Exam Questions ITIL-4-Foundation

ITIL 4 Foundation

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

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

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

Answer: D

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

NEW QUESTION 2
- (Exam Topic 4)
Which service value chain activity deals with the purchase of new products?

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

Answer: B

Explanation:
In ITIL, there are six activities in the service value chain which represent the steps an organization takes in the creation of value:
▷ Plan
▷ Engage
▷ Design and Transition
▷ Obtain/Build
▷ Deliver and Support
▷ Improve
https://www.bmc.com/blogs/itil-service-value-chain/

NEW QUESTION 3
- (Exam Topic 4)
Which statement about a continual improvement register (CIR)' is TRUE?

A. Used to help plan changes, assist in communication avoid conflicts and assign resources
B. Used to select the right method, model or technique for identifying improvements
C. Used to track and manage improvement ideas from identification through to final action
D. Used to provide a formal description of one or more services designed to address the needs of a target consumer group

Answer: C

Explanation:
The continual improvement practice aligns the organization's practices and services with changing business needs through the ongoing identification and improvement of services, service components, practices, or any element involved in the efficient and effective management of products and services1. A continual improvement register (CIR) is a tool used to track and manage improvement ideas from identification through to final action2. It helps to prioritize, monitor, and communicate the status of improvement initiatives3. The other statements are not true because:
▷ Used to help plan changes, assist in communication avoid conflicts and assign resources: This describes the purpose of a change schedule, which is a tool used by the change enablement practice2.
▷ Used to select the right method, model or technique for identifying improvements: This describes the purpose of a continual improvement model (CIM), which is a tool used by the continual improvement practice2.
▷ Used to provide a formal description of one or more services designed to address the needs of a target consumer group: This describes the purpose of a service offering, which is an output of the engage activity of the service value chain1. References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL® 4 A Pocket Guide, page 34; ITIL® 4 Practice Guide: Continual Improvement, page 9.

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:
CIs are simply any component that needs to be managed in order to deliver an IT service. A server, a virtual server, or even the configuration of an application could be considered a CI, for example
https://www.bmc.com/blogs/itil-asset-configuration-management/#:~:text=among%20your%20CIs-,Configurati

NEW QUESTION 5
- (Exam Topic 4)
Which is an input to the service value system?

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

Answer: D

Explanation:
A set of interconnected activities that an organization performs to deliver a valuable product or service to its
consumers and to facilitate value realization
https://www.bmc.com/blogs/itil-service-value-system/#:~:text=The%20key%20inputs%20to%20the,or%20othe

NEW QUESTION 6
- (Exam Topic 4)
Which of the following includes configuring components and activities to facilitate outcomes for stakeholders?

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

Answer: C

Explanation:
Organizations maximize co-creation of value with their customers by facilitating the outcomes they want to achieve. The four dimensions of service management have shown that a holistic approach is the best way for an organization to:
> Achieve its goals in delivering quality and cost effective services
> Meet the needs of its customers
> Satisfy the requirements of its stakeholders https://www.bmc.com/blogs/itil-service-value-system/

NEW QUESTION 7
- (Exam Topic 4)
Which practice needs the right culture to be embedded across the entire organization?

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

Answer: C

Explanation:
The purpose of the continual improvement practice is to align the organization's practices and services with changing business needs through the ongoing identification and improvement of services, service components, practices, or any element involved in the efficient and effective management of products and services1. This practice needs the right culture to be embedded across the entire organization, as it requires a shared vision, commitment, empowerment, collaboration, learning, and measurement2. References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL® 4 – A Pocket Guide, page 34; ITIL® 4 Practice Guide: Continual Improvement, page 7.

NEW QUESTION 8
- (Exam Topic 4)
What are the KEY stakeholder groups mat service providers should cooperate with?

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

Answer: B

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

NEW QUESTION 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 outputs1. Outputs are tangible or intangible deliverables of an activity1. For example, a service provider may produce a report (output) that helps a customer make a decision (outcome)2. References: ITIL Foundation - ITIL 4 Edition, page 3; ITIL® 4 – A Pocket Guide, page 13.

NEW QUESTION 10
- (Exam Topic 4)
What is MOST LIKELY to be handled as a service request?

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

Answer: C

Explanation:
A service request is a formal request from a user for something to be provided. Service requests are typically less complex and are either approved or denied based on the budget, need, or urgency.
An emergency change to apply a security patch (A) is not a service request because it is an urgent change that needs to be made to address a security vulnerability. The implementation of a workaround (B) is not a service request because it is a temporary solution to a problem. Managing an interruption to a service (D) is not a service request because it is an incident that needs to be resolved.
Providing a virtual server for a development team (C) is a service request because it is a request for a new service that can be fulfilled by the IT department.

