learning from the outputs of previous activities?

- A. Focus on value
- B. Progress iteratively with feedback
- C. Collaborate and promote visibility
- D. Optimize and automate

**Answer:** B

#### NEW QUESTION 277

- (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 281

- (Exam Topic 3)

Which is an example are problem control activity?

- A. Reviewing incident records to identify trends
- B. Implementing a technical fix to resolve an issue
- C. Re-assessing a known error to understand the ongoing impact
- D. Documenting the steps in a workaround

**Answer:** D

#### NEW QUESTION 283

- (Exam Topic 3)

A user contacts the service desk to ask how they can create a report. Which practice is MOST LIKELY to contribute to resolving this issue?

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

**Answer:** C

#### NEW QUESTION 286

- (Exam Topic 3)

Which dimension considers the application of artificial intelligence to service management?

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

**Answer:** B

#### NEW QUESTION 289

- (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 292

- (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 297

- (Exam Topic 3)

Which costs are included in the value proposition of a service?

- A. Additional expense that the service consumer has because they are using the service

- B. Money that the service consumer no longer needs to spend because they are using the service
- C. Tangible or intangible results for the service consumer because they are using the service
- D. The benefits, usefulness
- E. and importance of the service that are perceived by the service consumer

**Answer:** D

#### NEW QUESTION 299

- (Exam Topic 3)

Which is a use of a continual improvement register?

- A. Planning changes, assisting in communication, avoiding conflicts, and assigning resources
- B. Selecting the right method, model or technique for identifying improvements
- C. Tracking and managing improvement ideas from identification through to final action
- D. Describing the services designed to meet the needs of a consumer group

**Answer:** C

#### NEW QUESTION 302

- (Exam Topic 3)

Which activity is part of the 'continual improvement' practice?

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

**Answer:** A

#### NEW QUESTION 306

- (Exam Topic 3)

Which practice is most likely to benefit from the use of chatbots?

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

**Answer:** D

#### NEW QUESTION 307

- (Exam Topic 3)

Which statement about the service value chain is CORRECT?

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

**Answer:** B

#### NEW QUESTION 310

- (Exam Topic 3)

Which guiding principle considers how the steps of a process can be performed as efficiently as possible?

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

**Answer:** D

#### Explanation:

Reference: <https://www.sysaid.com/blog/entry/the-7-guiding-principles-of-iti4-practical-advice-to-help-you-make-decisions>

#### NEW QUESTION 315

- (Exam Topic 3)

Which dimension of service management considers the workflows and controls needed to deliver services?

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

**Answer:** D

**Explanation:**

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

**NEW QUESTION 319**

- (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 322**

- (Exam Topic 3)

Identify the missing words in the following sentence.

When an organization has decided to improve a service, it should start by considering [?].

- A. existing information
- B. new methods
- C. additional measurements
- D. revised processes

**Answer: A**

**NEW QUESTION 324**

- (Exam Topic 3)

Which practice has a purpose that includes managing risks to confidentiality, integrity and availability?

- A. Information security management
- B. Change enablement
- C. Problem management
- D. Service configuration management

**Answer: A**

**NEW QUESTION 329**

- (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 334**

- (Exam Topic 3)

Identify the missing word in the following sentence.

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

- A. problem
- B. risk
- C. change
- D. configuration item

**Answer: C**

**NEW QUESTION 338**

- (Exam Topic 3)

Which statement about service requests is CORRECT?

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

**Answer: D**

#### NEW QUESTION 341

- (Exam Topic 3)

Which practice ensures that any addition, modification, or removal of anything that could have an effect on services is assessed and authorized?

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

**Answer:** C

#### NEW QUESTION 343

- (Exam Topic 3)

Which of the following is the MOST important 'or effective incident management?

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

**Answer:** A

#### NEW QUESTION 347

- (Exam Topic 3)

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

- A. To protect the information needed by the organization to conduct its business
- B. To make new and changed services and features available for use
- C. To move new or changed components to live environments
- D. To plan and manage the full lifecycle of all IT assets.

**Answer:** C

#### NEW QUESTION 352

- (Exam Topic 2)

Which practice would help a user gain access to an application that they need to use?

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

**Answer:** B

#### NEW QUESTION 357

- (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 358

- (Exam Topic 2)

Which term describes the functionality offered by a service?

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

**Answer:** B

#### NEW QUESTION 359

- (Exam Topic 3)

Which statement about managing incidents is CORRECT?

