ITIL

Exam Questions ITIL-4-Foundation

ITIL 4 Foundation

NEW QUESTION 1
- (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 2
- (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 3
- (Exam Topic 4)
Which is the MOST LIKELY way of resolving major incidents?

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

Answer: C

Explanation:
The incident management practice aims to minimize the negative impact of incidents by restoring normal service operation as quickly as possible1. A major incident is an incident that has a significant impact or urgency for the business and requires a high level of coordination and resources to resolve2. The most likely way of resolving major incidents is by forming a temporary team working together to identify a resolution, such as a major incident team or a swarming team3. The other statements are not true because:
- Users establishing a resolution using self-help: Self-help is an option for users to resolve their own incidents with minimal or no assistance from the service provider, but it is not suitable for major incidents that require urgent and expert attention3.
- The service desk identifying the cause and a resolution: The service desk is responsible for logging, categorizing, prioritizing, and escalating incidents, but it may not have the skills or authority to identify the cause and a resolution for major incidents that involve multiple teams or suppliers3.
- A support team following detailed procedures for investigating the incident: A support team may follow detailed procedures for investigating the incident, but it may not be able to resolve major incidents that require cross-functional collaboration or escalation3. References: ITIL Foundation - ITIL 4 Edition, page 14; ITIL® 4 – A Pocket Guide, page 32; ITIL® 4 Practice Guide: Incident Management, page 8.

NEW QUESTION 4
- (Exam Topic 4)
Which of the four dimensions' focuses on roles responsibilities and systems of authority?

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

Answer: A

Explanation:
Organizations and people is one of the four dimensions of service management that influence the effectiveness and efficiency of service delivery1. This dimension

focuses on the roles, responsibilities, and systems of authority that are needed to deliver and support services2. This dimension also covers the culture, skills, competencies, and collaboration of the people involved in service management3. References: ITIL Foundati - ITIL 4 Edition, page 8; ITIL® 4 – A Pocket Guide, page 19; ITIL® 4 Practice Guide: Organizational Chan Management, page 7.

NEW QUESTION 5
- (Exam Topic 4)
Which value chain activity is concerned with the availability of service components?

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

Answer: D

Explanation:
The Obtain/Build activity is responsible for ensuring that all service components are available when and where needed, and that they meet the agreed specifications.
https://www.beyond20.com/blog/what-is-the-itil-4-service-value-chain/#:~:text=The%20Obtain%2FBuild%20a

NEW QUESTION 6
- (Exam Topic 4)
What are the KEY stakeholder groups mat service providers should cooperate with?

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

Answer: B

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

NEW QUESTION 7
- (Exam Topic 4)
What is a user?

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

Answer: B

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

NEW QUESTION 8
- (Exam Topic 4)
A good way to apply the ITIL guiding principle 'focus on value' is to:

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

Answer: A

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

NEW QUESTION 9
- (Exam Topic 4)
When using the 'continual improvement model, which information should be produced by an organization to understand where the organization is now?

A. Business objectives
B. Improvement plans
C. Assessment results

D. Measureable Targets

Answer: C

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

NEW QUESTION 10
- (Exam Topic 4)
Which service value chain activity relates with buying new products?

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

Answer: B

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

NEW QUESTION 10
- (Exam Topic 4)
Which practice MOST requires staff who demonstrate skills such as empathy and emotional intelligence?

A. Service request management
B. Service desk
C. Problem management
D. Continual management

Answer: B

Explanation:
"Service desk
staff require training and competency across a number of broad technical and business areas. In
particular, they need to demonstrate excellent customer service skills such as empathy, incident analysis and prioritization, effective communication, and emotional intelligence.
https://www.servicedeskinstitute.com/the-case-for-itil4-foundation-service-desk-analyst-training/#:~:text=%E2%82%80

NEW QUESTION 11
- (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 14
- (Exam Topic 4)
Identify the missing word(s) in the following sentence.
The purpose of the problem management practice is to reduce me likelihood and impact of incidents by identifying actual and potential causes of incidents and managing [p] and known errors.

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

Answer: D

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

NEW QUESTION 17
- (Exam Topic 4)
Which is the BEST type of resource for investigating complex incidents?

A. Self-help systems
B. Knowledgeable support staff
C. Detailed work instructions
D. Disaster recovery plans

Answer: B

Explanation:
More complex incidents will usually be escalated to a support team for resolution, or even suppliers and partners who offer support for products and services they provide.