NEW QUESTION 10
- (Exam Topic 4)
What is a user?

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

Answer: B

Explanation:
A user is a person who uses services on a day-to-day basis. Users are distinct from customers, as some customers do not use the service directly1. Users are one of the key stakeholders in service
management2. References: ITIL Foundation - ITIL 4 Edition, page 5; ITIL® 4 – A Pocket Guide, page 18.

NEW QUESTION 11
- (Exam Topic 4)
Which statement about outcomes is CORRECT?

A. Outcomes enable products to be delivered to a stakeholder
B. An outcome defines the amount of money spent on technology for a service
C. An outcome depends on at least one output to deliver a result
D. Outcomes provide assurance to stakeholders on how a service performs

Answer: C

Explanation:
It is important to understand the difference in these terms not just for clarity, but because outputs are much easier to measure than outcomes.

⟩ Outputs are nearly always quantitative, with data available to show whether these have been delivered.
Outputs are easy to report on and to validate. There is no grey area.

⟩ Outcomes are more challenging to verify because they are both qualitative and quantitative. Whether your outcomes have been achieved will rely, to a great extent, on the perception of the people who receive the service. Perceptions are not easy to measure or report on, but it is essential you find a way to do so.
https://www.bmc.com/blogs/outcomes-vs-outputs/

NEW QUESTION 16
- (Exam Topic 4)
A good way to apply the ITIL guiding principle 'focus on value' is to:

A. Understand why services are used by service consumers
B. Understand the whole, but do something
C. Be aware of system complexity
D. Do less tasks but in a better way with higher quality

Answer: A

Explanation:
The ITIL guiding principle 'focus on value' states that everything an organization does should link back, directly or indirectly, to value for itself, its customers, and other stakeholders1. A good way to apply this principle is to understand why services are used by service consumers, what outcomes they enable, and how they contribute to value creation2. This helps to align the service provider's activities and resources with the needs and preferences of the service consumers3.
References: ITIL Foundation - ITIL 4 Edition, page 6; ITIL® 4 – A Pocket Guide, page 24; ITIL® 4 Practice Guide: Focus on Value, page 9.

NEW QUESTION 18
- (Exam Topic 4)
Which step of the 'continual improvement model' defines measurable targets?

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

Answer: D

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

NEW QUESTION 22
- (Exam Topic 4)
Which service value chain activity relates with buying new products?

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

Answer: B

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

NEW QUESTION 25
- (Exam Topic 4)
Which of the four dimensions focuses or managing data in compliance with industry regulations?

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

Answer: D

Explanation:
ITIL® has defined four dimensions that collectively are critical to the effective and efficient delivery of value to customers and other stakeholders in the form of products and services. These dimensions are:
➢ Organizations and People
➢ Information and Technology
➢ Partners and Suppliers
➢ Value Streams and Processes
https://www.bmc.com/blogs/itil-four-dimensions-service-management/

NEW QUESTION 26
- (Exam Topic 4)
Which TWO BEST describe the guiding principles?
➢ Short term
➢ Standards
➢ Recommendations
➢ Long-term

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

Answer: B

Explanation:
A guiding principle is a recommendation that provides universal and enduring guidance to an organization, which applies in all circumstances, regardless of changes in its goals, strategies, type of work, or management structure.
https://www.bmc.com/blogs/itil-guiding-principles/#:~:text=A%20guiding%20principle%20is%20a,of%20work

NEW QUESTION 28
- (Exam Topic 4)
Which is the definition of an IT asset?

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

Answer: A

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

NEW QUESTION 32
- (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 35
- (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 36
- (Exam Topic 4)
Which is a key requirement for successful service level agreements (SLAs)?

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

Answer: A

Explanation:
An SLA is defined as a documented agreement between a service provider and a customer that identifies both services required and the expected level of service. SLAs are used to measure the performance of services from the customer's point of view, and it is important that they are agreed in the wider business context. Some of the key requirements for successful SLAs include:
> They must be related to a defined 'service' in the service catalogue. Individual metrics without a specified service context are unhelpful.

≫ They should relate to defined outcomes and not simply operational metrics. This can be achieved with balanced bundles of metrics, such as customer satisfaction and key business outcomes.

