

Exam Questions ITIL-4-Foundation

ITIL 4 Foundation

<https://www.2passeasy.com/dumps/ITIL-4-Foundation/>



NEW QUESTION 1

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

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

Answer: A

Explanation:

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

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

NEW QUESTION 4

- (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: D

Explanation:

A set of interconnected activities that an organization performs to deliver a valuable product or service to its consumers and to facilitate value realization

<https://www.bmc.com/blogs/itil-service-value-system/#:~:text=The%20key%20inputs%20to%20the,or%20othe>

NEW QUESTION 5

- (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 6

- (Exam Topic 4)

What are the KEY stakeholder groups that 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; [ITIL 4 Practice Guide: Customer Relationship Management], page 7.

NEW QUESTION 7

- (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 8

- (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 9

- (Exam Topic 4)

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

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

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

Answer: D

Explanation:

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

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, page 35; ITIL® 4 Practice Guide: Problem Management, page 7.

NEW QUESTION 10

- (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 10

- (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 13

- (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 18

- (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 19

- (Exam Topic 4)

Which is the definition of an IT asset?

- A. Any financially valuable component that contributes to a service
- B. Any request from a user that is a normal part of service delivery
- C. Any component that needs to be managed to deliver a service
- D. Any change of state that has significance for the management of a service

Answer: A

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-til-4/#:~:text=IT%20a>

NEW QUESTION 24

- (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 manages interruptions to service desk monitors achieved service quality
- C. incident management resolves issues, service desk investigates the underlying causes of issues
- D. incident management resolves complex issues, service desk resolve simpler issues.

Answer: A

Explanation:

A help desk is considered to be focused on break-fix (what ITIL calls incident management), whereas a service desk is there to assist with not only break-fix but also with service requests (requests for new services) and requests for information (such as "how do I do X?").

<https://www.atlassian.com/itsm/service-request-management/help-desk-vs-service-desk-vs-itsm#:~:text=A%20h>

NEW QUESTION 27

- (Exam Topic 4)

Why should a service level agreement include bundles of metrics?

- A. To ensure that the service levels have been agreed with customers
- B. To reduce the number of metrics that need to be measured and reported
- C. To ensure that all services are included in the service reports
- D. To help focus on business outcomes, rather than operational result.

Answer: D

Explanation:

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.

[https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20\(SL](https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20(SL)

NEW QUESTION 31

- (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 32

- (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 37

- (Exam Topic 4)

Which practice has a purpose that involves creating closer, more collaborative relationships?

- A. Supplier 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 38

- (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, from one year to the next to enable ununsisleni 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](https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20(SL)

NEW QUESTION 42

- (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 47

- (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 51

- (Exam Topic 4)

Which is part of the value proposition of a service?

- A. Costs removed from the consumer by the service
- B. Costs imposed on the consumer by the service
- C. Outputs of the service received by the consumer
- D. Risks imposed on the consumer by the service

Answer: A

Explanation:

Costs are the amount of money spent on a specific activity or resource. From the service consumer's perspective, there are two types of cost involved in service relationships:

➤ Costs removed from the consumer by the service (a part of the value proposition). For example, for a car sharing service, the customer does not pay for the actual cost of purchasing the car.

<https://www.bmc.com/blogs/itil-key-concepts-service-management/>

NEW QUESTION 52

- (Exam Topic 4)

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 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 54

- (Exam Topic 4)

Which practice requires focus and effort to engage and listen to the requirements, issues, concerns and daily needs of customers?

- A. Service desk
- B. Supplier Management
- C. Service request management
- D. Service level management

Answer: C

Explanation:

In order to be aligned to customer outcomes and expectations, SLM requires focus and effort to engage and listen to the requirements, issues, concerns, and daily needs of customers:

Engagement is needed to understand and confirm the actual ongoing needs and requirements of customers, not simply what is interpreted by the service provider or has been agreed several years before. ITIL4 refers to value as being co-created, since it needs the input and validation of customers.