NEW QUESTION 18
- (Exam Topic 4)
Which TWO BEST describe the guiding principles?
› Short term
› Standards
› Recommendations
› Long-term

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

Answer: B

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

NEW QUESTION 19
- (Exam Topic 4)
Which of the four dimensions contributes MOST to defining activities needed to deliver services?

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

Answer: A

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

NEW QUESTION 22
- (Exam Topic 4)
Which statement about the input and output of the value chain activities is CORRECT?

A. Each value chain activity receives inputs and provides outputs
B. The organization's governance will determine the inputs and outputs of each value chain activity

C. Some value chain activities only have input, whereas others only have outputs
D. Input and output are fixed for each value chain activity

Answer: A

Explanation:
Each activity contributes to the value chain by transforming specific inputs into outputs. The inputs could be demand from outside the value chain, or outputs of other activities, while the transformation is facilitated by ITIL practices, undertaken using internal or third-party resources, processes, skills, and competencies. https://www.bmc.com/blogs/itil-service-value-chain/

NEW QUESTION 24
- (Exam Topic 4)
Which describes an unresolved problem which has been already analysed?

A. A workaround
B. An incident
C. A known error
D. A risk

Answer: C

Explanation:
A known error is a problem that has been analysed but not resolved1. This means that the root cause of the problem has been identified, but a permanent solution has not been implemented yet2. A known error can be recorded in a known error database (KEDB) and linked to related incidents and problems3. References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL® 4 – A Pocket Guide, page 35; ITIL® 4 Practice Guide: Problem Management, page 8.

NEW QUESTION 28
- (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 32
- (Exam Topic 4)
What is the customer of a service responsible for?

A. Authorizing the budget for the service
B. Provisioning the service
C. Defining the requirements for the service
D. Using the service

Answer: C

Explanation:
Customer: A person who defines the requirements for a service and takes responsibility for the outcomes of service consumption;
https://www.bmc.com/blogs/itil-key-concepts-service-management/

NEW QUESTION 34
- (Exam Topic 4)
Which practice ensures that a variety of access channels are available for users to report issues?

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

Answer: A

Explanation:
Service desks provide a variety of channels for access including:
> Phone calls, which can include specialized technology, such as interactive voice response (IVR), conference calls, voice recognition, and others.
> Service portals and mobile applications, supported by service and request catalogues, and knowledge bases.
> Chat, through live chat and chatbots.
> Email for logging and updating, and for follow-up surveys and confirmations.
> Walk-in service desk (which are becoming more prevalent in some sectors, such as higher education, where there are high peaks of activity that demand physical presence).,
> Text and social media messaging, which are useful for notifications in case of major incidents and for contacting specific stakeholder groups, but can also be used to allow users to request support.

≫ Public and corporate social media and discussion forums for contacting the service provider and for peer-to-peer support.
https://www.bmc.com/blogs/itil-service-desk/

NEW QUESTION 35
- (Exam Topic 4)
Which phase of problem management includes the regular re-assessment of the effectiveness of workarounds?

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

Answer: C

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

NEW QUESTION 36
- (Exam Topic 4)
Which practice has a purpose that involves creating closer, more collaborative relationships?

A. Suppler management
B. Information security management
C. Release management
D. Service configuration management

Answer: A

Explanation:
The purpose of the supplier management practice is to ensure that the organization's suppliers and their performances are managed appropriately to support the seamless provision of quality products and services1. This practice involves creating closer, more collaborative relationships with key suppliers to improve efficiency, effectiveness, and innovation2. References: ITIL Foundation - ITIL 4 Edition, page 16; ITIL® 4 – A Pocket Guide, page 38.

NEW QUESTION 39
- (Exam Topic 4)
What is the difference between the 'incident management" and 'service desk' practices'?

A. Incident management restores service operation; service desk provides communication with users
B. Incident management resolves complex issues, service desk reserves simpler issues
C. Incident What is the difference between the 'incident management" and 'service
D. Incident management manages interruptions to services, service desk monitors achieved service quality

Answer: A

Explanation:
The incident management practice aims to minimize the negative impact of incidents by restoring normal service operation as quickly as possible1. This practice involves logging, categorizing, prioritizing, investigating, resolving, and closing incidents2. The service desk practice provides a single point of contact fo users and customers to report issues, make requests, or seek guidance1. This practice involves providing communication with users, capturing feedback, managing user satisfaction, and facilitating continual improvement3. References: ITIL Foundation - ITIL 4 Edition, page 14; ITIL® 4 – A Pocket Guide, page 32; ITIL® 4 Practice Guide: Incident Management, page 7.

NEW QUESTION 42
- (Exam Topic 4)
What is used as a tool to help define and measure performance?