≫ They should reflect an 'agreement': an engagement and discussion between the service provider and the service consumer. It is important to involve all stakeholders, including partners, sponsors, users, and customers.

≫ They must be simply written and easy to understand and use for all parties. https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20(SL

NEW QUESTION 40
- (Exam Topic 4)
Which practice guarantees that users nave a range of access channels to choose from to report problems?

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

Answer: A

Explanation:
The service desk practice provides a single point of contact for users and customers to report issues, make requests, or seek guidance1. This practice guarantees that users have a range of access channels to choose from to report problems, such as phone, email, web portal, chatbot, or self-service2. This helps to improve user satisfaction, reduce frustration, and increase efficiency3. References: ITIL Foundation - ITIL 4 Edition, page 14; ITIL® 4 – A Pocket Guide, page 32; ITIL® 4 Practice Guide: Service Desk, page 7.

NEW QUESTION 45
- (Exam Topic 4)
Identity the missing word in the following sentence
The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of [?], and the CIs that support them, is available when and where it is needed

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

Answer: D

Explanation:
The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of services, and the CIs that support them, is available when and where it is needed. This includes information on how CIs are configured and the relationships between them.
https://wiki.process-symphony.com.au/framework/lifecycle/process/service-configuration-management-itil-4/

NEW QUESTION 46
- (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 47
- (Exam Topic 4)
Which practice requires focus and effort to engage and listen to the requirements, issues, concerns and daily needs of customers?

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

Answer: C

Explanation:
In order to be aligned to customer outcomes and expectations, SLM requires focus and effort to engage and listen to the requirements, issues, concerns, and daily needs of customers:
Engagement is needed to understand and confirm the actual ongoing needs and requirements of customers, not simply what is interpreted by the service provider or has been agreed several years before. ITIL4 refers to value as being co-created, since it needs the input and validation of customers.
Listening is important as a relationship-building and trust-building activity, to show customers that they are valued and understood. This helps to move the provider away from always being in 'solution mode' and to build new, more constructive partnerships. Each customer is unique, and the service provider

must not have a one-size-fits-all approach.

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

NEW QUESTION 48
- (Exam Topic 3)
What is the purpose of the 'monitoring and event management' practice?

A. To restore normal service operation as quickly as possible
B. To manage workarounds and known errors
C. To capture demand for incident resolution and service requests
D. To systematically observe services and service components

Answer: D

NEW QUESTION 49
- (Exam Topic 3)
When should a workaround be created?

A. As soon as possible, once the incident is logged
B. After the resolution of a problem
C. When a problem cannot be resolved quickly
D. When a potential permanent solution has been identified

Answer: C

Explanation:
Reference: https://www.globalknowledge.com/us-en/resources/resource-library/articles/incidents-and- problems-workarounds/

NEW QUESTION 53
- (Exam Topic 3)
Identify the missing word in the following sentences.
A service is a means of enabling value co-creation by facilitating [?] that customers want to achieve, without the customer having to manage specific costs and risks.

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

Answer: C

NEW QUESTION 55
- (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 60
- (Exam Topic 3)
Which TWO types of competence are MOST important 'or 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 65

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

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

Answer: A

NEW QUESTION 69
- (Exam Topic 3)
Which guiding principle helps an organization to understand the impact of an altered element on other elements in a system?

A. Focus on value
B. Start where you are
C. Think and work holistically
D. Keep it simple and practical

Answer: C

NEW QUESTION 72
- (Exam Topic 3)
Which practices is MOST associate with the use of empathy to understand users?

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

Answer: A

NEW QUESTION 73
- (Exam Topic 3)
Which is a purpose of the 'relationship management' practice?

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

Answer: D

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

NEW QUESTION 77
- (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 82
- (Exam Topic 3)
Which BEST describes the purpose of the 'improve' value chain activity?

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

Answer: D

Explanation:
"The purpose of the improve value chain activity is to ensure continual improvement of products, services, and practices across all value chain activities and the four dimensions of service management."
https://www.symphonysummit.com/products/defining-industry-terms-itsm-itil-itil4/#:~:text=Improve%20%E2%80%94

NEW QUESTION 86
- (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 90
- (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 95
- (Exam Topic 3)
How can a service consumer contnbute to the reduction of nsk?

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

Answer: C

NEW QUESTION 96
- (Exam Topic 3)
Where are the details of the required performance outcomes of a service denned?

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

Answer: A

NEW QUESTION 101
- (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 105
- (Exam Topic 3)
Which practice helps to ensure that the services delivered to customers are aligned with their needs?

