

ITIL-4-Foundation Dumps

ITIL 4 Foundation

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NEW QUESTION 1

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 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 3

Which are the elements of process control?

- A. Inputs, outputs and triggers
- B. Work instructions, procedures and roles
- C. Resources, capabilities and metrics
- D. Process owner, policy and objectives

Answer: D

NEW QUESTION 4

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 5

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 6

Why should service desk staff detect recurring issues?

- A. To help identify problems
- B. To escalate incidents to the correct support team
- C. To ensure effective handling of service requests
- D. To engage the correct change authority

Answer: A

NEW QUESTION 7

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 8

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 9

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 10

What are the three phases of 'problem management'?

- A. Problem identification, problem control, error control
- B. Problem analysis, error identification, incident resolution
- C. Problem logging, problem classification, problem resolution
- D. Incident management, problem management, change control

Answer: A

NEW QUESTION 10

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 13

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 16

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

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

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

Answer: A

NEW QUESTION 21

What should a release policy include?

- A. The process owner and process manager for each type of release
- B. The roles and responsibilities for incident and problem resolution
- C. The naming convention and expected frequency of each type of release
- D. The naming convention for all configuration items (CI) recorded in the configuration management system(CMS)

Answer: C

NEW QUESTION 23

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 28

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 32

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 34

Which guiding principle recommends standardizing and streamlining manual tasks?

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

Answer: A

NEW QUESTION 36

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 37

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

- A. To support the agreed quality of a service handling all agreed, userinitiated service requests
- B. To set clear business-based targets for service performance
- C. To establish and nurture the links between the organization and its stakeholders
- D. To align the organization's practices and services with changing business needs

Answer: C

NEW QUESTION 40

What is an IT asset?

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

Answer: D

NEW QUESTION 41

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 43

Which statement about the 'service desk' practice is CORRECT?

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

Answer: D

NEW QUESTION 46

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 48

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

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

Answer: D

NEW QUESTION 53

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 57

Which guiding principle emphasizes the need to understand the flow of work in progress, identify bottlenecks, and uncover waste?

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

Answer: B

NEW QUESTION 61

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 65

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 70

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 72

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 76

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 80

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 81

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 86

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 88

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 90

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 94

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 99

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 100

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 105

Which statement about outcomes is CORRECT?

- A. Outcomes help service consumers achieve outputs
- B. Outcomes are one or more services that fulfil the needs of a service consumer
- C. Service providers help service consumers achieve outcomes
- D. Helping service consumers achieve outcomes reduces service provider costs

Answer: C

NEW QUESTION 108

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 112

Which is a service request?

- A. Requesting a workaround for an issue
- B. Requesting information about how to create a document
- C. Requesting an enhancement to an application
- D. Requesting investigation of a degraded service

Answer: B

NEW QUESTION 113

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 117

How does categorization of incidents assist the 'incident management' practice?

- A. It determines the priority assigned to the incident
- B. It determines how the service provider is perceived
- C. It helps direct the incident to the correct support area
- D. It ensures that incidents are resolved in timescales agreed with the customer

Answer: C

NEW QUESTION 120

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 123

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 124

Which is a key consideration for the guiding principle 'keep it simple and practical'?

- A. Try to create a solution for every exception
- B. Start with a complex solution, then simplify
- C. Understand how each element contributes to value creation
- D. Ignore the conflicting objectives of different stakeholders

Answer: C

NEW QUESTION 125

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 130

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 132

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 136

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 137

Identify the missing word in the following sentence.

The purpose of the 'information security management' practice is to [?] the organization's information.

- A. protect
- B. store
- C. audit
- D. provide

Answer: A

NEW QUESTION 141

Which practice provides support for managing feedback, compliments and complaints from users?

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

Answer: B

NEW QUESTION 146

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 151

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 154

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 157

Which stage of the service lifecycle has the purpose of looking for ways to improve process efficiency and cost effectiveness?

- A. Service operation
- B. Service transition
- C. Continual service improvement D18912E1457D5D1DDCBD40AB3BF70D5D
- D. Service strategy

Answer: C

NEW QUESTION 161

Which guiding principle recommends coordinating all dimensions of service management?

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

Answer: B

NEW QUESTION 164

Which service catalogue view is considered beneficial when constructing the relationship between services, SLAs, OLAs, and other underpinning agreements?

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

Answer: D

NEW QUESTION 168

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 171

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 174

Which is included in the purpose of the 'design and transition' value chain activity?

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

Answer: D

NEW QUESTION 178

What are the types of asset management?

- A. IT asset management and software asset management
- B. Operational and technical management
- C. IT asset management and technical management
- D. Operational management and IT asset management

Answer: A

NEW QUESTION 179

Identify the missing word in the following sentence.

The use of [?] should support, not replace what is observed, when using the 'start where you are' guiding principle.

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

Answer: B

NEW QUESTION 180

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

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

Answer: D

NEW QUESTION 185

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 189

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 191

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 194

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 196

What happens if a workaround becomes the permanent way of dealing with a problem that cannot be resolved cost-effectively?

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

Answer: B

NEW QUESTION 199

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 203

Which is a supplier category?

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

Answer: D

NEW QUESTION 208

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 212

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 215

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 218

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 219

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 223

Which practice requires that staff demonstrate excellent customer service skills, such as empathy and emotional intelligence?

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

Answer: B

NEW QUESTION 227

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 232

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 235

How should the workflow for a new service request be designed?

- A. Use a single workflow for all types of service request
- B. Leverage existing workflows whenever possible
- C. Use different workflows for each type of service request
- D. Avoid workflows for simple service requests

Answer: B

NEW QUESTION 238

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