- A. Low impact incidents should be resolved efficiently, making logging unnecessary
- B. The 'incident management' practice should use a single process regardless of the impact of the incident



- C. Low impact incidents should be resolved efficiently so the resource required is reduced
- D. Incidents with the lowest impact should be resolved first

**Answer:** C

#### NEW QUESTION 360

- (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 364

- (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 365

- (Exam Topic 2)

What is a change schedule PRIMARILY used for?

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

**Answer:** D

#### NEW QUESTION 370

- (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 373

- (Exam Topic 2)

What is defined as an unplanned interruption or reduction in the quality of a service?

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

**Answer:** A

#### NEW QUESTION 378

- (Exam Topic 2)

Which statement about known errors and problems is CORRECT?

- A. Known error is the status assigned to a problem after it has been analysed
- B. A known error is the cause of one or more problems
- C. Known errors cause vulnerabilities, problems cause incidents
- D. Known errors are managed by technical staff, problems are managed by service management staff

**Answer:** A

#### NEW QUESTION 380

- (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 385**

- (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 388**

- (Exam Topic 2)

Which practice makes new services available for use?

- A. Change enablement
- B. Release management
- C. Deployment management
- D. IT asset management

**Answer:** B

**NEW QUESTION 389**

- (Exam Topic 2)

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

- A. Problem management
- B. Incident management
- C. Deployment management
- D. Supplier management

**Answer:** B

**NEW QUESTION 390**

- (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 394**

- (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 398**

- (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 399**

- (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 402

- (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 406

- (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 411

- (Exam Topic 2)

Which practice recommends using tools for collaboration and the automated matching of symptoms?

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

**Answer:** C

#### NEW QUESTION 412

- (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 415

- (Exam Topic 2)

Which statement about the known error database (KEDB) is CORRECT?

- A. It is maintained by the service desk and updated with the details of each new incident
- B. It is a part of the configuration management database (CMDB) and contains workarounds
- C. It is maintained by problem management and is used by the service desk to help resolve incidents
- D. It is maintained by incident management and contains solutions to be implemented by problem management

**Answer:** C

#### NEW QUESTION 416

- (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 419

- (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 423

- (Exam Topic 2)

Which dimension includes the knowledge needed for the management of services?

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

**Answer:** A

#### NEW QUESTION 428

- (Exam Topic 2)

Which statement about metrics is CORRECT?

- A. Process metrics can be used to measure end-to-end service performance
- B. Technology metrics can be used to measure component performance and availability
- C. Process metrics can be used to measure the utilization of a supplier's network
- D. Technology metrics can be used to determine the overall health of a process

**Answer:** B

#### NEW QUESTION 432

- (Exam Topic 2)

What is required by all service desk staff?

- A. Excellent technical knowledge
- B. Root cause analysis skills
- C. Demonstration of emotional intelligence
- D. Knowledge of telephony technology

**Answer:** C

#### NEW QUESTION 435

- (Exam Topic 2)

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 439

- (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 443

- (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 444

- (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 449

- (Exam Topic 2)

Which guiding principle considers the importance of customer loyalty?

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

**Answer:** B

#### NEW QUESTION 453

- (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 457

- (Exam Topic 2)

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

- A. Standard changes are those that need to be scheduled, assessed and authorized following a standard process
- B. Normal changes are triggered by the creation of a change request which can be created manually or automated
- C. Assessment and authorization of normal changes should be expedited to ensure they can be implemented quickly
- D. There should be a separate change authority for standard changes which includes senior managers who understand the risks involved

**Answer:** B

#### NEW QUESTION 459

- (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 463

- (Exam Topic 2)

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 466**

- (Exam Topic 2)

Which are phases of the release and deployment process?

- \* 1. Release build and test
- \* 2. Review and close
- \* 3. Categorize and record
- \* 4. Change authorization and schedule

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

**Answer:** A

**NEW QUESTION 468**

- (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 471**

- (Exam Topic 2)

Which practice has a purpose that includes maximizing success by ensuring that risks have been properly assessed?

- A. Relationship management
- B. Change control
- C. Release management
- D. Monitoring and event management

**Answer:** B

**Explanation:**

Reference: <https://www.symphonysummit.com/products/what-is-it-service-management-itsm/>

**NEW QUESTION 476**

- (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 479**

- (Exam Topic 2)

Which statement about the 'service desk1 practice is CORRECT?

- A. It provides a link with stakeholders at strategic and tactical levels
- B. It carries out change assessment and authorization
- C. It investigates the cause of incidents
- D. It needs a practical understanding of the business processes

**Answer:** D

**NEW QUESTION 483**

- (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 486

- (Exam Topic 2)

Which function is responsible for the management of a data centre?

