ITIL

Exam Questions ITIL-4-Foundation

ITIL 4 Foundation

NEW QUESTION 1
- (Exam Topic 3)
Which statement about standard changes is CORRECT?

A. A full assessment should be completed each time the change is implemented
B. The change can be implemented with less testing if necessary
C. The appropriate change authority should be assigned to each type of change
D. The change does not require additional authorization

Answer: D

NEW QUESTION 2
- (Exam Topic 3)
Which practice's purpose includes creating closer more collaborative relationships?

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

Answer: A

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

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

Answer: D

NEW QUESTION 4
- (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 5
- (Exam Topic 3)
Which statement about change authorities is CORRECT?

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

Answer: D

NEW QUESTION 6
- (Exam Topic 3)
What is a problem that has been analysed but has not been resolved?

A. Workaround
B. Incident
C. Known error
D. Event

Answer: C

NEW QUESTION 7
- (Exam Topic 3)
What is the MOST important reason for prioritizing incidents?

A. To ensure that user expectations are realistic

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

Answer: B

NEW QUESTION 8
- (Exam Topic 3)
Identify the missing word in the following sentence.
A customer define is the [?] for a service and takes responsibility for the outcomes of service consumption.

A. Requirements
B. Resources
C. Suppliers
D. products

Answer: A

NEW QUESTION 9
- (Exam Topic 3)
Which practice has a purpose that includes responding to conditions that could lead to potential faults or incidents?

A. Incident management
B. Service request management
C. Monitoring and event management
D. Change enablement

Answer: C

NEW QUESTION 10
- (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 10
- (Exam Topic 3)
Which statement about managing incidents is CORRECT?

A. Low impact incidents should be resolved efficiently, making logging unnecessary
B. The 'incident management' practice should use a single process regardless of the impact of the incident
C. Low impact incidents should be resolved efficiently so the resource required is reduced
D. Incidents with the lowest impact should be resolved first

Answer: C

NEW QUESTION 14
- (Exam Topic 3)
Which skill is required by the 'service level management' practice?

A. Supplier management
B. Technical expertise
C. Event monitoring
D. Problem management

Answer: A

NEW QUESTION 19
- (Exam Topic 3)
Which ITIL concept helps an organization to make good decisions?

A. Four dimensions of service management
B. Guiding principles
C. Service value chain
D. Practices

Answer: B

NEW QUESTION 20
- (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 22
- (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 25
- (Exam Topic 3)
What varies in size and complexity, and uses functions to achieve its objectives?

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

Answer: B

NEW QUESTION 28
- (Exam Topic 3)
Which guiding principle considers which parts of an existing process should be kept by identifying how they contribute to value creation?

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

Answer: D

NEW QUESTION 29
- (Exam Topic 3)
Which is the addition, modification or removal of anything that could have an effect on services?

A. A change
B. An event
C. An incident
D. A problem

Answer: A

NEW QUESTION 31
- (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 34
- (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 38
- (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 40
- (Exam Topic 3)
What term is used to describe whether a service will meet availability, capacity and security requirements?

A. Outcomes
B. Value
C. Utility
D. Warranty

Answer: D

NEW QUESTION 44
- (Exam Topic 3)
What is a cause, or potential cause, of one or more incidents?

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

Answer: D

NEW QUESTION 47
- (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 52
- (Exam Topic 3)
Which practice handles all pre-defined user-initiated service actions?

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

Answer: D

NEW QUESTION 54
- (Exam Topic 3)
Which practice recommends that organizations develop competencies »n techniques such as strength, weakness, opportunity, and threat (SWOT) analysis, and balanced scorecards?

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

Answer: B

NEW QUESTION 55
- (Exam Topic 3)
What term is used to describe the functionality of a service?

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

Answer:

A

NEW QUESTION 59
- (Exam Topic 3)
Which two are considered part of the 'organizations and people' dimension of service management?
* 1. Systems of authority
* 2. Culture
* 3. Relationships between organizations
* 4. Workflows

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

Answer: A

NEW QUESTION 61
- (Exam Topic 3)
Which practice is most likely to benefit from the use of chatbots?

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

Answer: D

NEW QUESTION 62
- (Exam Topic 3)
When using the ITIL continual improvement model, which information should be produced by an organization in order to understand where the organization is now?

A. Business objectives
B. Improvement plans
C. Assessment results
D. KPI reports

Answer: D

NEW QUESTION 65
- (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 69
- (Exam Topic 3)
Which practice makes use of methods from Lean. Agile and DevOps?

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

Answer: B

NEW QUESTION 70
- (Exam Topic 3)
Which two practices interact the MOST with the service desk practice?

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

Answer: A

NEW QUESTION 71
- (Exam Topic 3)
Which practice uses technologies such as intelligent telephony systems, a knowledge base and monitoring tools?

A. Service configuration management
B. Service desk
C. Problem management
D. Deployment management

Answer: B

NEW QUESTION 76
- (Exam Topic 3)
Which statement about service requests is CORRECT?

