# ITIL

## Exam Questions ITIL-4-Foundation

ITIL 4 Foundation

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

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

**Answer:** D

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

**NEW QUESTION 2**
- (Exam Topic 4)
Which 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 3**
- (Exam Topic 4)
Which role would is MOST SUITABLE for someone with experience of managing relationships with various stakeholders, including suppliers and business managers?

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

**Answer:** A

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

➢ Defining service levels

➢ Documenting

➢ Actively managing them https://www.bmc.com/blogs/itil-service-level-management/

**NEW QUESTION 4**
- (Exam Topic 4)
Which is the MOST LIKELY way of resolving major incidents?

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

**Answer:** C

**Explanation:**

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

▷ Users establishing a resolution using self-help: Self-help is an option for users to resolve their own incidents with minimal or no assistance from the service provider, but it is not suitable for major incidents that require urgent and expert attention3.

▷ The service desk identifying the cause and a resolution: The service desk is responsible for logging, categorizing, prioritizing, and escalating incidents, but it may not have the skills or authority to identify the cause and a resolution for major incidents that involve multiple teams or suppliers3.

▷ A support team following detailed procedures for investigating the incident: A support team may follow detailed procedures for investigating the incident, but it may not be able to resolve major incidents that require cross-functional collaboration or escalation3. References: ITIL Foundation - ITIL 4 Edition, page 14; ITIL® 4 – A Pocket Guide, page 32; ITIL® 4 Practice Guide: Incident Management, page 8.

## NEW QUESTION 5
- (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 delivery1. 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 services2. This dimension also includes the contracts, agreements, and policies that govern these relationships3. 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 6
- (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 7
- (Exam Topic 4)
Which practice conducts reviews to validate that services are covering the needs of the customer?

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

**Answer:** B

**Explanation:**
The purpose of the service level management practice is to set clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets1. This practice conducts reviews to validate that services are covering the needs of the customer and to identify areas for improvement2. References: ITIL Foundation - ITIL 4 Edition, page 16; ITIL® 4 – A Poc Guide, page 37; ITIL® 4 Practice Guide: Service Level Management, page 7.

## NEW QUESTION 8
- (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-itil-4-service-value-chain/#:~:text=The%20Obtain%2FBuild%20a

**NEW QUESTION 9**
- (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 10**
- (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 10**
- (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 13**
- (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-itil-4/

**NEW QUESTION 15**
- (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 17**
- (Exam Topic 4)
When using the 'continual improvement model, which information should be produced by an organization to understand where the organization is now?

A. Business objectives
B. Improvement plans
C. Assessment results
D. Measureable Targets

**Answer:** C

**Explanation:**
The second step is to conduct an objective current-state assessment of existing services and service management practices. This should include consideration of the users' perception of the value being received, along with a review of people's competencies and skills, the processes and procedures involved, the capabilities of the available technological solutions and the prevailing organizational culture. The success of an improvement initiative depends on a clear and accurate understanding of the starting point and the required impact of the initiative.
For example, an organization can measure the current net promoter score (NPS) from a customer satisfaction survey, conduct a benchmark survey against its competitors or review findings of operational statistics or audit reports to understand its current state. If this step is skipped, the current state will not be understood and there will not be an objective baseline measurement against which improvement can be measured.
https://www.bmc.com/blogs/itil-continual-improvement/

**NEW QUESTION 21**
- (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 23**
- (Exam Topic 4)
Which practice handles all pre-defined user-initiated service actions?

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

**Answer:** D

**Explanation:**
The purpose of the service request management practice is to support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner. Service request management is dependent upon well-designed processes and procedures, which are operationalized through tracking and automation tools to maximize the efficiency of the practice. To be handled optimally, service request management should follow these guidelines:
> Service requests and their fulfilment should be standardized and automated to the greatest degree possible.
> Policies should define which service requests will be fulfilled with limited or even no additional approvals so that fulfilment can be streamlined.
> The expectations of users regarding fulfilment times and costs should be clearly set, based on what the organization can realistically deliver.
> Opportunities for improvement should be identified and implemented to produce faster fulfilment times and take advantage of automation.
https://www.bmc.com/blogs/itil-service-request-management/

**NEW QUESTION 26**
- (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.servicedeskinstitute.com/the-case-for-itil4-foundation-service-desk-analyst-training/#:~:text=%E2%

**NEW QUESTION 30**
- (Exam Topic 4)
Which is described by the 'organizations and people' dimension of service management?