Listening is important as a relationship-building and trust-building activity, to show customers that they are valued and understood. This helps to move the provider away from always being in 'solution mode' and to build new, more constructive partnerships. Each customer is unique, and the service provider must not have a one-size-fits-all approach.

The activities of engaging and listening provide a great opportunity to build improved relationships and to focus on what really needs to be delivered. They also give service delivery staff an experience-based understanding of the day-to-day work that is done with their technology, enabling them to deliver a more business-focused service. When the customer is engaged and listened to, they feel valued and their perception of the service and service management activities improves.

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

NEW QUESTION 57

- (Exam Topic 4)

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

- A. Identifying the service customer who will receive value
- B. Defining customer experience and user experience

- C. Understanding what is valuable to the service consumer
- D. Ensuring value is co-created by improvement initiatives.

Answer: A

Explanation:

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

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

NEW QUESTION 61

- (Exam Topic 4)

What is the MOST LIKELY reason that incident management would need a temporary team to work together?

- A. To escalate an incident to a supplier or partner
- B. So users can resolve their own incidents with self-help
- C. To resolve a complex or major incident
- D. So customers and users are provided with timely updates

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 complex or 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. This may require a temporary team to work together, such as a major incident team or a swarming team³. References: ITIL Foundation - ITIL 4 Edition, page 14; ITIL® 4 – A Pocket Guide, page 32; ITIL Practice Guide: Incident Management, page 8.

NEW QUESTION 64

- (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 69

- (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 71

- (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 72

- (Exam Topic 3)

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

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

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

Answer: A

NEW QUESTION 73

- (Exam Topic 3)

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

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

Answer: C

NEW QUESTION 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 79

- (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 81

- (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 85

- (Exam Topic 3)

Which facilitates outcomes that customers want to achieve?

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

Answer: A

NEW QUESTION 89

- (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 90

- (Exam Topic 3)

How can a service consumer contribute to the reduction of risk?

- 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 their own requirements for the service
- D. By managing the detailed level of risk on behalf of the service provider

Answer: C

NEW QUESTION 91

- (Exam Topic 3)

Where are the details of the required performance outcomes of a service defined?

- A. Service level agreements
- B. Service requests
- C. Service components
- D. Service offerings

Answer: A

NEW QUESTION 96

- (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 97

- (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 100

- (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 101

- (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 106

- (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 110

- (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 113

- (Exam Topic 3)

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

- A. Conduct a review of existing service management practices and decide what to keep and what to discard
- B. Review how an improvement initiative can be organized into smaller, manageable sections that can be completed in a timely manner
- C. Review service management practices and remove any unnecessary complexity
- D. Use the four dimensions of service management to ensure coordination of all aspects of an improvement initiative

Answer: D

NEW QUESTION 117

- (Exam Topic 3)

Which is CORRECT about change authorization?

- A. A change authority is assigned each time a standard change is requested
- B. Emergency changes are authorized by the technician making the change
- C. Assignment of the change authority is based on the change type and model
- D. The change authority will ensure changes are authorized after they are deployed

Answer: C

NEW QUESTION 121

- (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 123

- (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 128

- (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 129

- (Exam Topic 3)

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

The purpose of the problem management practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and [?].

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

Answer: D

NEW QUESTION 130

- (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 133

- (Exam Topic 3)

Which practice is responsible for moving new or changed components to live or other environments?

- A. Release management
- B. Deployment management
- C. Change enablement
- D. Supplier management

Answer: B

Explanation:

Reference: <https://www.sysaid.com/blog/entry/itil-4-practices-whats-new-and-changed>

NEW QUESTION 138

- (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 140

- (Exam Topic 3)

What should be considered as part of the 'partners and suppliers' dimension?

- A. The level of integration and formality involved in the relationships between organizations
- B. The activities, workflows, controls and procedures needed to achieve the agreed objectives
- C. The information created, managed and used in the course of service provision and consumption
- D. The required skills and competencies of teams and individual members of the organization

Answer: A

NEW QUESTION 142

- (Exam Topic 3)

Which practice recommends the use of event-based surveys to gather feedback from customers?

