

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

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

Answer: B

Explanation:

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

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

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

NEW QUESTION 3

- (Exam Topic 4)

Which is described by the 'organizations and people' dimension of service management?

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

Answer: A

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/what-are-the-four-dimensions-of-itil-4>

NEW QUESTION 4

- (Exam Topic 4)

Which role would be MOST SUITABLE for someone with experience of managing relationships with various stakeholders, including suppliers and business managers?

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

Answer: A

Explanation:

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

- > Defining service levels

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

NEW QUESTION 5

- (Exam Topic 4)

Which practice needs the right culture to be embedded across the entire organization?

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

Answer: C

Explanation:

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

NEW QUESTION 6

- (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 7

- (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 8

- (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 9

- (Exam Topic 4)

Identify the missing word(s) in the following sentence.

The purpose of the problem management practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents and managing [p] and known errors.

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

Answer: D

Explanation:

The purpose of the problem management practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents and managing workarounds and known errors. 1. Workarounds are temporary solutions that reduce or eliminate the impact of an incident or problem for which a full resolution is not yet available. 2. Known errors are problems that have a documented root cause and a workaround. 3. References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL® 4 – A Pocket Guide, page 35; ITIL® 4 Practice Guide: Problem Management, page 7.

NEW QUESTION 10

- (Exam Topic 4)

Which is a description of service provision?

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

Answer: B

Explanation:

The ITIL SVS describes how all the components and activities of the organization work together as a system to enable value creation. The SVS is made up of specific inputs, elements, and outputs relevant to service management. The key input to the SVS are opportunity and demand. The output of the SVS is value delivered by products and services.

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

NEW QUESTION 10

- (Exam Topic 4)

Which BEST describes the focus of the 'think and work holistically' principle?

- A. Considering the existing organizational assets before building something new
- B. Integrating an organization's activities to deliver value
- C. Eliminating unnecessary steps to deliver valuable outcomes
- D. Breaking down large initiative into smaller pieces of work

Answer: B

Explanation:

Think and work holistically

No service, practice, process, department, or supplier stands alone. The outputs that the organization delivers to itself, its customers, and other stakeholders will suffer unless it works in an integrated way to handle its activities as a whole, rather than as separate parts. <https://www.bmc.com/blogs/itil-guiding-principles/#:~:text=5.,rather%20than%20as%20separate%20parts.>

NEW QUESTION 13

- (Exam Topic 4)

How is a continual improvement register used?

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

Answer: B

Explanation:

The ITIL continual improvement model, which provides organizations with a structured approach to implementing improvements <https://www.bmc.com/blogs/itil-continual-improvement/>

NEW QUESTION 15

- (Exam Topic 4)

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

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

Answer: A

Explanation:

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

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

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

NEW QUESTION 19

- (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 22

- (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 25

- (Exam Topic 4)

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

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

Answer: A

Explanation:

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

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

NEW QUESTION 30

- (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 33

- (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 37

- (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 41

- (Exam Topic 3)

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

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

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

Answer: A

NEW QUESTION 43

- (Exam Topic 3)

Which guiding principle helps an organization to understand the impact of an altered element on other elements in a system?

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

Answer: C

NEW QUESTION 47

- (Exam Topic 3)

Which is a purpose of the 'relationship management' practice?

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

Answer: D

Explanation:

Reference:

<https://wiki.process-symphony.com.au/framework/lifecycle/process/relationship-management-til-4/>

NEW QUESTION 49

- (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 50

- (Exam Topic 3)

Which facilitates outcomes that customers want to achieve?

- A. Service
- B. Warranty
- C. Organization
- D. IT asset

Answer: A

NEW QUESTION 55

- (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 58

- (Exam Topic 3)

Which statement about a service value stream is CORRECT?

- A. it uses inputs and outputs prescribed by ITIL
- B. It is a service value chain activity
- C. It integrates practices for a specific scenario
- D. It provides an operating model for service providers

Answer: C

NEW QUESTION 63

- (Exam Topic 3)

Which is a use of the change schedule?

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

Answer: A

Explanation:

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

NEW QUESTION 66

- (Exam Topic 3)

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

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

Answer: D

NEW QUESTION 68

- (Exam Topic 3)

Which practice makes use of methods from Lean, Agile and DevOps?

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

Answer: B

NEW QUESTION 70

- (Exam Topic 3)

Which practice's purpose includes creating closer more collaborative relationships?

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

Answer: A

NEW QUESTION 75

- (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 76

- (Exam Topic 3)

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

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

Answer: B

NEW QUESTION 80

- (Exam Topic 3)

Which is an example of a service request?

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

Answer: C

NEW QUESTION 81

- (Exam Topic 3)

Which statement about outcome is CORRECT?

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

Answer: A

NEW QUESTION 86

- (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 90

- (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 95

- (Exam Topic 3)

Which practice has the purpose of ensuring that the organization's suppliers and their performance are 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 98

- (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 99

- (Exam Topic 3)

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

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

Answer: B

Explanation:

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

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

NEW QUESTION 100

- (Exam Topic 3)

Which step of the continual improvement model includes baseline assessments?