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

**Answer:** B

**Explanation:**
The organizations and people dimension sets out the people aspects of service management to be considered when designing, operating and changing service offerings. People include employees, managers, executives, customers, supplier employees, or anybody else who is involved in the creation or consumption of services.
https://assyst.ifs.com/blog/itil4-organizations-and-people#:~:text=The%20organizations%20and%20people%20

**NEW QUESTION 33**
- (Exam Topic 4)
Identify the missing word(s) in the following sentence.
The purpose of the problem management practice is to reduce me likelihood and impact of incidents by identifying actual and potential causes of incidents and managing [p] and known errors.

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

**Answer:** D

**Explanation:**
The purpose of the problem management practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents and managing workarounds and known
errors1. Workarounds are temporary solutions that reduce or eliminate the impact of an incident or problem for which a full resolution is not yet available2. Known errors are problems that have a documented root cause and a workaround3. References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL® 4 – A Pocket Guide, pa 35; ITIL® 4 Practice Guide: Problem Management, page 7.

**NEW QUESTION 34**
- (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 37**
- (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 39**
- (Exam Topic 4)
Which of the four dimensions contributes MOST to defining activities needed to deliver services?

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

**Answer:** A

**Explanation:**
Value Streams & Processes
The value streams and processes dimension is concerned with how the various parts of the organization work in an integrated and coordinated way to enable value creation through products and services. This dimension defines the activities, workflows, controls and procedures needed to achieve agreed objectives. What matters in service management is that an organization establishes an operating model that that effectively organizes the key activities needed to manage products and services.
Value streams
A value stream is defined as a series of steps an organization undertakes to create and deliver products and services to consumers.
Structuring the organization's service and product portfolios around value streams allows it to have a clear picture of what it delivers and how, and to make continual improvements to its services. By mapping its value streams, an organization can identify what is critical, what introduces waste and what can be improved upon.
Processes
A process is defined as a set of interrelated or interacting activities that transform inputs into outputs. Processes define the sequence of actions and their dependencies, as well as describe what is done to
accomplish an objective. Processes are underpinned by policies and can be broken down further through procedures which outline what is done, when, and by whom.
https://www.bmc.com/blogs/itil-four-dimensions-service-management/

**NEW QUESTION 42**
- (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 resolved1. This means that the root cause of the problem has been identified, but a permanent solution has not been implemented yet2. A known error can be recorded in a known error database (KEDB) and linked to related incidents and problems3. 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 43**
- (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 46**
- (Exam Topic 4)
What should remain constant within an organization, even when the organization's objectives change?

A. Outputs
B. Guiding principles
C. Service offerings
D. Outcomes

**Answer:** B

**Explanation:**
https://www.bmc.com/blogs/itil-guiding-principles/

**NEW QUESTION 47**
- (Exam Topic 4)
Which phase of problem management includes the regular re-assessment of the effectiveness of workarounds?

A. Problem identification
B. Problem control
C. Error control
D. Problem analysis

**Answer:** C

**Explanation:**
Error control also regularly re-assesses the status of known errors that have not been resolved, taking acc of the overall impact on customers and/or service availability, and the cost of permanent resolutions, and effectiveness of workarounds
https://www.bmc.com/blogs/itil-problem-management/#:~:text=Error%20control%20also%20regularly%20re,re

**NEW QUESTION 48**
- (Exam Topic 4)
Which statement about the purpose or the Monitoring and event management practice is TRUE?

A. Minimize the negative impact of incidents by restoring normal service operation as quickly as possible
B. Support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner
C. Systematically observe services and service components and record and report selected changes of state identified as events
D. Maximize the number of successful service and product changes by ensuring that risks have been properly assessed, authorized and managed within a schedule

**Answer:** C

**Explanation:**
The purpose of the monitoring and event management practice is to systematically observe services and
service components and record and report selected changes of state identified as events1. This practice helps to identify and prioritize any issues or opportunities for improvement in the delivery or support of services2. The other statements describe the purposes of different practices: incident management (A), service request management (B), and change enablement (D)3. References: ITIL Foundation - ITIL 4 Edition, page 14; IT 4 – A Pocket Guide, page 31; ITIL® 4 Practice Guide: Monitoring and Event Management, page 7.