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

Answer: D

NEW QUESTION 109
- (Exam Topic 3)
Which is part of the definition of a customer?

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

Answer: A

NEW QUESTION 112
- (Exam Topic 3)
Which is the BEST example of a standard change?

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

Answer: C

NEW QUESTION 114
- (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 119
- (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 123
- (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 125
- (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 129
- (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 130
- (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 135
- (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/itil-change-enablement/

NEW QUESTION 137
- (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 140
- (Exam Topic 3)
Which describes 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 changes
D. A way to manage the people aspects of change

Answer: B

NEW QUESTION 144
- (Exam Topic 3)
Which is a risk that might be removed from a service consumer by an IT service?

A. Service provider ceasing to trade
B. Security breach
C. Failure of server hardware
D. Cost of purchasing servers

Answer: B

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

NEW QUESTION 147
- (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 152
- (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 157
- (Exam Topic 3)
In service relationships, what is a benefit of identifying consumer roles?

A. It enables effective stakeholder management
B. It provides shared service expectations
C. It removes constraints from the customer
D. It enables a common definition of value

Answer: A

NEW QUESTION 158
- (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 160
- (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 163
- (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 168
- (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 172
- (Exam Topic 3)
Which practice improves customer and user satisfaction by reducing the negative impact of service interruptions?

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

Answer: C

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

NEW QUESTION 175
- (Exam Topic 3)
Which is a way of applying the guiding principle 'focus on value'?

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

Answer: A

NEW QUESTION 179
- (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 181
- (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 184
- (Exam Topic 3)
Which ITIL concept helps an organization to make good decisions?

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

Answer: B

NEW QUESTION 187
- (Exam Topic 3)
What impact does automation have on a service desk?

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

Answer: A

NEW QUESTION 192
- (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 195
- (Exam Topic 3)
Which step of the continual improvement model includes baseline assessments?

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

Answer: D

NEW QUESTION 197
- (Exam Topic 3)
Which statement about the 'service request management' practice is CORRECT?

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

Answer: A

NEW QUESTION 199
- (Exam Topic 3)
Which practice recommends that organizations develop competencies »n techniques such as strength, weakness, opportunity, and threat (SWOT) analysis, and balanced scorecards?

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

Answer: B

NEW QUESTION 202
- (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 206
- (Exam Topic 3)
Identify the missing words in the following sentence.
The 'incident management' practice should maintain [?] for logging and managing incidents.

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

Answer: C

NEW QUESTION 207
- (Exam Topic 3)
Which MOST helps an organization adapt ITIL concepts so that they apply to the organization's specific circumstances?

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

Answer: A

NEW QUESTION 209
- (Exam Topic 3)
Which describes the 'plan' value chain activity?

A. It ensures a shared understanding of the current status and vision for all products and services across the organization
B. It ensures that services are delivered and supported according to agreed specifications and stakeholders expectations
C. It ensures that service components are available when and where they are needed, and meet agreed specifications
D. It ensures continual improvement of products, services, and practices across all value chain activities

Answer: A

NEW QUESTION 214

- (Exam Topic 3)
A flaw in an application could cause a service to fail IT staff are actively analysing the application to try and understand what is going on. What is the correct name for this type of flaw?

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

Answer: A

NEW QUESTION 216
- (Exam Topic 3)
Which action is performed by a service provider?

A. Requesting required service actions
B. Authorizing budget for service consumption
C. Ensuring access to agreed resources
D. Receiving of the agreed goods

Answer: C

Explanation:
Reference: https://www.knowledgehut.com/tutorials/itil4-tutorial/it-service-management-concepts

NEW QUESTION 218
- (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 219
- (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 220
- (Exam Topic 3)
Which should be handled by 'service request management'?

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

Answer: B

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

NEW QUESTION 224
- (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 225
- (Exam Topic 3)
Which TWO of the following are considerations of change enablement?

* 1. Managing the people aspects of change
* 2. Ensuring that organizational transformations are successful
* 3. Maximizing the number of successful service changes
* 4. Ensuring that changes are properly assessed

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

Answer: A

NEW QUESTION 227
- (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 230
- (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 231
- (Exam Topic 2)
Which term describes the functionality offered by a service?

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

Answer: B

NEW QUESTION 234
- (Exam Topic 2)
What is an event?

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

Answer: B

NEW QUESTION 237
- (Exam Topic 2)
A customer is a person who defines the requirements for a service and takes responsibility for the [?] of service consumption.

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

Answer: B

NEW QUESTION 239
- (Exam Topic 2)
Which ITIL concept describes governance?