A. A continual improvement register
B. An incident record
C. A change schedule
D. A service level agreement

Answer: C

NEW QUESTION 44
- (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 46
- (Exam Topic 4)
Identity the missing word in the following sentence
The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of [?], and the CIs that support them, is available when and where it is needed

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

Answer: D

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

NEW QUESTION 50
- (Exam Topic 4)
Which practice has a purpose that includes managing authentication and non-repudiation?

A. Information security management
B. IT Asset Management
C. Change enablement
D. Service Configuration management

Answer: A

Explanation:
Nonrepudiation provides an assurance that the sender of data is provided with proof of delivery and the recipient is provided with proof of the sender's identity, so neither can later deny having processed the data. Further, this concept can apply to any activity, not just the sending and receiving of data; in a more general sense, it is a mechanism to prove that an activity was performed and by whom. Nonrepudiation is typically comprised of authentication, auditing/logging, and cryptography services.
https://www.sciencedirect.com/topics/computer-science/nonrepudiation

NEW QUESTION 55
- (Exam Topic 4)
Which of the following is a necessity to a successful service level agreement (SLAs)?

A. The language and terms used in the SLA should be commonly understood by all parties
B. Base the SLA on system-based metrics that are useful to the service provider
C. In order to promote consistent service, they should be be carried forward, unchanged, from one year to the next
D. Vague targets, such as those related to user experience should be avoided

Answer: A

Explanation:
A service level agreement (SLA) is a documented agreement between a service provider and a customer that identifies both services required and the expected level of service1. A necessity to a successful SLA is that the language and terms used in the SLA should be commonly understood by all parties, to avoid ambiguity, confusion, and disputes2. The other statements are not true because:

> Base the SLA on system-based metrics that are useful to the service provider: The SLA should be based on customer-based metrics that are meaningful to the customer and reflect the value of the service2.

> In order to promote consistent service, they should be carried forward, unchanged, from one year to the next: The SLA should be reviewed and updated regularly to reflect changing business needs, customer expectations, and service performance2.

> Vague targets, such as those related to user experience should be avoided: The SLA should include both quantitative and qualitative targets, such as those related to user experience, satisfaction, and perception, as well as availability, reliability, and security2. References: ITIL Foundation - ITIL 4 Edition, page 16; ITIL® 4 – A Pocket Guide, page 37; ITIL® 4 Practice Guide: Service Level Management, page 8.

NEW QUESTION 56
- (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 consitutes value from the consumer's perspective.
https://www.bmc.com/blogs/itil-guiding-principles/#:~:text=When%20focusing%20on%20value%2C%20the,va

NEW QUESTION 57
- (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 59
- (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 60
- (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 63
- (Exam Topic 3)
What role would be MOST suitable for a new graduate with great levels of empathy and understanding of business issues? They also have good communication skills, high emotional intelligence, and a broad understanding of IT technology.

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

Answer: B

NEW QUESTION 66
- (Exam Topic 3)
Which dimension of service management includes consideration of the type of relationship required with other organizations involved in the design and delivery of services?

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

Answer: C

Explanation:
This dimension encompasses an organization's relationships with other organizations that are involved in the design, development, deployment, delivery, support and/or continual improvement of services. This dimension also incorporates contracts and other agreements between the organization and its partners or suppliers2.

NEW QUESTION 68
- (Exam Topic 3)

Which benefit is MOST aligned with the guiding principle 'progress iteratively with feedback'?

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

Answer: A

NEW QUESTION 70
- (Exam Topic 3)
Which statement about outcomes is CORRECT?

A. They are deliverables provided to service consumers.
B. They allow service consumers to achieve a desired result.
C. They provide products to service providers based on outputs.
D. The co-create value for service providers by reducing costs and risks.

Answer: B

Explanation:
Reference: https://www.axelos.com/news/blogs/february-2015/difference-between-outputs-and-outcomes-in- itsm

NEW QUESTION 75
- (Exam Topic 3)
Which practices is MOST associate with the use of empathy to understand users?

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

Answer: A

NEW QUESTION 77
- (Exam Topic 3)
Which guiding principle says that services and processes should NOT provide a solution for every exception?

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

Answer: A

NEW QUESTION 78
- (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 81
- (Exam Topic 3)
Which statement about the 'incident management' practice is CORRECT?

A. It identifies the cause of major incidents.
B. It authorizes changes to resolve incidents.
C. It maintains detailed procedures for diagnosing incidents.
D. It resolves the highest impact incidents first.