**NEW QUESTION 50**
- (Exam Topic 4)
Which of the following terms is more suitable to describe the functionality of a service?

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

**Answer:** C

**Explanation:**
Utility is the term used to describe the functionality of a service, or how well it meets the needs and expectations of the customers and users. Utility can be expressed as 'what the service does' or 'the functionality offered by a product or service to meet a particular need'1. Utility is one of the two elements of service value, along with warranty2. References: ITIL Foundation - ITIL 4 Edition, page 4; ITIL® 4 – A Pocket Guide, page 14.

**NEW QUESTION 54**
- (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 56**
- (Exam Topic 4)
What can a change schedule be used for?

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

**Answer:** B

**Explanation:**

The change schedule is used to help plan changes, assist in communication, avoid conflicts, and assign resources. It can also be used after changes have been deployed to provide information needed for incident management, problem management, and improvement planning
https://www.bmc.com/blogs/itil-change-enablement/#:~:text=The%20change%20schedule%20is%20used,probl

**NEW QUESTION 57**
- (Exam Topic 4)
Identify the missing work 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 58**
- (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 62**
- (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 66**
- (Exam Topic 4)
A service will be unavailable for the next two hours for unplanned maintenance. Which practice is MOST LIKELY to be involved in managing this?

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

**Answer:** A

**Explanation:**
Incident management is typically closely aligned with the service desk, which is the single point of contact for all users communicating with IT. When a service is disrupted or fails to deliver the promised performance during normal service hours, it is essential to restore the service to normal operation as quickly as possible.
https://www.bmc.com/blogs/itil-v3-incident-management/

**NEW QUESTION 68**
- (Exam Topic 4)
What is defined as "the role that uses services?

A. Service consumer
B. Customer
C. User
D. Sponsor

**Answer:** C

**Explanation:**
User: A person who uses services; e.g. the company employees. https://www.bmc.com/blogs/itil-key-concepts-service-management/

**NEW QUESTION 72**
- (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 74**
- (Exam Topic 4)
Which of the following is the MOST important for effective incident management?

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

**Answer:** D

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

**NEW QUESTION 77**
- (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 82**
- (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 86**
- (Exam Topic 3)
Which is a result of applying the guiding principle 'progress iteratively with feedback'?

A. The ability to discover and respond to failure earlier
B. Standardization of practices and services
C. Understanding the customer's perception of value

D. Understanding the current state and identifying what can be reused

**Answer:** A


**NEW QUESTION 89**
- (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 93**
- (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 95**
- (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 100**
- (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 103**
- (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 107**
- (Exam Topic 3)
Which benefit is MOST aligned with the guiding principle 'progress iteratively with feedback'?

A. Service providers are able to respond more quickly to customer needs
B. Bottlenecks in the service provider's workflow are identified.
C. The complexities of the service provider's IT systems are identified.
D. The service provider gains a better understanding of the customer experience.

**Answer:** A

**NEW QUESTION 111**
- (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 116**
- (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 121**
- (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 122**
- (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%

**NEW QUESTION 125**
- (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 127**
- (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 128**
- (Exam Topic 3)
Why should a service level manager carry out regular service reviews?

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

**Answer:** C


**NEW QUESTION 131**
- (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 135**
- (Exam Topic 3)
Which statement about 'continual improvement' is CORRECT?

A. All improvement ideas should be logged in a single 'continual improvement register'
B. A single team should carry out 'continual improvement' across the organization
C. 'Continual improvement' should have minimal interaction with other practices
D. Everyone in the organization is responsible for some aspects of 'continual improvement'

**Answer:** D


**NEW QUESTION 137**
- (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 140**
- (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 145**
- (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 150**
- (Exam Topic 3)
Which dimension focuses on relationships with other organizations that are involved in the design, development, deployment and delivery of services?

A. Organizations and people
B. Information and technology

C. Partners and suppliers
D. Value streams and processes

**Answer:** C

**NEW QUESTION 151**
- (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 154**
- (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 chance authority will ensure changes are authorized after they are deployed

**Answer:** C

**NEW QUESTION 155**
- (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 159**
- (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 161**
- (Exam Topic 3)
Which two statements about the guiding principles are CORRECT?
* 1.The guiding principles support continual improvement
* 2. Each guiding principle applies to a selection of the available stakeholder groups
* 3.Organizations should decide which one of the guiding principles is relevant to them
* 4.Organizations should consider how the guiding principles interact with each other

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

**Answer:** D

**NEW QUESTION 164**
- (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 166**
- (Exam Topic 3)
Identity the missing word(s) in the following sentence.
The purpose of the problem management practice is to reduce the likelihood and impact o' 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 168**
- (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 171**
- (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 172**
- (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 175**
- (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-itil-a-winning-combination-for-it- businesses/

**NEW QUESTION 177**
- (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 179**
- (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 182**
- (Exam Topic 3)
Which guiding principle considers which parts of an existing process should be kept by identifying how they contribute to value creation?