A. Complex service requests should be dealt with as normal changes
B. Service requests that require simple workflows should be dealt with as incidents
C. Service requests require workflows that should use manual procedures and avoid automation
D. Service requests are usually formalized using standard procedures for initiation, approval and fulfilment

Answer: D

NEW QUESTION 79
- (Exam Topic 3)
What can help to reduce resistance to a planned improvement when applying the guiding principle 'collaborate and promote visibility'?

A. Restricting information about the improvement to essential stakeholders only.
B. Increasing collaboration and visibility for the improvement.
C. Involving customers after all planning has been completed.
D. Engaging every stakeholder group in the same way, with the same communication.

Answer: C

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

NEW QUESTION 81
- (Exam Topic 3)
Which should be handled by 'service request management'?

A. A request to implement a security patch
B. A request to provide a laptop
C. A request to resolve an error in a service
D. A request to change a target in a service level agreement

Answer: B

Explanation:
Reference: https://www.atlassian.com/itsm/service-request-management

NEW QUESTION 84
- (Exam Topic 3)
Identity the missing word(s) in the blowing 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 89
- (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 93
- (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 94
- (Exam Topic 3)
Which guiding principle recommends consideration of the four dimensions in order to make something as effective and as useful as it needs to be?

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

Answer: D

NEW QUESTION 97
- (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 99
- (Exam Topic 3)
Identify the missing word in the following sentence.
The purpose of the service configuration management practice is to ensure that accurate and reliable information about the [?], and the CIs that support them, is available when and where it is needed.

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

Answer: B

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

NEW QUESTION 101
- (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 104
- (Exam Topic 3)
Which statement about service offerings is CORRECT?

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

Answer: A

NEW QUESTION 106
- (Exam Topic 3)
Which dimension is MOST concerned with skills, competencies, roles and responsibilities?

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

Answer:

D

Explanation:
Value streams and processes focus mainly on those areas which ensure integration and coordination of various actions and parts which contribute towards better value creation for the organization. This dimension is more concerned about the way the organization has organized the activities or processes and how it enables and ensures the value creation across all stakeholders.
https://www.knowledgehut.com/tutorials/itil4-tutorial/itil-four-dimensions-it-service-management

NEW QUESTION 110
- (Exam Topic 3)
What is a configuration item?

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

Answer: B

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

NEW QUESTION 115
- (Exam Topic 3)
What role would be MOST suitable for someone with tots of experience working in IT and business roles? They also have experience of managing relationships with various stakeholders, including suppliers and
business managers.

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

Answer: A

NEW QUESTION 119
- (Exam Topic 2)
What considerations influence the supplier strategy of an organization?

A. Contracts and agreements
B. Type of cooperation with suppliers
C. Corporate culture of the organization
D. Level of formality

Answer: C

NEW QUESTION 121
- (Exam Topic 2)
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 122
- (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 124

- (Exam Topic 2)
Which are elements of the service value system?

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

Answer: B

NEW QUESTION 127
- (Exam Topic 2)
Where should all master copies of controlled software and documentation be stored?

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

Answer: B

NEW QUESTION 129
- (Exam Topic 2)
Which practice has a purpose that includes restoring normal service operation as quickly as possible?

A. Problem management
B. Incident management
C. Deployment management
D. Supplier management

Answer: B

NEW QUESTION 133
- (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 136
- (Exam Topic 2)
How should an organization include third-party suppliers in the continual improvement of services?

A. Ensure suppliers include details of their approach to service improvement in contracts
B. Require evidence that the supplier uses agile development methods
C. Require evidence that the supplier implements all improvements using project management practices
D. Ensure that all supplier problem management activities result in improvements

Answer: A

NEW QUESTION 140
- (Exam Topic 2)
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 143
- (Exam Topic 2)
What is the purpose of the 'incident management' practice?

A. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible
B. To capture demand for incident resolution and service requests
C. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents
D. To support the agreed service quality by effective handling of all agreed user-initiated service requests

Answer: A

NEW QUESTION 147
- (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 150
- (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 153
- (Exam Topic 2)
Which statement about the 'change enablement' practice is CORRECT?

A. Service requests are usually normal changes that can be implemented quickly without authorization
B. Emergency changes are changes that must be fully tested and fully documented prior to implementation
C. Standard changes are changes that need to be scheduled, assessed and authorized following a standard process
D. Emergency changes are changes that must be implemented as soon as possible and therefore authorization is expedited

Answer: D

NEW QUESTION 154
- (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 159
- (Exam Topic 2)
What is the purpose of problem management?

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

Answer: A

NEW QUESTION 160
- (Exam Topic 2)
Which service management dimension is focused on activities and how these are coordinated?

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

Answer: C

NEW QUESTION 163
- (Exam Topic 2)
Which ITIL practice has the purpose to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels?

A. Supplier management
B. Change enablement
C. Relationship management
D. Service desk

Answer: C

NEW QUESTION 164
- (Exam Topic 2)
Which statement about the known error database (KEDB) is CORRECT?

A. It is maintained by the service desk and updated with the details of each new incident
B. It is a part of the configuration management database (CMDB) and contains workarounds
C. It is maintained by problem management and is used by the service desk to help resolve incidents
D. It is maintained by incident management and contains solutions to be implemented by problem management

Answer: C

NEW QUESTION 168
- (Exam Topic 2)
Which statement about change authorization is CORRECT?