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

Answer: D

NEW QUESTION 105

- (Exam Topic 3)

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

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

Answer: A

NEW QUESTION 106

- (Exam Topic 3)

Which statement about the service value chain is CORRECT?

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

Answer: B

NEW QUESTION 111

- (Exam Topic 3)

Which statement about value creating activities is CORRECT?

- A. Each value stream should be designed with a specific combination of service value chain activities
- B. Service value chain activities have pre-determined dependencies on ITIL practices

- C. A value stream is an operating model for creating value through products and services
- D. Organizations should ensure that each value stream is applicable to many scenarios

Answer: A

NEW QUESTION 112

- (Exam Topic 3)

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

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

Answer: D

Explanation:

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

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

NEW QUESTION 115

- (Exam Topic 3)

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

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

Answer: A

NEW QUESTION 119

- (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 124

- (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 128

- (Exam Topic 3)

Which TWO of the following are considerations of change enablement?

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

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

Answer: A

NEW QUESTION 131

- (Exam Topic 2)

Which is one of the five aspects of service design?

- A. Management information systems and tools
- B. Risk analysis and management approach

- C. Management policy for business case creation
- D. Corporate governance and policy

Answer: A

NEW QUESTION 134

- (Exam Topic 2)

Which guiding principle recommends organizing work into smaller, manageable sections that can be executed and completed in a timely manner?

- A. Focus on value
- B. Start where you are
- C. Collaborate and promote visibility
- D. Progress iteratively with feedback

Answer: D

NEW QUESTION 137

- (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 138

- (Exam Topic 3)

Which 'service level management' activity helps staff to deliver a more business-focused service?

- A. Creating targets based on the percentage of uptime of a service
- B. Understanding the ongoing requirements of customers
- C. Using complex technical terminology in service level agreements (SLAs)
- D. Measuring low-level operational activities

Answer: B

NEW QUESTION 139

- (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 144

- (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 148

- (Exam Topic 2)

Which statement about change authorization is CORRECT?

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

Answer: A

NEW QUESTION 153

- (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 158

- (Exam Topic 2)

Which is a supplier category?

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

Answer: D

NEW QUESTION 163

- (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 165

- (Exam Topic 2)

Which practice includes conducting regular reviews to ensure that services are still appropriate and relevant?

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

Answer: A

Explanation:

The service level management practice defines, documents and manages the service levels of all the services and products. Service level management should provide the end to end visibility of all the organizational services. Service level management has to establish and provide the service views with service level target ensure meeting defined service levels by collecting, analyzing, storing and reporting all the defined target metrics of the services regularly (periodically) perform the service reviews and ensure the services meet the organization's needs continuously identify, capture, review & report the issues related to services, its performance against the defined service targets.

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

NEW QUESTION 169

- (Exam Topic 2)

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

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

Answer: C

NEW QUESTION 170

- (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 174

- (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 179

- (Exam Topic 2)

Which statement about metrics is CORRECT?

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

Answer: B

NEW QUESTION 183

- (Exam Topic 2)

What is the CORRECT definition of service management?

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

Answer: B

NEW QUESTION 188

- (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 191

- (Exam Topic 2)

Which service management dimension is focused on activities and how these are coordinated?

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

Answer: C

NEW QUESTION 193

- (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 195

- (Exam Topic 2)

What is the definition of a known error?

- A. An unplanned interruption to a service, or reduction in the quality of a service
- B. A cause, or potential cause, of one or more incidents
- C. A problem that has been analyzed and has not been resolved
- D. Any change of state that has significance for the management of a service or other configuration item (CI)

Answer: C

NEW QUESTION 197

- (Exam Topic 2)

Which guiding principle recommends assessing the current state and deciding what can be reused?

- A. Focus on value
- B. Start where you are
- C. Collaborate and promote visibility
- D. Progress iteratively with feedback

Answer: B

NEW QUESTION 198

- (Exam Topic 2)

What type of change is pre-authorized, low risk, relatively common, and follows a procedure or work instruction?

- A. A standard change
- B. An emergency change
- C. An internal change
- D. A normal change

Answer: A

NEW QUESTION 199

- (Exam Topic 2)

Which dimension considers data security and privacy?

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

Answer: B

NEW QUESTION 201

- (Exam Topic 2)

What is a problem?

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

Answer: C

NEW QUESTION 202

- (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 206

- (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 208

- (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 212

- (Exam Topic 2)

Which ITIL practice recommends performing service reviews to ensure that services continue to meet the needs of the organization?

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

Answer: C

NEW QUESTION 215

- (Exam Topic 2)

Which statement BEST describes the value of service strategy to the business?

- A. It allows higher volumes of successful change
- B. It reduces unplanned costs through optimized handling of service outages
- C. It reduces the duration and frequency of service outages
- D. It enables the service provider to understand what levels of service will make their customers successful

Answer: D

NEW QUESTION 218

- (Exam Topic 2)

Which practice identifies metrics that reflect the customer's experience of a service?