A. Progress iteratively with feedback
B. Collaborate and promote visibility
C. Think and work holistically
D. Keep it simple and practical

**Answer:** D


**NEW QUESTION 183**
- (Exam Topic 3)
Which phase of problem management includes analysing incidents to look for patterns and trends?

A. Problem identification
B. Problem control
C. Error control
D. Post-implementation review

**Answer:** A


**NEW QUESTION 186**
- (Exam Topic 3)
Which is a recommendation for applying the guiding principle 'keep it simple and practical?

A. Communicate in a way the audience can hear
B. Sometimes nothing from the current state can be re used
C. If a practice is easier to follow it is more likely to be adopted
D. Fast does not mean incomplete

**Answer:** C


**NEW QUESTION 188**
- (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 193**
- (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 197**
- (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 199**
- (Exam Topic 3)
What term is used to describe the functionality of a service?

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

**Answer:** C

**Explanation:**
Utility is defined as "the functionality offered by a product or service to meet a particular need"2. Utility can be summarized as "what the service does" and can be used to determine whether a service is able to meet its intended outcomes1.

**NEW QUESTION 204**
- (Exam Topic 3)
What can be used to determine if a service is 'fit for purpose'?

A. Availability
B. Warranty
C. Outcome
D. Utility

**Answer:** D

**NEW QUESTION 209**
- (Exam Topic 3)
Which will help solve incidents more quickly?

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

**Answer:** C

**NEW QUESTION 212**
- (Exam Topic 3)
Identify the missing word in the following sentence.
The purpose of the service configuration management practice is to ensure that accurate and reliable information about the [?], and the CIs that support them, is available when and where it is needed.

A. relationships with suppliers
B. configuration of services
C. skills of people
D. authorization of changes

**Answer:** B

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

**NEW QUESTION 214**
- (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 217**
- (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 222**
- (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 225**
- (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 229**
- (Exam Topic 3)
Which is an example o' a service request?

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

**Answer:** C


**NEW QUESTION 232**
- (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 237**
- (Exam Topic 3)
Which statement about the 'continual improvement model' is CORRECT?

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

**Answer:** B


**NEW QUESTION 239**
- (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 244**
- (Exam Topic 3)
Which statement about service offerings is CORRECT?

A. The same product can be used as a basis for more than one service offering
B. Service offerings include the transfer of goods from the consumer to the prowler
C. Service offerings describe how providers and consumers cooperate to co-create value

D. Each service should be described to consumers as a single service offering

**Answer:** A


**NEW QUESTION 248**
- (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 249**
- (Exam Topic 3)
Which practice has the purpose of ensuring that the organization's suppliers and their performance and managed appropriately to support the provision of seamless, quality products and services?

A. Release management
B. Supplier management
C. Service management
D. Relationship management

**Answer:** B


**NEW QUESTION 251**
- (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 253**
- (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 257**
- (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 262**
- (Exam Topic 3)
What is a configuration item?

A. Any financially valuable component that can contribute to delivery of an IT product or service
B. Any component that needs to be managed in order to deliver an IT service
C. Any change of state that has significance for the management of a service
D. A problem that has been analyzed but has not been resolved

**Answer:** B

**Explanation:**
Reference: https://www.bmc.com/blogs/itil-key-terms/


**NEW QUESTION 266**

- (Exam Topic 3)
Which two practices interact the MOST with the service desk practice?

A. Incident management and service request management
B. Service request management and deployment management
C. Deployment management and change enablement
D. Change enablement and incident management

**Answer:** A


**NEW QUESTION 269**
- (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 272**
- (Exam Topic 3)
What aspect of 'service level management' asks service consumers what their work involves and how technology helps them?