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

Answer: A

NEW QUESTION 172
- (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 175
- (Exam Topic 2)
Which are phases of the release and deployment process?
* 1. Release build and test
* 2. Review and close
* 3. Categorize and record
* 4. Change authorization and schedule

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

Answer: A

NEW QUESTION 178
- (Exam Topic 2)
What is NOT within the scope of service catalogue management?

A. Contribution to the definition of services
B. Interfaces between all services and supporting services
C. Interfaces between the service catalogue and service portfolio
D. Fulfilment of business service requests

Answer: D

NEW QUESTION 182
- (Exam Topic 2)
What is the definition of a known error?

A. An unplanned interruption to a service, or reduction in the quality of a service
B. A cause, or potential cause, of one or more incidents
C. A problem that has been analyzed and has not been resolved

D. Any change of state that has significance for the management of a service or other configuration item (CI)

Answer: C

NEW QUESTION 186
- (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 190
- (Exam Topic 2)
Which practice has a purpose that includes helping the organization to maximize value, control costs and manage risks?

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

Answer: B

NEW QUESTION 192
- (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 196
- (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 200
- (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 202
- (Exam Topic 2)
What describes the steps needed to create and deliver a specific service to a consumer?

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

Answer: C

NEW QUESTION 204
- (Exam Topic 2)
Which guiding principle considers the importance of customer loyalty?

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

Answer: B

NEW QUESTION 205
- (Exam Topic 2)
Which practice needs people who understand complex systems and have creative and analytical skills?

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

Answer: D

NEW QUESTION 209
- (Exam Topic 2)
Which statement about the 'continual improvement' practice is CORRECT?

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

Answer: B

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

NEW QUESTION 211
- (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 215
- (Exam Topic 1)
How should automation be implemented?

A. By initially concentrating on the most complex tasks
B. By optimizing as much as possible first
C. By replacing human intervention wherever possible
D. By replacing the existing tools first

Answer: C

NEW QUESTION 217
- (Exam Topic 1)
Which is NOT a component of the service value system?

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

Answer: D

NEW QUESTION 220
- (Exam Topic 1)
What are the ITIL guiding principles used for?

A. To help an organization make good decisions
B. To direct and control an organization

C. To identify activities that an organization must perform in order to deliver a valuable service
D. To ensure that an organization's performance continually meets stakeholders' expectations

Answer: A

NEW QUESTION 222
- (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 226
- (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 227
- (Exam Topic 1)
Which practice uses techniques such as SWOT analysis, balanced scorecard reviews, and maturity assessments?

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

Answer: B

NEW QUESTION 228
- (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 231
- (Exam Topic 1)
What should be done for every problem?

A. It should have a workaround to reduce the impact
B. It should be prioritized based on its potential impact and probability
C. It should be resolved so that it can be closed
D. It should be diagnosed to identify possible solutions

Answer: B

NEW QUESTION 235
- (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 239
- (Exam Topic 1)
Which of these should be logged and managed as a problem?

A. Trend analysis shows a large number of similar incidents
B. A user requests delivery of a laptop
C. A monitoring tool detects a change of state for a service
D. 'Continual improvement' needs to prioritize an improvement opportunity

Answer: A

NEW QUESTION 244
- (Exam Topic 1)
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 245
- (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 247
- (Exam Topic 1)
Which describes a set of defined steps for implementing improvements?

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

Answer: C

NEW QUESTION 252
- (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 256
- (Exam Topic 1)
Which TWO statements about an organization's culture are CORRECT? (Choose two.)
* 1. It is created from shared values based on how it carries out its work
* 2. It is determined by the type of technology used to support services
* 3. It should be based on the culture of prospective suppliers
* 4. It should be based on the objectives of the organization

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

Answer: D

NEW QUESTION 259
- (Exam Topic 1)
Which guiding principle recommends using the minimum number of steps necessary to achieve an objective?

A. Progress iteratively with feedback
B. Think and work holistically
C. Keep it simple and practical
D. Focus on value

Answer: C

NEW QUESTION 262
- (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 265
- (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 269
- (Exam Topic 1)
Which practice provides a single point of contact for users?

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

Answer: C

NEW QUESTION 273
- (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 277
- (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 278
- (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 282
- (Exam Topic 1)
What should all 'continual improvement' decisions be based on?

A. Accurate and carefully analysed data
B. Details of how services are measured
C. A recent maturity assessment

D. An up-to-date balanced scorecard

Answer: A

NEW QUESTION 287
- (Exam Topic 1)
How does information about problems and known errors contribute to 'incident management'?

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

Answer: B

NEW QUESTION 288
- (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 289
- (Exam Topic 1)
Which practice has a purpose that includes aligning the organization's practices and services with changing business needs?

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

Answer: B

NEW QUESTION 291
- (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 292
- (Exam Topic 1)
Which practice updates information relating to symptoms and business impact?