Answer: D

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

NEW QUESTION 83
- (Exam Topic 3)
Which statement about 'continual improvement' is CORRECT?

A. All improvement ideas should be logged in a single 'continual improvement register'
B. A single team should carry out 'continual improvement' across the organization

C. 'Continual improvement' should have minimal interaction with other practices
D. Everyone in the organization is responsible for some aspects of 'continual improvement'

Answer: D

NEW QUESTION 88
- (Exam Topic 3)
Which is a use of a change schedule?

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

Answer: B

NEW QUESTION 91
- (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 94
- (Exam Topic 3)
Identify the missing word in the following sentence.
The purpose of the 'supplier management' practice is to ensure that the organization's suppliers and their performances are [?] appropriately to support the seamless provision of quality products and services.

A. measured
B. rewarded
C. managed
D. defined

Answer: C

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

NEW QUESTION 95
- (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 98
- (Exam Topic 3)
Which activity contributes to the 'where are we now?' step of the 'continual improvement' model?

A. Executing improvement actions
B. Performing baseline assessments
C. Defining the improvement plan
D. Understanding the business mission

Answer: B

NEW QUESTION 103
- (Exam Topic 3)
Which statement about problems is CORRECT?

A. Problems are not related to incidents.
B. Problems must be resolved quickly in order to restore normal business activity.
C. Problem analysis should focus on one of the four dimensions to achieve a fast diagnosis.
D. Problem prioritization involves risk assessment.

Answer: D

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

NEW QUESTION 107
- (Exam Topic 3)
Which two statements about the guiding principles are CORRECT?
* 1.The guiding principles support continual improvement
* 2. Each guiding principle applies to a selection of the available stakeholder groups
* 3.Organizations should decide which one of the guiding principles is relevant to them
* 4.Organizations should consider how the guiding principles interact with each other

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

Answer: D

NEW QUESTION 111
- (Exam Topic 3)
What can be described as an operating model for the creation and management of products and services?

A. Governance
B. Service value chain
C. Guiding principles
D. Practices

Answer: B

NEW QUESTION 114
- (Exam Topic 3)
Which statement about output is correct?

A. They consist of several outcomes.
B. They capture customer demand for services
C. They contribute to the achievement of outcomes
D. They describes how the service performs.

Answer: C

NEW QUESTION 115
- (Exam Topic 3)
Identity the missing word(s) in the following sentence.
The purpose of the problem management practice is to reduce the likelihood and impact o' incidents by identifying actual and potential causes of incidents, and managing workarounds and [?].

A. events
B. charges
C. IT assets
D. known errors

Answer: D

NEW QUESTION 116
- (Exam Topic 3)
Which of the following is NOT recommended by the guiding principle 'start where you are?

A. Asking questions that appear to be stupid
B. Identifying what is available to be leveraged
C. Building something completely new
D. Collecting data directly from the source

Answer: C

NEW QUESTION 120
- (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 124

- (Exam Topic 3)
What is a definition of a problem?

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. An incident for which a full resolution is not yet available
D. Any change of state that has significance for the management of a configuration item (CI)

Answer: B

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

NEW QUESTION 125
- (Exam Topic 3)
What can be described as an operating model for the creating and management of products and services?

A. Governance
B. Service value chain
C. Guiding principles
D. Practices

Answer: B

Explanation:
Reference:
https://www.thinkhdi.com/library/supportworld/2019/evolution-itil-new-operating-model-itil-4.aspx

NEW QUESTION 130
- (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 135
- (Exam Topic 3)
Which service request management decisions require that policies are established'?

A. Deciding how degradations of service are resolved
B. Deciding how to handle service requests where the steps are unknown
C. Deciding which service requests require approval
D. Deciding when workarounds should be used

Answer: C

NEW QUESTION 138
- (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 140
- (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 145
- (Exam Topic 3)
Which is a recommendation for applying the guiding principle 'keep it simple and practical?

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

Answer: C

NEW QUESTION 146
- (Exam Topic 3)
Which describes a CORRECT approach to change authorization?

A. Changes included in the change schedule are pre-authorized and do not need additional authorization
B. formal changes should be assessed and authorized before they are deployed
C. Emergency changes should be authorized by as many people as possible to reduce risk
D. formal changes are typically implemented as service requests and authorized by the service desk

Answer: B

NEW QUESTION 149
- (Exam Topic 3)
Which statement about outcomes 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 gives service consumers assurance of products or services
D. Outcomes help a service consumers to assess the cost of a specific activity

Answer: A

NEW QUESTION 153
- (Exam Topic 3)
What can be used to determine if a service is 'fit for purpose'?