A. The service value system
B. The service value chain
C. The seven guiding principles

D. The four dimensions of service management

Answer: A

NEW QUESTION 243
- (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 246
- (Exam Topic 2)
Which statement about change authorization is CORRECT?

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

Answer: A

NEW QUESTION 250
- (Exam Topic 2)
What is the purpose of the 'problem management' practice?

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

Answer: B

NEW QUESTION 254
- (Exam Topic 2)
Which is a key activity carried out in the 'did we get there?' step of the 'continual improvement' model?

A. Define measurable targets
B. Perform baseline assessments
C. Execute improvement actions
D. Evaluate measurements and metrics

Answer: D

NEW QUESTION 258
- (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 259
- (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 260
- (Exam Topic 2)
Which practice may involve the initiation of disaster recovery?

A. Incident management

B. Service request management
C. Service level management
D. IT asset management

Answer: A

NEW QUESTION 262
- (Exam Topic 2)
Which statement about change management is CORRECT?

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

Answer: C

NEW QUESTION 266
- (Exam Topic 2)
What does the 'service request management' practice depend on for maximum efficiency?

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

Answer: C

NEW QUESTION 271
- (Exam Topic 2)
What is used to link activities within the service value chain?

A. Service level agreements
B. Inputs, outputs and triggers
C. Opportunity, demand and value
D. Service desk

Answer: C

NEW QUESTION 276
- (Exam Topic 2)
Which is a purpose of the 'service level management' practice?

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

Answer: C

NEW QUESTION 279
- (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 283
- (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 284
- (Exam Topic 2)
Which guiding principle is PRIMARILY concerned with end-to-end service delivery?

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

Answer: B

NEW QUESTION 288
- (Exam Topic 2)
What must always be done before an activity is automated?

A. Check that the activity has already been optimized
B. Check that suitable new technology has been purchased
C. Ensure that DevOps has been successfully implemented
D. Ensure the solution removes the need for human intervention

Answer: A

NEW QUESTION 289
- (Exam Topic 2)
What is the purpose of the 'incident management' practice?

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

Answer: A

NEW QUESTION 290
- (Exam Topic 2)
What can a service remove from the consumer and impose on the consumer?

A. Utility
B. Asset
C. Cost
D. Outcome

Answer: C

NEW QUESTION 293
- (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 296
- (Exam Topic 2)
Which of these activities is carried out as part of 'problem management'?

A. Creating incident records
B. Diagnosing and resolving incidents
C. Escalating incidents to a support team for resolution
D. Trend analysis of incident records

Answer: D

NEW QUESTION 301
- (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 302
- (Exam Topic 2)

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

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

Answer: A

NEW QUESTION 305
- (Exam Topic 2)
Which is an example of a business related measurement?

A. The number of passengers checked in
B. The average time to response to change requests
C. The average resolution time for incidents
D. The number of problems resolved

Answer: A

NEW QUESTION 308
- (Exam Topic 2)
Which guiding principle emphasizes the need to understand the flow of work in progress, identify bottlenecks, and uncover waste?

A. Focus on value
B. Collaborate and promote visibility
C. Think and work holistically
D. Keep it simple and practical

Answer: B

NEW QUESTION 312
- (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 317
- (Exam Topic 2)
Which term is used to describe the prediction and control of income and expenditure within an organization?

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

Answer: C

NEW QUESTION 319
- (Exam Topic 2)
Which value chain activity ensures that service components meet agreed specifications?

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

Answer: C

NEW QUESTION 324
- (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 328
- (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 330
- (Exam Topic 2)
Why should incidents be prioritized?

A. To help automated matching of incidents to problems or known errors
B. To identify which support team the incident should be escalated to
C. To ensure that incidents with the highest business impact are resolved first
D. To encourage a high level of collaboration within and between teams

Answer: C

NEW QUESTION 332
- (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 333
- (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 334
- (Exam Topic 2)
Which usually requires a team of representatives from many stakeholder groups?

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

Answer: D

NEW QUESTION 335
- (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 336

- (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 339
- (Exam Topic 2)
What actions does a service desk take for all issues, queries and requests that are reported to them?

A. Schedule, assess, authorize
B. Diagnose, investigate, resolve
C. Initiate, approve, fulfill
D. Acknowledge, classify, own

Answer: C

NEW QUESTION 343
- (Exam Topic 2)
What is recommended by the guiding principle 'progress iteratively with feedback'?