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

Answer: D

NEW QUESTION 293
- (Exam Topic 1)
Identify the missing word in the following sentence.
The purpose of the supplier management practice is to ensure that the organization's suppliers and their [?] are managed appropriately to support the seamless provision of quality products and services.

A. costs
B. users
C. value
D. performances

Answer: D

NEW QUESTION 298
- (Exam Topic 1)
Which practices are typically involved in the implementation of a problem resolution?

* 1. Continual improvement
* 2. Service request management
* 3. Service level management
* 4. Change control

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

Answer: B

NEW QUESTION 303
- (Exam Topic 1)
When should the effectiveness of a problem workaround be assessed?

A. Whenever the workaround is used
B. Whenever the problem is resolved
C. Whenever the workaround becomes a known error
D. Whenever the problem is prioritized

Answer: A

NEW QUESTION 305
- (Exam Topic 1)
What is a recommendation of the 'focus on value' guiding principle?

A. Make 'focus on value' a responsibility of the management
B. Focus on the value of new and significant projects first
C. Focus on value for the service provider first
D. Focus on value at every step of the improvement

Answer: D

NEW QUESTION 309
- (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 313
- (Exam Topic 1)
Which statement about emergency changes is CORRECT?

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

Answer: B

NEW QUESTION 315
- (Exam Topic 1)
Which practice has a purpose to support the quality of the service by handling all agreed user initiated service requests?

A. Change control
B. IT asset management
C. Service desk
D. Service request management

Answer: D

NEW QUESTION 319
- (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 323
- (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 325
- (Exam Topic 1)
Which ITIL practice has a purpose that includes reducing the likelihood of incidents?

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

Answer: C

NEW QUESTION 328
- (Exam Topic 1)
What is warranty?

A. Assurance that a product or service will meet agreed requirements
B. The amount of money spent on a specific activity or resource
C. The functionality offered by a product or service to meet a particular need
D. The perceived benefits, usefulness and importance of something

Answer: A

NEW QUESTION 329
- (Exam Topic 1)
Which is a key requirement for a successful service level agreement?

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

Answer: B

NEW QUESTION 331
- (Exam Topic 1)
Which activity is part of the 'continual improvement' practice?

A. Populating and maintaining the asset register
B. Providing a clear path for users to report issues, queries, and requests
C. Delivering tactical and operational engagement with customers
D. Identifying and logging opportunities

Answer: D

NEW QUESTION 336
- (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 339
- (Exam Topic 2)
What is the purpose of the 'problem management' practice?

A. To protect the information needed by the organization to conduct its business
B. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors
C. To align the organization's practices and services with changing business needs through the ongoing identification and improvement of services
D. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

Answer:

B

NEW QUESTION 343
- (Exam Topic 2)
Which guiding principle recommends collecting data before deciding what can be re-used?

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

Answer: C

NEW QUESTION 347
- (Exam Topic 2)
Which processes are responsible for the regular review of underpinning contracts?

A. Supplier management and service level management
B. Supplier management and change management
C. Availability management and service level management
D. Supplier management and availability management

Answer: A

NEW QUESTION 351
- (Exam Topic 2)
Which statement about the 'change enablement' practice is CORRECT?

A. Standard changes are those that need to be scheduled, assessed and authorized following a standard process
B. Normal changes are triggered by the creation of a change request which can be created manually or automated
C. Assessment and authorization of normal changes should be expedited to ensure they can be implemented quickly
D. There should be a separate change authority for standard changes which includes senior managers who understand the risks involved

Answer: B

NEW QUESTION 352
- (Exam Topic 2)
Which is an external input to the service value chain?

A. The 'improve' value chain activity
B. An overall plan
C. Customer requirements
D. Feedback loops

Answer: C

NEW QUESTION 353
- (Exam Topic 2)
Which practice is the responsibility of everyone in the organization?

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

Answer: D

NEW QUESTION 356
- (Exam Topic 2)
What actions does a service desk take for all issues, queries and requests that are reported to them?

A. Schedule, assess, authorize
B. Diagnose, investigate, resolve
C. Initiate, approve, fulfill
D. Acknowledge, classify, own

Answer: C

NEW QUESTION 361
- (Exam Topic 2)
Which is a key activity carried out in the 'did we get there?' step of the 'continual improvement' model?

A. Define measurable targets
B. Perform baseline assessments
C. Execute improvement actions
D. Evaluate measurements and metrics

Answer: D

NEW QUESTION 362
- (Exam Topic 2)
What is required by all service desk staff?

A. Excellent technical knowledge
B. Root cause analysis skills
C. Demonstration of emotional intelligence
D. Knowledge of telephony technology

Answer: C

NEW QUESTION 366
- (Exam Topic 2)
What is an event?

A. The addition, modification, or removal of anything that could have a direct or indirect effect on services
B. Any change of state that has significance for the management of a service or other configuration item
C. Cause of one or more incidents
D. An unplanned interruption to a service or reduction in the quality of a service

Answer: B

NEW QUESTION 367
- (Exam Topic 2)
Which value chain activity ensures that service components meet agreed specifications?

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

Answer: C

NEW QUESTION 370
- (Exam Topic 2)
What is the primary focus of business capacity management?