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

Answer: D

NEW QUESTION 158
- (Exam Topic 3)
In which situation will incident management USUALLY use a separate process?

A. Where no target resolution time exists
B. For low impact incidents
C. Where the cause must be diagnosed
D. For information security incidents

Answer: D

NEW QUESTION 162
- (Exam Topic 3)
Which of the following is included in the purpose of the 'continual improvement' printer?

A. The restoration of normal service operation as quickly as possible
B. The establishment of Inks between the organization and its stakeholders at strategic and tactical levels
C. The alignment of the organization's practices and services with changing business needs
D. The reduction of the likelihood and impact of incidents

Answer: C

NEW QUESTION 164
- (Exam Topic 3)
What describes how components and activities work together to facilitate value creation?

A. The ITIL service value system
B. The ITIL guiding principles
C. The four dimensions of service management
D. A service relationship

Answer: A

NEW QUESTION 169
- (Exam Topic 3)
Which is part of the 'focus on value' guiding principle?

A. Understanding what services help the service consumer
B. Reducing the number of steps in the customer experience
C. Assessing services to identify parts that can be reused
D. Identifying activities that can be achieved in smaller iterations

Answer: A

NEW QUESTION 171
- (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 176
- (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 177
- (Exam Topic 3)
Which is NOT a component of the service value system?

A. The service value chain
B. Opportunity and demand
C. Continual improvement
D. Governance

Answer: B

NEW QUESTION 179
- (Exam Topic 3)
Which principle concentrates on service consumers?

A. Start where you are
B. Optimize and automate
C. Keep it simple
D. Focus on value

Answer: D

NEW QUESTION 180
- (Exam Topic 3)
Which statement about the 'continual improvement model' is CORRECT?

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

Answer: B

NEW QUESTION 185
- (Exam Topic 3)
Which practice nurtures links with stakeholders at strategic and tactical levels'?

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

Answer: B

NEW QUESTION 189
- (Exam Topic 3)
Which TWO are inputs to the service value system?
* 1 Demand
* 2 Products
* 3 Value
* 4 Opportunity

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

Answer: D

NEW QUESTION 192
- (Exam Topic 3)
Which is an example are problem control activity?

A. Reviewing incident records to identify trends
B. Implementing a technical fix to resolve an issue
C. Re-assessing a known error to understand the ongoing impact
D. Documenting the steps in a workaround

Answer: D

NEW QUESTION 196
- (Exam Topic 3)
Which practice has the purpose of ensuring that the organization's suppliers and their performance and managed appropriately to support the provision of seamless, quality products and services?

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

Answer: B

NEW QUESTION 199
- (Exam Topic 3)
A user contacts the service desk to ask how they can create a report. Which practice is MOST LIKELY to contribute to resolving this issue?

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

Answer: C

NEW QUESTION 204
- (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 206
- (Exam Topic 3)
An organization asks a stakeholder to review a planned change. Which guiding principle does this demonstrate?

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

Answer: A

NEW QUESTION 207
- (Exam Topic 3)
Which value chain activity ensures a shared understanding of the current status and required direction for all products and services?

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

Answer: A

NEW QUESTION 211
- (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 212
- (Exam Topic 3)
Which is a use of a continual improvement register?

A. Planning changes, assisting in communication, avoiding conflicts, and assigning resources
B. Selecting the right method, model or technique for identifying improvements
C. Tracking and managing improvement ideas from identification through to final action
D. Describing the services designed to meet the needs of a consumer group

Answer: C

NEW QUESTION 216
- (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-itil-4-practical-advice-to-help-you- make-decisions

NEW QUESTION 219
- (Exam Topic 3)
Which dimension of service management considers the workflows and controls needed to deliver services?

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

Answer: D

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

NEW QUESTION 220
- (Exam Topic 3)
Which MOST helps an organization adapt ITIL concepts so that they apply to the organization's specific circumstances?

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

Answer: A

NEW QUESTION 221
- (Exam Topic 3)
Which practice uses pre-defined, standardized procedures to enable fulfilment times to be clearly communicated?

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

Answer: D

NEW QUESTION 222
- (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 226
- (Exam Topic 3)
Which practice minimizes the impact on normal service operation by managing resources in response to unplanned reductions in service quality?

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

Answer: A

NEW QUESTION 231
- (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 234
- (Exam Topic 3)
Which guiding principle discourages 'silo activity'?

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

Answer: C

NEW QUESTION 239
- (Exam Topic 3)
Which is one of the MAIN concerns of the 'design and transition' value chain activity?