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

**Answer:** D

**Explanation:**

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#### NEW QUESTION 490

- (Exam Topic 2)

Which role approves the cost of services?

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

**Answer:** C

#### NEW QUESTION 495

- (Exam Topic 2)

Which are elements of the service value system?

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

**Answer:** B

#### NEW QUESTION 500

- (Exam Topic 2)

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 504

- (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 506

- (Exam Topic 2)

Which statement about IT service management is CORRECT? D18912E1457D5D1DDCBD40AB3BF70D5D

- A. It is performed by customers using a mix of IT systems, services and processes
- B. It is performed by IT service providers using a mix of suppliers and their products
- C. It is performed by the service desk using a mix of people, process and technology
- D. It is performed by IT service providers using a mix of people, process and technology

**Answer:** D

#### NEW QUESTION 507

- (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 509

- (Exam Topic 2)

How does customer engagement contribute to the 'service level management' practice?

- \* 1. It captures information that metrics can be based on
- \* 2. It ensures the organization meets defined service levels
- \* 3. It defines the workflows for service requests
- \* 4. It supports progress discussions

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

**Answer:** A

#### NEW QUESTION 513

- (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 517

- (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 521

- (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 523

- (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 526

- (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 529

- (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 534

- (Exam Topic 2)

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 539

- (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 540

- (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 542

- (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 543

- (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 546

- (Exam Topic 2)

Which term relates to service levels aligned with the needs of service consumers?

- A. Service management
- B. Warranty
- C. Cost
- D. Utility

**Answer:** B

#### NEW QUESTION 549

- (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 552

- (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 556

- (Exam Topic 2)

What is a set of specialized organizational capabilities for enabling value for customers in the form of services?

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

**Answer:** C

#### NEW QUESTION 561

- (Exam Topic 2)

An SLA is a service level agreement.

Which describes the 'watermelon SLA' effect?

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

**Answer:** B

#### Explanation:

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

#### NEW QUESTION 564

- (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 569

- (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 570

- (Exam Topic 2)

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 571

- (Exam Topic 2)

Which of the following is an example of workaround?

- A. A defective network switch is replaced with a new one
- B. An email server is restored after an incident is reported
- C. Server memory is increased when the server is unresponsive
- D. A server is restarted to resolve an incident

**Answer:** D

#### NEW QUESTION 573

- (Exam Topic 2)

Which is the correct combination of items that makes up an IT service?

- A. Customers, providers and documents
- B. Information technology, people and processes
- C. Information technology, networks and people
- D. People, processes and customers

**Answer:** B

#### NEW QUESTION 574

- (Exam Topic 2)

Which is an important principle of communication in service operation?

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

**Answer:** B

#### NEW QUESTION 578

- (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 579

- (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 581

- (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 586

- (Exam Topic 2)

Which is intended to help an organization adopt and adapt ITIL guidance?

- A. The four dimensions of service
- B. Practices
- C. The service value chain
- D. The guiding principles

**Answer:** D

#### NEW QUESTION 589

- (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 593

- (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 598

- (Exam Topic 2)

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

- A. Change evaluation D18912E1457D5D1DDCB40AB3BF70D5D
- B. Knowledge management
- C. Service validation and testing
- D. Service asset and configuration management

**Answer:** B

#### NEW QUESTION 599

- (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 601

- (Exam Topic 2)

Which will NOT be handled as a service request?

- A. The degradation of a service
- B. The replacement of a toner cartridge
- C. The provision of a laptop
- D. A complaint about a support team

**Answer:** A

#### NEW QUESTION 605

- (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 608

- (Exam Topic 1)

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 612

- (Exam Topic 1)

A major incident has been closed, but there is a risk that it might happen again. How should this be logged and managed?

- A. As an event
- B. As a problem
- C. As a service request
- D. As a change request

**Answer:** B

#### NEW QUESTION 615

- (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 619

- (Exam Topic 1)

Which practice has a purpose that includes ensuring that risks have been properly assessed?

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

**Answer:** D

#### NEW QUESTION 622

- (Exam Topic 1)

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 624

- (Exam Topic 1)

Identify the missing word in the following sentence.

A service is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific [?] and risks.

- A. information
- B. utility
- C. warranty
- D. costs

**Answer:** D

#### NEW QUESTION 627

- (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 628**

- (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 633**

- (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 636**

- (Exam Topic 1)

What is typically needed to assign complex incidents to support groups?