A. Customer engagement
B. Operational metrics
C. Business metrics
D. Customer feedback

**Answer:** A


**NEW QUESTION 273**
- (Exam Topic 3)
Which value chain activity ensures a shared understanding of the current status and required direction for all products and services?

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

**Answer:** A


**NEW QUESTION 275**
- (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 276**
- (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 278**
- (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 281**
- (Exam Topic 3)
What type of change is MOST likely to be managed as a service request?

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

**Answer:** B


**NEW QUESTION 283**
- (Exam Topic 3)
Which practice facilitates operational communication between the service provider organization and users in the service consumer organization?

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

**Answer:** C


**NEW QUESTION 284**
- (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 288**
- (Exam Topic 3)
A service offering may include, access to resources, and service actions, which is an example of a service action?

A. A mobile phone enables a user to work remotely
B. A password allows a user connect to a Wifi network
C. A license allows a user to install a software product
D. A service desk agent provides support to user.

**Answer:** D


**NEW QUESTION 289**
- (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 294**
- (Exam Topic 3)
Which practice has a purpose that includes the handling of pre-defined, user-initiated demands for service?

A. Service request management
B. Service configuration management
C. Deployment management
D. Change enablement

**Answer:** A


**NEW QUESTION 295**
- (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 300**
- (Exam Topic 3)
Which practice uses pre-defined, standardized procedures to enable fulfilment times to be clearly communicated?

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

**Answer:** D

**NEW QUESTION 301**
- (Exam Topic 3)
Which Guiding principle says that it is not usually necessary to build something new?

A. Focus on value
B. start where you are
C. Progress iteratively with feedback
D. Think and work holistically

**Answer:** B

**NEW QUESTION 306**
- (Exam Topic 3)
Which value chain activity ensures that ongoing service activity meets user expectations?

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

**Answer:** D

**NEW QUESTION 307**
- (Exam Topic 3)
How should an organization prioritize incidents?

A. Ask the user for their preferred resolution timeframe.
B. Assess the availability of the appropriate support team.
C. Use an agreed classification which is based on the business impact of the incident.
D. Create an order of incidents based on the dates and times when they were logged.

**Answer:** C

**NEW QUESTION 310**
- (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 311**
- (Exam Topic 3)
Which practice is MOST LIKELY to make use of artificial intelligence, robotic process automation, and chatbots?

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

**Answer:** A

**NEW QUESTION 315**

- (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 316**
- (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 321**
- (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 325**
- (Exam Topic 3)
Which is one of the MAIN concerns of the 'design and transition' value chain activity?

A. Understanding the organization's vision
B. Understanding stakeholder needs
C. Meeting stakeholder expectations
D. Ensuring service components are available

**Answer:** C

**Explanation:**
The purpose of 'obtain/build' value chain activity is "to ensure that service components are available when and where they are needed, and meet agreed specifications." Service components for 'deliver and support' and service components for design and transition are key outputs of 'obtain/build' value chain activity.

**NEW QUESTION 326**
- (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 327**
- (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 332**
- (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 337**
- (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 342**
- (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 347**
- (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 352**
- (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 357**
- (Exam Topic 2)
What should be done first when applying the 'focus on value' guiding principle?

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

**Answer:** D

**NEW QUESTION 361**
- (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 365**
- (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 369**
- (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 370**
- (Exam Topic 2)
What includes governance as a component?

A. Practices
B. The service value chain
C. The service value system
D. The guiding principles

**Answer:** C


**NEW QUESTION 375**
- (Exam Topic 2)
Which statement about the 'continual improvement' practice is CORRECT?

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

**Answer:** B

**Explanation:**
Reference: https://www.bmc.com/blogs/itil-continual-improvement/


**NEW QUESTION 377**
- (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 378**
- (Exam Topic 2)
Which describes the utility of a service?

A. A service that is fit for use
B. A service that meets its service level targets
C. A service that increases constraints on the consumer
D. A service that supports the performance of the consumer

**Answer:** D


**NEW QUESTION 383**
- (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 386**
- (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 389**
- (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 390**
- (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 391**
- (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 394**
- (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 395**
- (Exam Topic 2)
Which is a supplier category?

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

**Answer:** D


**NEW QUESTION 396**
- (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 398**
- (Exam Topic 2)
Which statement about the 'four Ps' of service design is CORRECT?

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

**Answer:** B

**Explanation:**
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**NEW QUESTION 403**
- (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 407**
- (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 411**
- (Exam Topic 2)
What are typically recognized through notifications created by an IT service, CI or monitoring tool?