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

Answer: C

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

NEW QUESTION 244
- (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 245
- (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 248
- (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 253
- (Exam Topic 2)
Which term describes the functionality offered by a service?

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

Answer: B

NEW QUESTION 255
- (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 256
- (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 257
- (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 262
- (Exam Topic 2)
How does categorization of incidents assist the 'incident management' practice?

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

Answer: C

NEW QUESTION 265
- (Exam Topic 2)
What includes governance as a component?

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

Answer: C

NEW QUESTION 266
- (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 268
- (Exam Topic 2)
Which practice makes new services available for use?

A. Change enablement
B. Release management
C. Deployment management
D. IT asset management

Answer: B

NEW QUESTION 272
- (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 276
- (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 279
- (Exam Topic 2)
Which is an example of improving service utility using service management automation?

A. Pre-determined routing of a service request
B. Reducing the time to compile service data
C. Monitoring service availability
D. Faster resource allocation

Answer: D

NEW QUESTION 281
- (Exam Topic 2)

What three elements make up the Service Portfolio?

A. Customer portfolio, service catalogue and retired services
B. Customer portfolio, configuration management system and service catalogue
C. Service pipeline, service catalogue and retired services
D. Service pipeline, configuration management system and service catalogue

Answer: C

Explanation:
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NEW QUESTION 285
- (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:
D18912E1457D5D1DDCBD40AB3BF70D5D

NEW QUESTION 287
- (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 289
- (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 291
- (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 294
- (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 295
- (Exam Topic 2)
Which is a purpose of the 'service level management' practice?

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

Answer: C

NEW QUESTION 300
- (Exam Topic 2)
Who is responsible for defining metrics for change management?

A. The change management process owner
B. The change advisory board (CAB)
C. The service owner
D. The continual service improvement manager

Answer: A

NEW QUESTION 301
- (Exam Topic 2)
Which dimension includes the knowledge needed for the management of services?

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

Answer: A

NEW QUESTION 303
- (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 305
- (Exam Topic 2)
What must always be done before an activity is automated?

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

Answer: A

NEW QUESTION 310
- (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 314
- (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 318
- (Exam Topic 2)
What takes place in the "Did we get there?" step of the continual service improvement (CSI) approach?

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

Answer: C

Explanation:
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NEW QUESTION 319
- (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 321
- (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 322
- (Exam Topic 2)
Which is an example of a business related measurement?

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

Answer: A

NEW QUESTION 326
- (Exam Topic 2)
Which guiding principle emphasizes the need to understand the flow of work in progress, identify bottlenecks, and uncover waste?

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

Answer: B

NEW QUESTION 327
- (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 331

- (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 334
- (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 338
- (Exam Topic 2)
Which practice includes the use of approaches such as Lean, Agile and DevOps with the aim of facilitating a greater amount of change at a quicker rate?

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

Answer: C

NEW QUESTION 343
- (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 347
- (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 352
- (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 357
- (Exam Topic 2)
Which statement about the 'service desk1 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 361
- (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 362
- (Exam Topic 2)
Which role approves the cost of services?

A. User
B. Change authority
C. Sponsor
D. Customer

Answer: C

NEW QUESTION 366
- (Exam Topic 2)
Which does the ITIL service value system discourage?

A. Coordinated authorities and responsibilities
B. Organizational silos
C. Interfaces among practices
D. Organizational agility

Answer: B

Explanation:
Architecture of the ITIL SVS specifically enables flexibility and discourages siloed working. This is because the service value chain and practices do not form a fixed, rigid structure, but rather they can be combined in multiple value streams to address the needs of the organization in a variety of scenarios, with open flow of communication across the many interfaces.
Reference: https://www.bmc.com/blogs/itil-service-value-system/

NEW QUESTION 370
- (Exam Topic 2)
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 371
- (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 374
- (Exam Topic 2)
Which statement about IT service management is CORRECT? D18912E1457D5D1DDCBD40AB3BF70D5D

A. It is performed by customers using a mix of IT systems, services and processes
B. It is performed by IT service providers using a mix of suppliers and their products
C. It is performed by the service desk using a mix of people, process and technology
D. It is performed by IT service providers using a mix of people, process and technology

Answer: D

NEW QUESTION 378
- (Exam Topic 2)
Which statement about the automation of service requests is CORRECT?

A. Service requests that cannot be automated should be handled as incidents
B. Service requests and their fulfillment should be automated as much as possible
C. Service requests that cannot be automated should be handled as problems
D. Service requests and their fulfillment should be carried out by service desk staff without automation

Answer: B

NEW QUESTION 379
- (Exam Topic 2)
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 381
- (Exam Topic 2)
Which is NOT a structure of service desk that is described in the ITIL service operation guidance?