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

Answer: C

NEW QUESTION 347
- (Exam Topic 2)
Which practice has a purpose that includes helping the organization to maximize value, control costs and manage risks?

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

Answer: B

NEW QUESTION 349
- (Exam Topic 2)
Which ITIL practice has the purpose to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels?

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

Answer: C

NEW QUESTION 350
- (Exam Topic 2)
Which ITIL practice recommends performing service reviews to ensure that services continue to meet the needs of the organization?

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

Answer: C

NEW QUESTION 355
- (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 360
- (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 365
- (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 367
- (Exam Topic 2)
Which practice forms a link between the service provider and the users of services?

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

Answer: D

NEW QUESTION 368
- (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 370
- (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 373
- (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 378
- (Exam Topic 2)
Service transition contains detailed descriptions of which processes?

A. Change management, service asset and configuration management, release and deployment management
B. Change management, capacity management, event management, service request management
C. Service level management, service portfolio management, service asset and configuration management
D. Service asset and configuration management, release and deployment management, request fulfillment

Answer:

A

NEW QUESTION 380
- (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 382
- (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 387
- (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 391
- (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 394
- (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 396
- (Exam Topic 2)
Identify the missing word in the following sentence. A user is [?] that uses services.

A. an organization
B. a role
C. a team
D. a supplier

Answer: B

NEW QUESTION 401
- (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 405
- (Exam Topic 2)
Which gives a user access to a system?

A. Service requirement
B. Service agreement
C. Service consumption
D. Service provision

Answer: D

NEW QUESTION 408
- (Exam Topic 2)
Which two practices use workarounds?

A. Change enablement and continual improvement
B. Change enablement and problem management
C. Problem management and incident management
D. Incident management and continual improvement

Answer: C

NEW QUESTION 409
- (Exam Topic 2)
What happens if a workaround becomes the permanent way of dealing with a problem that cannot be resolved cost-effectively?

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

Answer: B

NEW QUESTION 412
- (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 413
- (Exam Topic 2)
Which guiding principle considers customer and user experience?

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

Answer: B

NEW QUESTION 418
- (Exam Topic 2)
What is important for a 'continual improvement register' (CIR)?

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

Answer: A

NEW QUESTION 423
- (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 425
- (Exam Topic 2)
Which service catalogue view is considered beneficial when constructing the relationship between services, SLAs, OLAs, and other underpinning agreements?

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

Answer: D

NEW QUESTION 428
- (Exam Topic 2)
What is an incident?

A. The planned removal of an item that might affect a service
B. A result enabled by one or more outputs
C. A possible future event that could cause harm
D. A service interruption resolved by the use of self-help tools

Answer: D

NEW QUESTION 431
- (Exam Topic 1)
What type of change is MOST likely to be managed by the 'service request management' practice?

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

Answer: D

NEW QUESTION 432
- (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 436
- (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 438
- (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 443
- (Exam Topic 1)
What are the MOST important skills required by service desk staff?

A. Incident analysis skills
B. Technical skills
C. Problem resolution skills
D. Supplier management skills

Answer: A

NEW QUESTION 448
- (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 451
- (Exam Topic 1)
Which competencies are required by the 'service level management' practice?

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

Answer: C

NEW QUESTION 455
- (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 459
- (Exam Topic 1)
What helps diagnose and resolve a simple incident?

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

Answer: C

NEW QUESTION 463
- (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 464
- (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 467
- (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 469
- (Exam Topic 1)
Which practice provides a single point of contact for users?

A. Incident management
B. Change control
C. Service desk
D. Service request management

Answer: C

NEW QUESTION 471
- (Exam Topic 1)
What should be done for every problem?

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

Answer: B

NEW QUESTION 473
- (Exam Topic 1)
What is the purpose of the 'deployment management' practice?

A. To ensure services achieve agreed and expected performance
B. To make new or changed services available for use
C. To move new or changed components to live environments
D. To set clear business-based targets for service performance

Answer: C

NEW QUESTION 475
- (Exam Topic 1)
Identify the missing word in the following sentence.
The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of services, and the [?] that support them, is available when and where it is needed.

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

Answer: D

NEW QUESTION 480
- (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 481
- (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 485
- (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 490
- (Exam Topic 1)
Identify the missing word in the following sentence.
The use of [?] should support, not replace what is observed, when using the 'start where you are1 guiding principle.

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

Answer: B

NEW QUESTION 491
- (Exam Topic 1)
What is an IT asset?

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

Answer: D

NEW QUESTION 492
- (Exam Topic 1)
Which guiding principle recommends standardizing and streamlining manual tasks?