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

**Answer:** B

**NEW QUESTION 640**

- (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 641**

- (Exam Topic 1)

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 642**

- (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 646**

- (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 648**

- (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 649**

- (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 654**

- (Exam Topic 1)

Which is a purpose of the 'engage' value chain activity?

- A. Meeting expectations for quality, costs and time-to-market
- B. Ensuring the continual improvement of services
- C. Ensuring that the organization's vision is understood
- D. Providing transparency and good relationships

**Answer:** D

**NEW QUESTION 658**

- (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 661**

- (Exam Topic 1)

What defines the requirements for a service and takes responsibility for the outcomes of service consumption?

- A. A customer
- B. A user
- C. A configuration item (CI)
- D. An IT asset

**Answer:** A

**NEW QUESTION 665**

- (Exam Topic 1)

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 666**

- (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 671

- (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 675

- (Exam Topic 1)

Which practice uses techniques such as SWOT analysis, balanced scorecard reviews, and maturity assessments?

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

**Answer:** B

#### NEW QUESTION 676

- (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 677

- (Exam Topic 1)

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 682

- (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 686

- (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 690

- (Exam Topic 1)

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 694

- (Exam Topic 1)

Which stakeholders co-create value in a service relationship?

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

**Answer:** C

#### NEW QUESTION 699

- (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 702

- (Exam Topic 1)

Which TWO statements about an organization's culture are CORRECT? (Choose two.)

- \* 1. It is created from shared values based on how it carries out its work
- \* 2. It is determined by the type of technology used to support services
- \* 3. It should be based on the culture of prospective suppliers
- \* 4. It should be based on the objectives of the organization

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

**Answer:** D

#### NEW QUESTION 705

- (Exam Topic 1)

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

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

**Answer:** A

#### NEW QUESTION 709

- (Exam Topic 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 710

- (Exam Topic 1)

Which is part of service provision?

- A. The management of resources configured to deliver the service



- B. The management of resources needed to consume the service
- C. The grouping of one or more services based on one or more products
- D. The joint activities performed to ensure continual value co-creation

**Answer:** A

#### NEW QUESTION 711

- (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 714

- (Exam Topic 1)

Which statement about service desks is CORRECT?

- A. The service desk should work in close collaboration with support and development teams
- B. The service desk should rely on self-service portals instead of escalation to support teams
- C. The service desk should remain isolated from technical support teams
- D. The service desk should escalate all technical issues to support and development teams

**Answer:** A

#### NEW QUESTION 717

- (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 720

- (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 721

- (Exam Topic 1)

How does information about problems and known errors contribute to 'incident management'?

- A. It enables the reassessment of known errors
- B. It enables quick and efficient diagnosis of incidents
- C. It removes the need for collaboration during incident resolution
- D. It removes the need for regular customer updates

**Answer:** B

#### NEW QUESTION 725

- (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 727

- (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 729

- (Exam Topic 1)

Which practice coordinates the classification, ownership and communication of service requests and incidents?

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

**Answer:** B

#### NEW QUESTION 730

- (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 732

- (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-itil-4/#:~:text=IT%20a>

#### NEW QUESTION 736

- (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 737

- (Exam Topic 4)

Which statement about emergency changes is CORRECT?

- A. Emergency changes are low risk and well understood
- B. Authorization of emergency changes may be deferred until after implementation
- C. It is necessary to complete all documentation before an emergency charge is implemented
- D. Emergency changes are not usually recorded in the change schedule

**Answer:** D

**Explanation:**

➤ Emergency changes. These are changes that must be implemented as soon as possible; for example, to resolve an incident or implement a security patch. Emergency changes are not typically included in a change schedule, and the process for assessment and authorization is expedited to ensure they can be implemented quickly. As far as possible, emergency changes should be subject to the same testing, assessment, and authorization as normal changes, but it may be acceptable to defer some documentation until after the change has been implemented, and sometimes it will be necessary to implement the change with less testing due to time constraints. There may also be a separate change authority for emergency changes, typically including a small number of senior managers who understand the business risks involved.”

<https://itsm.tools/why-what-change-management/#:~:text=Emergency%20changes.&text=Emergency%20chang>

#### NEW QUESTION 740

- (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 742

- (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 746

- (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 751

- (Exam Topic 4)

Identify the Missing word(s) in the following sentence

A(n) [?] cause, or potential cause, of one or more incidents?

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

**Answer:** D

**Explanation:**

ITIL® defines a problem as a cause, or potential cause, of one or more incidents. A known error is a proble that has been analyzed but not resolved.

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

#### NEW QUESTION 754

- (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 759

- (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 761

- (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 764

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