A. Local
B. Centralized
C. Outsourced
D. Virtual

Answer: C

NEW QUESTION 383
- (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 387
- (Exam Topic 2)
Which is the CORRECT of the 'R' role in a RACI matrix?

A. This role ensures that activities are executed correctly
B. This role has ownership of the end result
C. This role is involved in providing knowledge and input
D. This role ensures the flow of information to stakeholders

Answer: B

NEW QUESTION 390
- (Exam Topic 2)
Which practice forms a link between the service provider and the users of services?

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

Answer: D

NEW QUESTION 393
- (Exam Topic 2)
Which directly assists with the diagnosis and resolution of simple incidents?

A. Scripts for collecting user information
B. Use of shift working patterns
C. Fulfillment of service requests
D. Creation of a temporary team

Answer: A

NEW QUESTION 398
- (Exam Topic 2)

Which term relates to service levels aligned with the needs of service consumers?

A. Service management
B. Warranty
C. Cost
D. Utility

Answer: B

NEW QUESTION 401
- (Exam Topic 2)
Which of the following should IT service continuity strategy be based on?
* 1. Design of the service metrics
* 2. Business continuity strategy
* 3. Business impact analysis (BIA)
* 4. Risk assessment

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

Answer: C

NEW QUESTION 403
- (Exam Topic 2)
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 408
- (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 413
- (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 414
- (Exam Topic 2)
What is the PRIMARY use of a change schedule?

A. To support the 'incident management' practice and improvement planning
B. To manage emergency changes
C. To plan changes and help avoid conflicts
D. To manage standard changes

Answer: C

NEW QUESTION 417
- (Exam Topic 2)
Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

A. Categorization

B. Detection
C. Prioritization
D. Escalation

Answer: A

Explanation:
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NEW QUESTION 418
- (Exam Topic 2)
Which is an important principle of communication in service operation?

A. Information should always be communicated
B. It has an intended purpose or a resultant action D18912E1457D5D1DDCBD40AB3BF70D5D
C. Meetings are always the best method of communication
D. It is stored in the configuration management system

Answer: B

NEW QUESTION 423
- (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 426
- (Exam Topic 2)
Which gives a user access to a system?

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

Answer: D

NEW QUESTION 429
- (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 431
- (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 435
- (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 440
- (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 442
- (Exam Topic 2)
What is important for a 'continual improvement register' (CIR)?

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

Answer: A

NEW QUESTION 445
- (Exam Topic 2)
What is a service?

A. A possible event that could cause harm or loss, or make it more difficult to achieve objectives
B. 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
C. A tangible or intangible deliverable of an activity
D. Joint activities performed by a service provider and a service consumer to ensure continual value co- creation based on agreed and available service offerings

Answer: B

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

NEW QUESTION 446
- (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 450
- (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 453
- (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 456
- (Exam Topic 2)
Which practice provides users with a way to get various requests arranged, explained and coordinated?

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

D. Service desk

Answer: D

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

NEW QUESTION 460
- (Exam Topic 1)
What type of change is MOST likely to be managed by the 'service request management' practice?

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

Answer: D

NEW QUESTION 465
- (Exam Topic 2)
Which will NOT be handled as a service request?

A. The degradation of a service
B. The replacement of a toner cartridge
C. The provision of a laptop
D. A complaint about a support team

Answer: A

NEW QUESTION 466
- (Exam Topic 1)
Which dimension considers how knowledge assets should be protected?

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

Answer: C

NEW QUESTION 470
- (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 474
- (Exam Topic 1)
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 479
- (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 483
- (Exam Topic 1)
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 485
- (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 487
- (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 488
- (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 489
- (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 492
- (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 496
- (Exam Topic 1)
What helps diagnose and resolve a simple incident?

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

Answer: C

NEW QUESTION 500
- (Exam Topic 1)
Which activity captures the demand for incident resolution and service requests?

A. Change control
B. Problem management
C. Service desk
D. Service catalogue management

Answer: C

NEW QUESTION 501
- (Exam Topic 1)
Which is NOT a key focus of the 'information and technology' dimension?

A. Workflow management and inventory systems
B. Communication systems and knowledge bases
C. Roles and responsibilities
D. Security and compliance

Answer: C

NEW QUESTION 503
- (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 504
- (Exam Topic 1)
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 509
- (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 513
- (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 517

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

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

Answer: C

NEW QUESTION 521
- (Exam Topic 1)
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 522
- (Exam Topic 1)
Identify the missing word in the following sentence.
The use of [?] should support, not replace what is observed, when using the 'start where you are1 guiding principle.