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

Answer: C

NEW QUESTION 219

- (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 223

- (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 227

- (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 230

- (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 233

- (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 236

- (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 241

- (Exam Topic 2)

Which joint activity performed by a service provider and service consumer ensures continual value co-creation?

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

Answer: C

NEW QUESTION 246

- (Exam Topic 2)

Which dimension of service management considers governance, management, and communication?

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

Answer: A

NEW QUESTION 251

- (Exam Topic 2)

Which process works with incident management to ensure that security breaches are detected and logged?

- A. Change management
- B. Service level management
- C. Access management
- D. Continual service improvement

Answer: C

NEW QUESTION 252

- (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 257

- (Exam Topic 1)

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

- A. Service configuration management
- B. Problem management
- C. Service level management

D. Change control

Answer: D

NEW QUESTION 261

- (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 264

- (Exam Topic 1)

What are the MOST important skills required by service desk staff?

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

Answer: A

NEW QUESTION 266

- (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 268

- (Exam Topic 1)

Identify the missing words in the following sentence.

The management of information security incidents usually requires [?].

- A. Immediate escalation
- B. Specialist teams
- C. A separate process
- D. Third party support

Answer: C

NEW QUESTION 270

- (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 273

- (Exam Topic 1)

Which statement about costs is CORRECT?

- A. Costs removed from the consumer are part of service consumption
- B. Costs imposed on the consumer are costs of service utility
- C. Costs removed from the consumer are part of the value proposition
- D. Costs imposed on the consumer are costs of service warranty

Answer: C

NEW QUESTION 278

- (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 280

- (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 283

- (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 286

- (Exam Topic 1)

Which ITIL practice has a purpose that includes reducing the likelihood of incidents?

- A. Change control
- B. Continual improvement
- C. Problem management
- D. Service desk

Answer: C

NEW QUESTION 290

- (Exam Topic 1)

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

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

Answer: B

NEW QUESTION 293

- (Exam Topic 1)

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

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

Answer: B

NEW QUESTION 295

- (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 298

- (Exam Topic 1)

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

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

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

Answer: D

NEW QUESTION 300

- (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 305

- (Exam Topic 4)

Which is the MOST important stakeholder group that a service provider needs to collaborate with?

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

Answer: B

Explanation:

The first important step is identifying and managing all the stakeholder groups that an organization deals with. The first and most obvious stakeholder group is the customers, as in service management the organization's main goal is to facilitate customer outcomes. Other examples of stakeholder collaboration include:

- Developers working with other internal teams
- Suppliers collaborating with the organization
- Relationship managers collaborating with service consumers
- Customers collaborating with each other
- Internal and external suppliers collaborating with each other

The contribution to improvement of each stakeholder group at each level should be understood, as should the most effective methods to engage with them.

Depending on the service and the relationship between the service provider and the service consumer, the expectations about the level and type of collaboration can vary significantly. It is important to involve stakeholders, and address their needs at all levels. Determining the type, method, and frequency of such messaging is one of the central activities related to communication.

<https://www.bmc.com/blogs/itil-guiding-principles/>

NEW QUESTION 310

- (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 313

- (Exam Topic 4)

Which is a key element of the 'think and work holistically' guiding principle?

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

Answer: B

Explanation:

No service, practice, process, department, or supplier stands alone. The outputs that the organization delivers to itself, its customers, and other stakeholders will suffer unless it works in an integrated way to handle its activities as a whole, rather than as separate parts.

Taking a holistic approach to service management includes establishing an understanding of how all the parts of an organization work together in an integrated way (remember the four dimensions of service management?), including having an end-to-end visibility of how demand is captured and translated into outcomes. In a complex system, the alteration of one element can impact others and, where possible, these impacts need to be identified, analysed and planned for.

To apply this principle successfully, consider this advice:

- Recognize the complexity of the systems
- Collaboration is key to thinking and working holistically
- Automation can facilitate working holistically

<https://www.bmc.com/blogs/itil-guiding-principles/>

NEW QUESTION 315

- (Exam Topic 4)

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

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

Answer: A

Explanation:

To protect the information needed by the organization to conduct its business. This includes understanding and managing risks to the confidentiality, integrity, and availability of information, as well as other aspects of information security such as authentication and non-repudiation.

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

NEW QUESTION 320

- (Exam Topic 4)

What is the CORRECT order for the three phases of problem management?

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

Answer: C

Explanation:

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

- Problem identification: the process of finding problems that are the cause or potential cause of one or more incidents².
- Problem control: the process of analysing the root cause and impact of a problem and developing a workaround or a permanent solution².
- Error control: the process of managing known errors throughout their lifecycle, from recording to removal². References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL® 4 – A Pocket Guide, page 35; ITIL® 4 Practice Guide: Problem Management, page 9.

NEW QUESTION 324

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