A. Incidents
B. Problems
C. Events
D. Requests

**Answer:** C

**NEW QUESTION 414**
- (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 417**
- (Exam Topic 2)
Which guiding principle focuses on reducing costs and human errors?

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

**Answer:** C

**NEW QUESTION 420**
- (Exam Topic 2)
Which helps to manage an incident when it is unclear which support team should be working on the incident?

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

**Answer:** B

**Explanation:**
Reference: https://www.bmc.com/blogs/itil-incident-management/


**NEW QUESTION 422**
- (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 427**
- (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)
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 432**
- (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 433**
- (Exam Topic 2)
Which practice ensures that accurate and reliable information is available about configuration items and the relationships between them?

A. Service configuration management
B. Service desk
C. IT asset management
D. Monitoring and event management

**Answer:** A


**NEW QUESTION 436**
- (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 439**
- (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 441**
- (Exam Topic 2)
What takes place in the "Did we get there?" step of the continual service improvement (CSI) approach?

A. An initial baseline assessment
B. The production of a detailed CSI plan
C. Verifying that improvement targets have been achieved
D. Understanding priorities for improvement

**Answer:** C

**Explanation:**
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**NEW QUESTION 444**
- (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 446**
- (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 447**
- (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 452**
- (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 457**
- (Exam Topic 2)
Identify the missing word(s) in the following sentence.
The service desk should be the entry point and single point of contact for the [?] with all of its users.

A. Service consumer
B. Service provider
C. Customer
D. Supplier

**Answer:** B


**NEW QUESTION 459**
- (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 463**
- (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 468**
- (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 471**
- (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 473**
- (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 478**
- (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 481**
- (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 483**
- (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 488**
- (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 490**
- (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 495**
- (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 498**
- (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 503**

- (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 506**
- (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 509**
- (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 511**
- (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 515**
- (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 516**
- (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 518**
- (Exam Topic 2)
Which is an objective of the design coordination process?

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

**Answer:** A

**Explanation:**
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**NEW QUESTION 519**
- (Exam Topic 2)
Which guiding principle helps to ensure that each improvement effort has more focus and is easier to maintain?

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

**Answer:** C


**NEW QUESTION 521**
- (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 524**
- (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 528**
- (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 532**
- (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 533**
- (Exam Topic 2)
What describes the steps needed to create and deliver a specific service to a consumer?

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

**Answer:** C


**NEW QUESTION 536**
- (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 539**
- (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 543**
- (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 544**
- (Exam Topic 2)
What is the effect of increased automation on the 'service desk1 practice?

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

**Answer:** B


**NEW QUESTION 546**
- (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 549**
- (Exam Topic 2)
Which is included in the purpose of the 'service level management' practice?

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

**Answer:** C


**NEW QUESTION 554**
- (Exam Topic 2)
Why should some service requests be fulfilled with no additional approvals?

A. To ensure that spending is properly accounted for
B. To ensure that information security requirements are met
C. To streamline the fulfillment workflow
D. To set user expectations for fulfillment times

**Answer:** C


**NEW QUESTION 555**
- (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

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**NEW QUESTION 557**
- (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

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**NEW QUESTION 562**
- (Exam Topic 2)
Where should all master copies of controlled software and documentation be stored?

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

**Answer:** B

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**NEW QUESTION 565**
- (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

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**NEW QUESTION 568**
- (Exam Topic 2)
Which service transition process provides guidance about converting data into information?

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

**Answer:** B

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**NEW QUESTION 573**
- (Exam Topic 2)
Which practice provides users with a way to get various requests arranged, explained and coordinated?

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

**Answer:** D

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

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**NEW QUESTION 574**
- (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 579**
- (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 583**
- (Exam Topic 1)
Identify the missing word in the following sentence.
A change is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on [?].

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

**Answer:** D


**NEW QUESTION 585**
- (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 589**
- (Exam Topic 1)
In which TWO situations should the ITIL guiding principles be considered?
* 1. In every initiative
* 2. In relationships with all stakeholders
* 3. Only in specific initiatives where the principle is relevant
* 4. Only in specific stakeholder relationships where the principle is relevant

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

**Answer:** A


**NEW QUESTION 591**
- (Exam Topic 1)
Which is a key requirement for a successful service level agreement?

A. It should be written in legal language
B. It should be simply written and easy to understand
C. It should be based on the service provider's view of the service
D. It should relate to simple operational metrics

**Answer:** B


**NEW QUESTION 593**
- (Exam Topic 1)
Which of the following can be used to access service desks?

A. Phone calls
B. All of the above
C. Text and social media messaging
D. Email

**Answer:** B

**NEW QUESTION 595**
- (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 599**
- (Exam Topic 1)
Which practice updates information relating to symptoms and business impact?