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

Answer: B

NEW QUESTION 526
- (Exam Topic 1)
Which guiding principle recommends standardizing and streamlining manual tasks?

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

Answer: A

NEW QUESTION 531
- (Exam Topic 1)
Which is the CORRECT approach for managing a large improvement initiative as smaller iterations?

A. Each iteration should be designed before starting the initiative and implemented without feedback
B. Feedback should only be taken into account when one iteration fails to meet its objective
C. Feedback should be reduced for large improvements as it is unlikely that circumstances will change
D. Each iteration should be continually re-evaluated based on feedback

Answer: D

NEW QUESTION 536
- (Exam Topic 1)
What is described by the service value system?

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

Answer: C

NEW QUESTION 541
- (Exam Topic 1)
Which of the following is an example of incident?

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

Answer: B

NEW QUESTION 545
- (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 546
- (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 549
- (Exam Topic 1)
What is defined as any component that needs to be managed in order to deliver an IT service?

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

Answer: C

NEW QUESTION 552
- (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 554
- (Exam Topic 1)
Which statement about service desks is CORRECT?

A. The service desk should work in close collaboration with support and development teams
B. The service desk should rely on self-service portals instead of escalation to support teams
C. The service desk should remain isolated from technical support teams
D. The service desk should escalate all technical issues to support and development teams

Answer: A

NEW QUESTION 558
- (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 560
- (Exam Topic 1)
Which is included in the purpose of the 'design and transition' value chain activity?

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

Answer:

D

NEW QUESTION 561
- (Exam Topic 1)
When should a full risk assessment and authorization be carried out for a standard change?

A. Each time the standard change is implemented
B. When the procedure for the standard change is created
C. At least once a year
D. When an emergency change is requested

Answer: B

NEW QUESTION 565
- (Exam Topic 1)
How does a service consumer contribute to the reduction of disk?

A. By paying for the service
B. By managing server hardware
C. By communicating constraints
D. By managing staff availability

Answer: C

NEW QUESTION 566
- (Exam Topic 1)
Which practice coordinates the classification, ownership and communication of service requests and incidents?

A. Supplier management
B. Service desk
C. Problem management
D. Relationship management

Answer: B

NEW QUESTION 569
- (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 572
- (Exam Topic 4)
Identify the missing word in the following sentence.
The purpose of the service configuration management practice to to ensure mat accurate and reliable information about the configuration of [?], and the is that support mem, is available when and where it to needed.

A. organizations
B. outcomes
C. IT assets
D. services

Answer: C

Explanation:
The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of IT assets, and the relationships that support them, is available when and where it is needed1. IT assets are any financially valuable components that can contribute to the delivery of an IT product or service2. Configuration items are any component that needs to be managed in order to deliver an IT service3. References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL® 4 – A Pocket Guide, page 36; ITIL® 4 Practice Guide: Service Configuration Management, page 7.

NEW QUESTION 577
- (Exam Topic 4)
Which practice balance management of risk with maximizing throughput?

A. Change enablement
B. Continual improvement
C. Incident management
D. Problem management

Answer: A

Explanation:

The purpose of the change enablement practice is to maximize the number of successful IT changes by ensuring that risks have been properly assessed, authorizing changes to proceed, and managing the change schedule.

NEW QUESTION 579
- (Exam Topic 4)
Identify the Missing word(s) in the following sentence
A(n) [?] cause, or potential cause, of one or more incidents?

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

Answer: D

Explanation:
ITIL® defines a problem as a cause, or potential cause, of one or more incidents. A known error is a proble that has been analyzed but not resolved.
https://www.bmc.com/blogs/itil-problem-management/

NEW QUESTION 583
- (Exam Topic 4)
What is the definition of service management?

A. A set of specialized organizational capabilities for enabling value for customers in the form of services
B. A result for a stakeholder enabled by one or more outputs
C. A formal description of one or more services designed to address the needs of a target consumer group
D. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation

Answer: A

Explanation:
Service management is the term used to describe how organizations manage their services to deliver value to their customers and other stakeholders. Service management requires a set of specialized organizational capabilities, such as processes, roles, tools, and competencies, that enable the effective and efficient delivery of services1. Service management is also a professional practice supported by an extensive body of knowledge, experience, and skills3. References: ITIL Foundation - ITIL 4 Edition, page 2; ITIL® 4 – A Pocket Guide, page 11.

NEW QUESTION 584
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