A. Management, control and prediction of the performance, utilization and capacity of individual elements ofIT technology
B. Review of all capacity supplier agreements and underpinning contracts with supplier management
C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

Answer: D

NEW QUESTION 371
- (Exam Topic 2)
Which is the correct combination of items that makes up an IT service?

A. Customers, providers and documents
B. Information technology, people and processes
C. Information technology, networks and people
D. People, processes and customers

Answer: B

NEW QUESTION 374
- (Exam Topic 2)
Which practice makes new services available for use?

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

Answer: B

NEW QUESTION 378
- (Exam Topic 2)
Which 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 380
- (Exam Topic 2)
Identify the missing words in the following sentence.
The purpose of the [?] is to ensure that the organization continually co-creates value with all stakeholders in line with the organization's objectives.

A. 'focus on value' guiding principle
B. service value system
C. 'service request management' practice
D. four dimensions of service management

Answer: B

NEW QUESTION 384
- (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 389
- (Exam Topic 2)
What is defined as a change of state that has significate for the management of an IT service?

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

Answer: A

NEW QUESTION 392
- (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 395
- (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 397
- (Exam Topic 2)
Which practice has a purpose that includes maximizing success by ensuring that risks have been properly assessed?

A. Relationship management
B. Change control
C. Release management

D. Monitoring and event management

Answer: B

Explanation:
Reference: https://www.symphonysummit.com/products/what-is-it-service-management-itsm/

NEW QUESTION 400
- (Exam Topic 2)
What does the 'service request management' practice depend on for maximum efficiency?

A. Self-service tools
B. Compliments and complaints
C. Processes and procedures
D. Incident management

Answer: C

NEW QUESTION 401
- (Exam Topic 2)
What is recommended by the guiding principle 'progress iteratively with feedback'?

A. A current state assessment that is carried out at the start of an improvement initiative
B. The identification of all interested parts at the start of an improvement initiative
C. An improvement initiative that is broken into a number of manageable sections
D. An assessment of how all the parts of an organization will affect an improvement initiative

Answer: C

NEW QUESTION 403
- (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 405
- (Exam Topic 2)
Which statement about change management is CORRECT?

A. It optimizes overall business risk
B. It optimizes financial exposure
C. It ensures that all changes are authorized by the change advisory board (CAB)
D. It ensures that service requests follow the normal change management process

Answer: C

NEW QUESTION 406
- (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 408
- (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 413
- (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 415
- (Exam Topic 2)
Which TWO are important aspects of the 'service request management' practice?
* 1. Standardization and automation
* 2. Providing a variety of channels for access
* 3. Establishing a shared view of targets
* 4. Policies for approvals

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

Answer: D

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

NEW QUESTION 420
- (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 421
- (Exam Topic 2)
Which guiding principle focuses on reducing costs and human errors?

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

Answer: C

NEW QUESTION 423
- (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 425
- (Exam Topic 2)
What MAIN factors are considered to assess the priority of an incident?

A. The urgency and impact
B. The impact and complexity
C. The cost and urgency
D. The complexity and cost

Answer: A

NEW QUESTION 430
- (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 434
- (Exam Topic 2)
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 435
- (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 440
- (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 441
- (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 442
- (Exam Topic 2)
Which is a purpose of the 'service desk' practice?

A. To minimize the negative impact of incidents by restoring normal service operation as quickly aspossible
B. To be the entry point and single point of contact for the service provider with all of its users
C. To support the agreed quality of a service by handling all pre-defined, user-initiated service requests
D. To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels

Answer: B

NEW QUESTION 447
- (Exam Topic 2)
Which dimension considers data security and privacy?

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

Answer: B

NEW QUESTION 452

- (Exam Topic 2)
What is a change schedule PRIMARILY used for?

A. To help plan, authorize and schedule emergency changes
B. To publish a list of service requests that users can select
C. To ensure that a single change authority reviews every change
D. To help plan changes, assist in communication and avoid conflicts

Answer: D

NEW QUESTION 454
- (Exam Topic 2)
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 455
- (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 456
- (Exam Topic 4)
What is defined as "the role that uses services?

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

Answer: C

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

NEW QUESTION 458
- (Exam Topic 4)
Which practice has a purpose that includes the management of financially valuable components that can contribute to the delivery of an IT service?

A. IT asset management
B. Deployment management
C. Continual management
D. Monitoring and event management

Answer: A

Explanation:
An asset is defined as anything that is useful or valuable within a product or service. This value is generally determined financially: how much an asset costs versus how much it saves.
https://www.bmc.com/blogs/it-asset-management/

NEW QUESTION 460
- (Exam Topic 4)
Which activity is NOT recommended by the start where you are' guiding principle?

