

# ITIL-4-Foundation Dumps

## ITIL 4 Foundation

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



**NEW QUESTION 1**

- (Exam Topic 1)

Which describes a standard change?

- A. A high-risk change that needs very thorough assessment
- B. A change that is typically implemented as a service request
- C. A change that must be implemented as soon as possible
- D. A change that needs to be scheduled, assessed and authorized following a defined process

**Answer: B**

**NEW QUESTION 2**

- (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 3**

- (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 4**

- (Exam Topic 1)

Which describes a set of defined steps for implementing improvements?

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

**Answer: C**

**NEW QUESTION 5**

- (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 6**

- (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 7**

- (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 8**

- (Exam Topic 1)

Which practice has a purpose that includes observing a service to report selected changes of state identified as events?

- A. Incident management
- B. Monitoring and event management
- C. Change control
- D. Information security management

**Answer:** D

**NEW QUESTION 9**

- (Exam Topic 1)

Which describes outcomes?

- A. Tangible or intangible deliverables
- B. Results desired by a stakeholder
- C. Configuration of an organization's resources
- D. Functionality offered by a product or service

**Answer:** B

**NEW QUESTION 10**

- (Exam Topic 1)

What is an output?

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

**Answer:** B

**NEW QUESTION 10**

- (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 11**

- (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 14**

- (Exam Topic 1)

Which statement about the steps to fulfill a service request is CORRECT?

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

**Answer:** B

**NEW QUESTION 19**

- (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 22**

- (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 25**

- (Exam Topic 1)

What is defined as a cause, or potential cause, of one or more incidents?

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

**Answer:** D

**NEW QUESTION 28**

- (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 30**

- (Exam Topic 1)

Which dimension includes activities and workflows?

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

**Answer:** A

**NEW QUESTION 32**

- (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 34**

- (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 38**

- (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 40**

- (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 41**

- (Exam Topic 1)

What is the expected outcome from using a service value chain?

- A. Service value streams
- B. Value realization
- C. Customer engagement
- D. The application of practices

**Answer:** B

**NEW QUESTION 42**

- (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 47**

- (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 48**

- (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 51**

- (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 53**

- (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 58**

- (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 62**

- (Exam Topic 1)

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

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

**Answer:** C

**NEW QUESTION 67**

- (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 69**

- (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 74**

- (Exam Topic 2)

Which practice may involve the initiation of disaster recovery?

- A. Incident management
- B. Service request management
- C. Service level management
- D. IT asset management

**Answer:** A

**NEW QUESTION 75**

- (Exam Topic 2)

Which guiding principle is PRIMARILY concerned with end-to-end service delivery?

- A. Focus on value
- B. Think and work holistically
- C. Optimize and automate

D. Collaborate and promote

**Answer:** B

**NEW QUESTION 76**

- (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 77**

- (Exam Topic 2)

Which are elements of the service value system?

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

**Answer:** B

**NEW QUESTION 79**

- (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 84**

- (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 89**

- (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 93**

- (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 96**

- (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 101**

- (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**

**NEW QUESTION 105**

- (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 109**

- (Exam Topic 2)

What is a change schedule used for?

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

**Answer: D**

**NEW QUESTION 114**

- (Exam Topic 2)

Which is included in the purpose of the 'deliver and support' value chain activity?

- A. Meeting stakeholder expectations for time to market
- B. Understanding the organization's service vision
- C. Understanding stakeholder needs
- D. Providing services to agreed specifications

**Answer: A**

**NEW QUESTION 116**

- (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 118**

- (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 119**

- (Exam Topic 2)

What is an incident?

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

**Answer:** D

**NEW QUESTION 123**

- (Exam Topic 2)

An SLA is a service level agreement.

Which describes the 'watermelon SLA' effect?

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

**Answer:** B

**Explanation:**

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

**NEW QUESTION 125**

- (Exam Topic 2)

Which of these activities is carried out as part of 'problem management'?

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

**Answer:** D

**NEW QUESTION 128**

- (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 130**

- (Exam Topic 2)

Which are phases of the release and deployment process?

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

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

**Answer:** A

**NEW QUESTION 132**

- (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 136**

- (Exam Topic 2)

Which value chain activity ensures that service components meet agreed specifications?

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

**Answer: C**

**NEW QUESTION 138**

- (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 143**

- (Exam Topic 2)

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

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

**Answer: B**

**NEW QUESTION 148**

- (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 152**

- (Exam Topic 2)

What can be used to help determine the impact level of a problem?

- A. Definitive media library (DML)
- B. Configuration management system (CMS)
- C. Statement of requirements (SOR)
- D. Standard operating procedures (SOP)

**Answer: B**

**NEW QUESTION 154**

- (Exam Topic 2)

Which guiding principle considers the importance of customer loyalty?

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

**Answer: B**

**NEW QUESTION 159**

- (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

**NEW QUESTION 160**

- (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 164**

- (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 165**

- (Exam Topic 2)

What is the purpose of problem management?

- A. Reduces the likelihood and impact of incidents
- B. Ensures services are restored as soon as possible
- C. Helps direct the incident to the correct support area
- D. Determines how the service provider is perceived

**Answer:** A

**NEW QUESTION 169**

- (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 170**

- (Exam Topic 2)

What does 'change enablement' PRIMARILY focus on?

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

**Answer:** B

**NEW QUESTION 174**

- (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 175**

- (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 176**

- (Exam Topic 2)

How do all value chain activities transform inputs to outputs?