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

Answer: A

NEW QUESTION 493
- (Exam Topic 1)
Which describes a set of defined steps for implementing improvements?

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

Answer: C

NEW QUESTION 495
- (Exam Topic 1)
Which dimension includes activities and workflows?

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

Answer: A

NEW QUESTION 498
- (Exam Topic 1)
Which statement about the steps to fulfill a service request is CORRECT?

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

Answer: B

NEW QUESTION 502
- (Exam Topic 1)
How should automation be implemented?

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

Answer: C

NEW QUESTION 506
- (Exam Topic 1)
What is the purpose of the 'information security management1 practice?

A. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed
B. To observe services and service components
C. To protect the information needed by the organization to conduct its business
D. To plan and manage the full lifecycle of all IT assets

Answer: C

NEW QUESTION 507
- (Exam Topic 1)
What is an output?

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

Answer: B

NEW QUESTION 511
- (Exam Topic 1)
Which practice has a purpose that includes aligning the organization's practices and services with changing business needs?

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

Answer: B

NEW QUESTION 513
- (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 517
- (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 522
- (Exam Topic 1)
Which service level metrics are BEST for measuring user experience?

A. Single system-based metrics
B. Metrics for the percentage of uptime of a service
C. Operational metrics
D. Metrics linked to defined outcomes

Answer: D

NEW QUESTION 525
- (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 530
- (Exam Topic 1)
Which is included in the purpose of the 'design and transition' value chain activity?

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

Answer: D

NEW QUESTION 531
- (Exam Topic 1)
How does information about problems and known errors contribute to 'incident management'?

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

Answer: B

NEW QUESTION 535
- (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 539
- (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 540
- (Exam Topic 1)
Identify the missing word in the following sentence.
The purpose of the supplier management practice is to ensure that the organization's suppliers and their [?] are managed appropriately to support the seamless provision of quality products and services.

A. costs
B. users

C. value
D. performances

Answer: D

NEW QUESTION 542
- (Exam Topic 1)
Which TWO statements about the 'service request management' practice are CORRECT?
* 1. Service requests are part of normal service delivery
* 2. Complaints can be handled as service requests
* 3. Service requests result from a failure in service
* 4. Normal changes should be handled as service requests

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

Answer: D

NEW QUESTION 544
- (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 546
- (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 551
- (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 552

- (Exam Topic 4)
Which of the following statements about change authorization is CORRECT?

A. Every time a standard change is requested a change authority is assigned
B. The technician making an emergency change can authorize such changes
C. The change type and model is the basis for assigning the change authority
D. Ensuring that changes are authorized after their deployment is done by the change authority

Answer: C

Explanation:
The change enablement practice maximizes the number of successful service and product changes by ensuring that risks have been properly assessed, authorized, and managed within a schedule1. Change authorization is the activity of verifying that a proposed change is desirable, viable, and achievable before committing to its implementation2. The change type (standard, normal, or emergency) and model (a predefined approach for handling a specific type of change) is the basis for assigning the change authority (the role that can authorize a change)2. The other statements are incorrect because:

❯ A standard change is a low-risk, pre-authorized change that follows an agreed procedure and does not require authorization at the point of implementation2.

❯ An emergency change is a high-priority change that must be implemented as soon as possible to resolve an incident or implement a security patch2. An emergency change must be authorized by an emergency change authority (ECA), which is usually a subset of the normal change authority (CAB)2.

❯ Ensuring that changes are authorized before their deployment is done by the change enabler (the role that coordinates all aspects of a change)2. References: ITIL Foundation - ITIL 4 Edition, page 16; ITIL® 4 – A Pocket Guide, page 39; ITIL® 4 Practice Guide: Change Enablement, page 7.

NEW QUESTION 557
- (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 objective1. A good way to apply this principle is to adopt a practice which is easy to follow, understand, and communicate2. This helps to avoid unnecessary complexity, bureaucracy, and duplication3. 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 559
- (Exam Topic 4)
Which is a key element of the 'think and work holistically' guiding principle?