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

Answer: D

Explanation:
Don't start from scratch and build something new without considering what you already have. It's almost always better to improve what you currently have than to throw it all away and start again, although you must also be able to recognise when a complete replacement is, in fact, needed.
Not only is this approach less wasteful than starting from scratch – because it preserves value that you already have – but it also helps you to keep your people on

board. They're much more likely to support the changes you need if their previous contributions have been appropriately valued.
Don't rely on metrics and reports to tell you what the current situation is. When you carry out an assessment you should observe what is happening for yourself, and just use the metrics to support your observations.
https://www.sysaid.com/blog/itil/the-7-guiding-principles-of-itil-4-practical-advice-to-help-you-make-decisions

NEW QUESTION 461
- (Exam Topic 4)
Which is the FIRST action when optimizing a service?

A. Assess the current state
B. Implement the improvement
C. Understand the organizational context
D. Agree the future state

Answer: C

Explanation:
There are many ways in which practices and services can be optimized. Regardless of the specific techniques, the path to optimization follows these high-level steps:
- Understand and agree the context in which the proposed optimization exists
- Assess the current state of the proposed optimization
- Agree what the future state and priorities of the organization should be, focusing on simplification and value
- Ensure the optimization has the appropriate level of stakeholder engagement and commitment
- Execute the improvements in an iterative way
- Continually monitor the impact of optimization https://www.bmc.com/blogs/itil-guiding-principles/

NEW QUESTION 463
- (Exam Topic 4)
Which is a financially valuable component that can contribute to the delivery of a service?

A. Configuration item
B. Sponsor
C. IT asset
D. Service offering

Answer: C

Explanation:
IT asset is any financially valuable component that can contribute to the delivery of an IT product or service. The scope of IT asset management typically includes all software, hardware, networking, cloud services, and client devices
https://wiki.process-symphony.com.au/framework/lifecycle/process/it-asset-management-itil-4/#:~:text=IT%20a

NEW QUESTION 466
- (Exam Topic 4)
Which statement about outcomes is CORRECT?

A. Outcomes enable products to be delivered to a stakeholder
B. An outcome defines the amount of money spent on technology for a service
C. An outcome depends on at least one output to deliver a result
D. Outcomes provide assurance to stakeholders on how a service performs

Answer: C

Explanation:
It is important to understand the difference in these terms not just for clarity, but because outputs are much easier to measure than outcomes.
- Outputs are nearly always quantitative, with data available to show whether these have been delivered.
Outputs are easy to report on and to validate. There is no grey area.
- Outcomes are more challenging to verify because they are both qualitative and quantitative. Whether your outcomes have been achieved will rely, to a great extent, on the perception of the people who receive the service. Perceptions are not easy to measure or report on, but it is essential you find a way to do so.
https://www.bmc.com/blogs/outcomes-vs-outputs/

NEW QUESTION 468
- (Exam Topic 4)
Staff in an IT organization are very busy, mostly carrying out tasks that add little or no value to the organization or its customers.
Which guiding principle recommends that the unnecessary work should be eliminated?

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

Answer: A

Explanation:
https://assyst.ifs.com/blog/the-7-guiding-principles-of-itil-4-0 Don't over-engineer solutions. Think about what you can do now.
Like focus on value, this principle is heavily focused on the prevention of waste. Waste correlates with complexity. Higher complexity means there are more

opportunities for waste to creep into a system.
Focus on delivering the desired outcome, not building the most elegant and elaborate solution. Use the minimum number of steps to deliver that outcome, ensuring you are not over-processing (delivering quality above and beyond what is required).

NEW QUESTION 470
- (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 474
- (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 478
- (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 482
- (Exam Topic 4)
Which is an activity in the 'Problem control' phase of problem management?

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

Answer: D

Explanation:
Problem Control. Problem control activities include problem analysis and documenting workarounds and
known errors.
Just like incidents, problems will be prioritized based on the risk they pose in terms of probability and impact to services. Focus should be given to problems that have highest risk to services and service management.
https://www.bmc.com/blogs/itil-problem-management/#:~:text=2.,probability%20and%20impact%20to%20serv

NEW QUESTION 485
- (Exam Topic 4)
Which practice MOST requires staff who demonstrate skills such as empathy and emotional intelligence?

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

Answer: B

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

NEW QUESTION 489
- (Exam Topic 4)
Which term is used to describe removing something that could have an effect on a service?

A. A change
B. An incident
C. An IT asset
D. A problem

Answer: A

Explanation:
A change is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on services
https://www.bmc.com/blogs/itil-change-enablement/#:~:text=A%20change%20is%20defined%20as,or%20indir

NEW QUESTION 491
- (Exam Topic 4)
When working on an improvement iteration, which concept helps to ensure that the iteration activities remain appropriate in changing circumstances?

A. Analysis Paralysis
B. Direct observation
C. Minimum viable product
D. Feedback loop

Answer: B

NEW QUESTION 493
- (Exam Topic 4)
Identify the missing word in the following sentence. Sponsor is the role that authorizes budget for service [?]

A. value
B. consumption
C. management
D. provision

Answer: B

Explanation:
Sponsor: A person who authorizes budget for service consumption; e.g., the Finance Manager
https://www.bmc.com/blogs/itil-key-concepts-service-management/#:~:text=Sponsor%3A%20A%20person%20

NEW QUESTION 495
- (Exam Topic 4)
Which of the following is included in the purpose of the 'continual improvement' practice?