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

**Answer:** D


**NEW QUESTION 604**
- (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 607**
- (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 611**
- (Exam Topic 1)
Which practice identifies metrics that reflect a customer experience of a service?

A. Continual improvement
B. Service level management
C. Service desk
D. Problem management

**Answer:** B


**NEW QUESTION 616**
- (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 620**
- (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 622**
- (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 627**
- (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 628**
- (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 629**
- (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 631**
- (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 635**
- (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 638**
- (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 641
- (Exam Topic 1)
What is the starting point for optimization?

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

**Answer:** D

## NEW QUESTION 643
- (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 646
- (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 651
- (Exam Topic 1)
Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

A. Progress iteratively with feedback
B. Keep is simple and practical
C. Start where you are
D. Focus on value

**Answer:** C

## NEW QUESTION 656
- (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 658
- (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 663
- (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 667**
- (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 672**
- (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 675**
- (Exam Topic 1)
What is described by the service value system?

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

**Answer:** C


**NEW QUESTION 676**
- (Exam Topic 1)
Which of the following is an example of incident?

A. A backup server is being rebooted while services are running on the primary server
B. An application is not available during the business hours
C. A user has requested access to a shared repository
D. A user wants to reset the password of a server

**Answer:** B


**NEW QUESTION 678**
- (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 682**
- (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 683**
- (Exam Topic 1)

What is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks?

A. Service management
B. Continual improvement
C. A service
D. An IT asset

**Answer:** C

**NEW QUESTION 685**
- (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 687**
- (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 688**
- (Exam Topic 1)
What is defined as any component that needs to be managed in order to deliver an IT service?

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

**Answer:** C

**NEW QUESTION 690**
- (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 693**
- (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 696**
- (Exam Topic 1)
Which statement about emergency changes is CORRECT?

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

**Answer:** B


**NEW QUESTION 698**
- (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 699**
- (Exam Topic 1)
Which statement about a 'continual improvement register' is CORRECT?

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

**Answer:** D


**NEW QUESTION 701**
- (Exam Topic 1)
Which guiding principle recommends eliminating activities that do not contribute to the creation of value?

A. Start where you are
B. Collaborate and promote visibility
C. Keep it simple and practical
D. Optimize and automate

**Answer:** C


**NEW QUESTION 704**
- (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 708**
- (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 710**
- (Exam Topic 1)
Which guiding principle helps to ensure that better information is available for decision making?

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

**Answer:** B


**NEW QUESTION 712**
- (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 715**
- (Exam Topic 1)
Which is NOT a component of the service value system?

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

**Answer:** D


**NEW QUESTION 719**
- (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 723**
- (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 728**
- (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 733**
- (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 737**
- (Exam Topic 4)
Which organization delivers output or outcomes of a service?

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

**Answer:** D

**Explanation:**
An output is a tangible or intangible deliverable of an activity, while an outcome is a result for a stakeholder enabled by one or more outputs1. A service provider produces outputs that allow customers to achieve outcomes2. A service consumer utilizes the outputs and benefits from the outcome2s.

**NEW QUESTION 741**
- (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 745**
- (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 747**
- (Exam Topic 4)
What ensures that service providers and service consumers continue to create value together?

A. Service consumption
B. Service offerings
C. Service level management
D. Service relationship management

**Answer:** D

**Explanation:**
Service relationship management is the joint activities performed by a service provider and a service consumer to ensure continual value co-creation1. It involves establishing, maintaining, and optimizing the service relationship throughout the service lifecycle2. Service relationship management ensures that service providers and service consumers continue to create value together by aligning their objectives, expectations, and capabilities3. References: ITIL Foundation - ITIL 4 Edition, page 5; ITIL® 4 – A Pocket Guide, page 16; ITIL® 4 Practice Guide: Service Relationship Management, page 7.

**NEW QUESTION 749**
- (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 754**
- (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 755**
- (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 760**
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