A. Assessing which procedures can be re-used when improving a service
B. Understanding the methods applicable to complex systems
C. Eliminating metrics which do not contribute to achieving an objective
D. Using technology for standard tasks to give people time for complex activities

Answer: B

Explanation:
No service, practice, process, department, or supplier stands alone. The outputs that the organization delivers to itself, its customers, and other stakeholders will suffer unless it works in an integrated way to handle its activities as a whole, rather than as separate parts.
Taking a holistic approach to service management includes establishing an understanding of how all the parts of an organization work together in an integrated way (remember the four dimensions of service management?), including having an end-to-end visibility of how demand is captured and translated into outcomes.
In a complex system, the alteration of one element can impact others and, where possible, these impacts need to be identified, analysed and planned for.
To apply this principle successfully, consider this advice:

❯ Recognize the complexity of the systems

❯ Collaboration is key to thinking and working holistically

❯ Automation can facilitate working holistically
https://www.bmc.com/blogs/itil-guiding-principles/

NEW QUESTION 563
- (Exam Topic 4)
Which practice performs reviews to ensure that services continue to meet the needs of the customers?

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

Answer: B

Explanation:
To set clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets.
https://www.bmc.com/blogs/itil-management-practices/

NEW QUESTION 565
- (Exam Topic 4)
Which practice has a purpose that includes managing risks to confidentiality, integrity and availability?

A. Information security management
B. Continual improvement
C. Monitoring and event management
D. Service level management

Answer: A

Explanation:
To protect the information needed by the organization to conduct its business. This includes understanding and managing risks to the confidentiality, integrity, and availability of information, as well as other aspects of information security such as authentication and non-repudiation.
https://www.bmc.com/blogs/itil-management-practices/

NEW QUESTION 568
- (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 571
- (Exam Topic 4)
Which TWO of the following statements are MOST associated with the optimize and automate' guiding principle?
* 1. It is important to assess which method of communication is appropriate 'or each type of stakeholder.
* 2. Complex systems should be designed with an understanding of how the components' parts are related.
* 3. Organizations should consider whether technology could improve the eficiency o' manual processes.
* 4 It is important to understand the organization's objectives when assessing the impact of potential improvements.

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

Answer: C

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

NEW QUESTION 573
- (Exam Topic 4)
What is the CORRECT order for the three phases of problem management?

A. Problem control, error control problem identification
B. Error control, problem control, problem identification
C. Problem identification problem control error control
D. Problem identification error control problem control

Answer: C

Explanation:
The problem management practice follows a three-phase approach to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents and managing workarounds and known errors1. The three phases are:

➢ Problem identification: the process of finding problems that are the cause or potential cause of one or more incidents2.

➢ Problem control: the process of analysing the root cause and impact of a problem and developing a workaround or a permanent solution2.

➢ Error control: the process of managing known errors throughout their lifecycle, from recording to removal2. References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL® 4 – A Pocket Guide, page 35; ITIL® 4 Practice Guide: Problem Management, page 9.

NEW QUESTION 578
- (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 583
- (Exam Topic 4)
A user wants to know how to create a report so they come into contact with the service desk. Which practice is MOST likely to help with the solution of this issue?

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

Answer: C

Explanation:
The service request management practice supports the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner1. A service request is a request from a user or a user's authorized representative that initiates a service action that has been agreed as a normal part of service delivery2. A user wanting to know how to create a report is an example of a service request that can be handled by the service request management practice3. The other statements are not true because:

≫ Incident management: The incident management practice restores normal service operation as quickly as possible after an interruption or reduction in quality of an IT service1. A user wanting to know how to create a report is not an incident, as it does not affect the availability or performance of a service2.

≫ Service level management: The service level management practice sets clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets1. This practice does not directly handle user requests, but it may define the service level agreements (SLAs) and service level objectives (SLOs) that apply to them2.

≫ Change enablement: The change enablement practice maximizes the number of successful service and product changes by ensuring that risks have been properly assessed, authorized, and managed within a schedule1. A change is the addition, modification, or removal of anything that could have a direct or indirect effect on IT services2. A user wanting to know how to create a report is not a change, as it does not alter the configuration or functionality of a service component2. References: ITIL Foundation - IT 4 Edition, page 16; ITIL® 4 – A Pocket Guide, page 37; ITIL® 4 Practice Guide: Service Request Management, page 7.

NEW QUESTION 585
- (Exam Topic 4)
What ensures that a service provider and a service consumer continually co-create value?

A. Service consumption
B. Service offerings
C. Change enablement
D. Service relationship management

Answer: D

Explanation:
A service relationship is defined as the cooperation between a service provider and service consumer. Service relationships are established between two or more organizations to co-create value. An organization can play the role of provider or consumer interchangeably, depending on the situation.
https://www.bmc.com/blogs/itil-key-concepts-service-management/#:~:text=and%20stakeholder%20manageme

NEW QUESTION 586
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