A. The restoration of normal service operation as quickly as possible
B. The establishment of links 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

Explanation:
Continual improvement encompasses all elements of the ITIL SVS. It involves aligning an organization's practices and services with changing business needs, through the ongoing assessment and improvement of each element involved in the management of products and services. Continual improvement applies to the SVS in its entirety, as well as to all of the organization's products, services, service components, and relationships, and is the responsibility of every individual involved in service management.
https://www.bmc.com/blogs/itil-continual-improvement/

NEW QUESTION 499
- (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 503
- (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 504
- (Exam Topic 4)
Which is a key requirement for successful service level agreements (SLAs)?

A. They should be written using language and terms which all parties will understand
B. They should be based on system-based metrics which are useful to the service provider
C. They should be carried forward, unchanged, 'rom one year to the next to enable uunsisleni service
D. They should avoid ambiguous targets such as those relating to user experience

Answer: A

Explanation:
An SLA is defined as a documented agreement between a service provider and a customer that identifies both services required and the expected level of service. SLAs are used to measure the performance of services from the customer's point of view, and it is important that they are agreed in the wider business context. Some of the key requirements for successful SLAs include:

⟩ They must be related to a defined 'service' in the service catalogue. Individual metrics without a specified service context are unhelpful.

⟩ They should relate to defined outcomes and not simply operational metrics. This can be achieved with balanced bundles of metrics, such as customer satisfaction and key business outcomes.

⟩ They should reflect an 'agreement': an engagement and discussion between the service provider and the service consumer. It is important to involve all stakeholders, including partners, sponsors, users, and customers.

⟩ They must be simply written and easy to understand and use for all parties. https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20(SL

NEW QUESTION 506
- (Exam Topic 4)
Which practice has a purpose that includes managing risks to confidentiality, integrity and availability?

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

Answer: A

Explanation:
To protect the information needed by the organization to conduct its business. This includes understanding and managing risks to the confidentiality, integrity, and availability of information, as well as other aspects of information security such as authentication and non-repudiation.
https://www.bmc.com/blogs/itil-management-practices/

NEW QUESTION 510
- (Exam Topic 4)
Which practice would be MOST involved in assessing the risk to services when a supplier modifies the contract they offer to the organization?

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

Answer: B

Explanation:
https://www.bmc.com/blogs/itil-service-level-management/

NEW QUESTION 511
- (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 514
- (Exam Topic 4)
What ensures that a service provider and a service consumer continually co-create value?

A. Service consumption
B. Service offerings
C. Change enablement
D. Service relationship management

Answer: D

Explanation:
A service relationship is defined as the cooperation between a service provider and service consumer. Service relationships are established between two or more organizations to co-create value. An organization can play the role of provider or consumer interchangeably, depending on the situation.
https://www.bmc.com/blogs/itil-key-concepts-service-management/#:~:text=and%20stakeholder%20manageme

NEW QUESTION 519
- (Exam Topic 4)
Which is an input to the service value system?

A. The system of directing and controlling an organization
B. A model to help meet stakeholders expectations
C. Recommendations to help an organization in all aspects of its work
D. A need from consumers for new or changes services

Answer: B

Explanation:
The key inputs to the SVS are opportunity and demand. The output of the SVS is value delivered by products and services. Opportunity refers to options or possibilities to add value for stakeholders or otherwise improve the organization
https://www.bmc.com/blogs/itil-service-value-system/#:~:text=The%20key%20inputs%20to%20the,or%20othe

NEW QUESTION 524
- (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 527
- (Exam Topic 4)
Which TWO of the following statements are MOST associated with the optimize and automate' guiding principle?
* 1. It is important to assess which method of communication is appropriate 'or each type of stakeholder.
* 2. Complex systems should be designed with an understanding of how the components' parts are related.
* 3. Organizations should consider whether technology could improve the eficiency o' manual processes.
* 4 It is important to understand the organization's objectives when assessing the impact of potential improvements.

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

Answer: C

Explanation:
You need to use all of your resources as effectively and efficiently as you can. This means that you should automate wherever you can, and use people only for tasks that can't be automated. It also means that you need to think carefully about what you can automate and about the circumstances where only a person will do; and about simplifying those processes you do decide to automate to eliminate wasteful or inefficient steps.
You should always optimize the work BEFORE you automate it, as automating something that is inefficient or ineffective may just result in you doing the wrong thing faster!
https://www.sysaid.com/blog/itil/the-7-guiding-principles-of-itil-4-practical-advice-to-help-you-make-decisions

NEW QUESTION 532
- (Exam Topic 3)
Which is an example o' a service request?

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

Answer: C

NEW QUESTION 535
- (Exam Topic 3)
Which is an activity of the 'incident management" practice?

A. Assessing and prioritizing improvement opportunities
B. Performing service reviews with customers
C. Providing good-quality updates when expected
D. Automating service requests to the greatest degree possible

Answer: A

NEW QUESTION 537
- (Exam Topic 3)
Which is a way of applying the guiding principle 'focus on value'?