- A. By using a combination of practices
- B. By using a single functional team
- C. By determining service demand
- D. By implementing process automation

**Answer:** A

**NEW QUESTION 180**

- (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 183**

- (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 184**

- (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 187**

- (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 189**

- (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 192**

- (Exam Topic 2)

A customer is a person who defines the requirements for a service and takes responsibility for the [?] of service consumption.

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

**Answer:** B

**NEW QUESTION 196**

- (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 197**

- (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 199**

- (Exam Topic 2)

What is the purpose of service level management?

- A. To obtain/build activity that ensures the service components are available when and where they are needed and meet agreed specifications.
- B. To ensure that all current and planned IT services are delivered to agreed achievable targets.
- C. To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels.
- D. To track and manage improvement ideas from identification to final action, organizations use a database or structured document called a continual improvement register (CIR).

**Answer:** B

**NEW QUESTION 204**

- (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 206**

- (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 210**

- (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 214**

- (Exam Topic 3)

Which describes a 'change authority'?

- A. A model used to determine who will assess a change
- B. A person who approves a change
- C. A tool used to help changes
- D. A way to manage the people aspects of change

**Answer:** B

**NEW QUESTION 217**

- (Exam Topic 3)

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

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

**Answer:** B

**NEW QUESTION 218**

- (Exam Topic 3)

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

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

**Answer:** D

**Explanation:**

Reference: <https://www.sysaid.com/blog/entry/the-7-guiding-principles-of-iti-4-practical-advice-to-help-you-make-decisions>

**NEW QUESTION 220**

- (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 222**

- (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 223**

- (Exam Topic 3)

Which Practice includes management of workarounds and known errors?

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

**Answer:** C

**Explanation:**

What is problem management?

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

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



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

**NEW QUESTION 228**

- (Exam Topic 3)

Which is part of the definition of a customer?

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

**Answer:** A

**NEW QUESTION 233**

- (Exam Topic 3)

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

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

**Answer:** C

**Explanation:**

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

**NEW QUESTION 234**

- (Exam Topic 3)

Which is provided by the 'engage' value chain activity?

- A. Ensuring that stakeholder expectations for quality are met
- B. Ensuring that stakeholder needs are understood by the organization
- C. Ensuring that service components are available when needed
- D. Ensuring that services are operated to meet agreed specifications

**Answer:** B

**NEW QUESTION 237**

- (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 238**

- (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 242**

- (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 247**

- (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 250**

- (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 252**

- (Exam Topic 3)

What varies in size and complexity, and uses functions to achieve its objectives?

- A. A risk
- B. An organization
- C. A practice
- D. An outcome

**Answer:** B

**NEW QUESTION 253**

- (Exam Topic 3)

How are target resolution times used in the 'incident management' practice?

- A. They are agreed, documented, and communicated to help set user expectations
- B. They are established, reviewed, and reported to ensure that customers are happy with the service
- C. They are initiated, approved, and managed to ensure that predictable responses are achieved
- D. They are scheduled, assessed and authorized to reduce the risk of service failures

**Answer:** A

**NEW QUESTION 258**

- (Exam Topic 3)

What is the MOST important reason for prioritizing incidents?

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

**Answer:** B

**NEW QUESTION 263**

- (Exam Topic 3)

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

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

**Answer:** A

**NEW QUESTION 267**

- (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 272**

- (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 275**

- (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 277**

- (Exam Topic 3)

What is the definition of warranty?

- A. A means of identifying events that could cause harm or loss
- B. A means of determining whether a service is fit for purpose
- C. A means of identifying a result for a stakeholder
- D. A means of determining whether a service is fit for use

**Answer:** D

**NEW QUESTION 280**

- (Exam Topic 3)

In service relationships, what is a benefit of identifying consumer roles?

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

**Answer:** A

**NEW QUESTION 285**

- (Exam Topic 3)

What is a cause, or potential cause, of one or more incidents?

- A. A configuration item
- B. A workaround
- C. An incident
- D. A problem

**Answer:** D

**NEW QUESTION 290**

- (Exam Topic 3)

Identify the missing words in the following sentence.

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

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

**Answer:** C

**NEW QUESTION 294**

- (Exam Topic 3)

Which practice improves customer and user satisfaction by reducing the negative impact of service interruptions?

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

**Answer:** C

**Explanation:**

The purpose of incident management is to minimize the negative impact of incidents by restoring normal service operation as quickly as possible. Incident management can have an enormous impact on customer and user satisfaction, and the perception of those stakeholders of the service provider.

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

**NEW QUESTION 296**

- (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%](https://www.symphonysummit.com/products/defining-industry-terms-itsm-itil-itil4/#:~:text=Improve%20%E2%80%A2)

**NEW QUESTION 298**

- (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 303**

- (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 307**

- (Exam Topic 3)

Which statement about the 'optimize and automate' guiding principle is CORRECT?

- A. Activities should be automated before they are optimized
- B. Automation is best applied to non-standard tasks
- C. Technology eliminates the need for human intervention
- D. Automation frees human resources for more complex activities

**Answer:** D

**NEW QUESTION 311**

- (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 316**

- (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 317**

- (Exam Topic 3)

Which statement about change authorities is CORRECT?

- A. Change authorities are only required for authorizing emergency changes
- B. Change authorities are assigned when each change is deployed
- C. Change authorities are only required for authorizing normal changes
- D. Change authorities are assigned for each type of change and change model

**Answer: D**

**NEW QUESTION 318**

- (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 319**

- (Exam Topic 3)

Which statement about the 'service request management' practice is CORRECT?

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

**Answer: A**

**NEW QUESTION 320**

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