A. Understanding how service consumers use services
B. Comprehending the whole, but doing something
C. Recognizing the complexity of systems
D. Doing fewer things, but doing them better

Answer: A

NEW QUESTION 541
- (Exam Topic 3)
Which statement about the 'optimize and automate' guiding principle is CORRECT?

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

Answer: D

NEW QUESTION 545
- (Exam Topic 3)
Which describes a 'change authority'?

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

Answer: B

NEW QUESTION 547
- (Exam Topic 3)
Which type of change is MOST LIKELY to be initiated as part of the 'service request management' practice?

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

Answer: C

NEW QUESTION 552
- (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 557
- (Exam Topic 3)
Which describe a 'change authority'?

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

Answer: C

NEW QUESTION 562
- (Exam Topic 3)
When is the earliest that a workaround can be documented in 'problem management'?

A. After the problem has been logged
B. After the problem has been prioritized
C. After the problem has been analyzed
D. After the problem has been resolved

Answer: C

NEW QUESTION 564
- (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 569
- (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 573
- (Exam Topic 3)
A service offering may include, access to resources, and service actions, which is an example of a service action?

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

Answer: D

NEW QUESTION 578
- (Exam Topic 3)
Which activity is part of the 'continual improvement' practice?

A. Identifying the cause of incidents and recommending related improvements
B. Authorizing changes to implement improvements
C. Logging and managing incidents that result in improvement opportunities
D. Making business cases for improvement action

Answer: A

NEW QUESTION 580
- (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 582
- (Exam Topic 3)
What is the MAIN benefit of 'problem management'?

A. Restoring normal service as quickly as possible
B. Reducing the number and impact of incidents
C. Maximizing the number of successful changes
D. Managing workarounds and known errors

Answer: D

NEW QUESTION 585
- (Exam Topic 3)
Which practice helps to ensure that the services delivered to customers are aligned with their needs?

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

Answer: D

NEW QUESTION 586
- (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 590
- (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 591
- (Exam Topic 3)
Which is a risk that might be removed from a service consumer by an IT service?

A. Service provider ceasing to trade
B. Security breach
C. Failure of server hardware
D. Cost of purchasing servers

Answer: B

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

NEW QUESTION 595

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

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

Answer: C

NEW QUESTION 599
- (Exam Topic 3)
Which statement about service relationship management is CORRECT?

A. It focuses on the service actions performed by users
B. It requires the service consumer to create resources for the service provider
C. It requires co-operation of both the service provider and service consumer
D. It focuses on the fulfilment of the agreed service actions

Answer: C

NEW QUESTION 603
- (Exam Topic 3)
What impact does automation have on a service desk?

A. Less low level work and a greater ability to focus on user experience
B. Increased phone contact and a reduced ability to focus on user experience
C. Ability to work from multiple locations, geographically dispersed
D. Ability to work from a single centralised location

Answer: A

NEW QUESTION 604
- (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 606
- (Exam Topic 3)
Which statement about the service value chain is CORRECT?

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

Answer: B

NEW QUESTION 607
- (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 610
- (Exam Topic 3)
Which practice facilitates operational communication between the service provider organization and users in the service consumer organization?

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

Answer: C

NEW QUESTION 613
- (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 615
- (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 619
- (Exam Topic 3)
Which Practice includes management of workarounds and known errors?

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

Answer: C

Explanation:
What is problem management?
The purpose of problem management is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors.
Problems are related to incidents, but it is important to differentiate them in the way they are managed:

> Incidents have an impact on users or business processes, and must be resolved so that normal business activity can take place.

> Problems are the causes of incidents therefore they require investigation and analysis to identify the causes, develop workarounds, and recommend longer-term resolution. This reduces the number and impact of future incidents.

NEW QUESTION 623
- (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 625
- (Exam Topic 3)
Which statement about the 'continual improvement model' is CORRECT?

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

Answer: A

NEW QUESTION 629
- (Exam Topic 3)
Identify the missing words in the following sentence.
The 'incident management' practice should maintain [?] for logging and managing incidents.

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

Answer: C

NEW QUESTION 633
- (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 635
- (Exam Topic 3)
Which TWO types of competence are MOST important 'or service desk staff?
* 1. Knowledge of business processes
* 2. Collaboration skills
* 3. Advanced technical knowledge
* 4. Workflow design skills

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

Answer: A

NEW QUESTION 639
- (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 640
- (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 642
- (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 647
- (Exam Topic 3)
How can a service consumer contnbute to the reduction of nsk?

A. By providing the service in accordance with requirements
B. By ensuring that the service provider's resources are correctly configured
C. By fully understanding then own requirements for the service
D. By managing the detailed level of risk on behalf of the service provider

Answer: C

NEW QUESTION 652
- (Exam Topic 3)
Which is included in the purpose of the 'change enablement' practice?

A. Make new and changed services available for use
B. Ensure that risks have been property assessed
C. Record and report selected changes of state
D. Plan and manage the full lifecycle of all IT assets

Answer: B

NEW QUESTION 653
- (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 656
- (Exam Topic 3)
A flaw in an application could cause a service to fail IT staff are actively analysing the application to try and understand what is going on. What is the correct name for this type of flaw?

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

Answer: A

NEW QUESTION 658
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