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

Answer: A

NEW QUESTION 143

- (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 144

- (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 146

- (Exam Topic 3)

Which is an activity of 'problem identification'?

- A. Analyzing information from software developers
- B. Establishing problem workarounds
- C. Analyzing the cause of problems
- D. Establishing potential permanent solutions

Answer: A

NEW QUESTION 148

- (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 149

- (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 properly assessed
- C. Record and report selected changes of state
- D. Plan and manage the full lifecycle of all IT assets

Answer: B

NEW QUESTION 154

- (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 157

- (Exam Topic 3)

Which phase of problem management includes analysing incidents to look for patterns and trends?

- A. Problem identification
- B. Problem control
- C. Error control
- D. Post-implementation review

Answer: A

NEW QUESTION 160

- (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-iti-4-practical-advice-to-help-you-make-decisions>

NEW QUESTION 165

- (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 170

- (Exam Topic 3)

Which practice has a strong influence on the user experience and perception of the service provider?

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

Answer: C

NEW QUESTION 173

- (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 177

- (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 178

- (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 182

- (Exam Topic 3)

What term is used to describe the functionality of a service?

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

Answer: C

Explanation:

Utility is defined as "the functionality offered by a product or service to meet a particular need"². Utility can be summarized as “what the service does” and can be used to determine whether a service is able to meet its intended outcomes¹.

NEW QUESTION 184

- (Exam Topic 3)

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

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

Answer: B

NEW QUESTION 186

- (Exam Topic 3)

Which includes governance, management practices, and continual improvement?

- A. The service value system
- B. The 'deliver and support' value chain activity
- C. The 'focus on value' guiding principle
- D. The 'value stream and processes' dimension

Answer: A

NEW QUESTION 191

- (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 195

- (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 196

- (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 201

- (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 205

- (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 206

- (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 209

- (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 210

- (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 211

- (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 212

- (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 215

- (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 219

- (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 220

- (Exam Topic 3)

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

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

Answer: B

Explanation:

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

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

NEW QUESTION 224

- (Exam Topic 3)

What aspect of 'service level management' asks service consumers what their work involves and how technology helps them?

- A. Customer engagement
- B. Operational metrics
- C. Business metrics
- D. Customer feedback

Answer: A

NEW QUESTION 228

- (Exam Topic 3)

Which costs are included in the value proposition of a service?

- A. Additional expense that the service consumer has because they are using the service
- B. Money that the service consumer no longer needs to spend because they are using the service
- C. Tangible or intangible results for the service consumer because they are using the service
- D. The benefits, usefulness
- E. and importance of the service that are perceived by the service consumer

Answer: D

NEW QUESTION 232

- (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 235

- (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 238

- (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 239

- (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 240

- (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 241

- (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 246

- (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 250

- (Exam Topic 3)

What type of change is MOST likely to be managed as a service request?

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

Answer: B

NEW QUESTION 254

- (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 259

- (Exam Topic 3)

Which statement about value creating activities is CORRECT?

- A. Each value stream should be designed with a specific combination of service value chain activities
- B. Service value chain activities have pre-determined dependencies on ITIL practices
- C. A value stream is an operating model for creating value through products and services
- D. Organizations should ensure that each value stream is applicable to many scenarios

Answer: A

NEW QUESTION 264

- (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 266

- (Exam Topic 3)

Which practice has a purpose that includes the handling of pre-defined, user-initiated demands for service?

- A. Service request management
- B. Service configuration management
- C. Deployment management
- D. Change enablement

Answer: A

NEW QUESTION 271

- (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 275

- (Exam Topic 3)

Identify the missing words in the following sentence.

When an organization has decided to improve a service, it should start by considering [?].

- A. existing information
- B. new methods
- C. additional measurements
- D. revised processes

Answer: A

NEW QUESTION 280

- (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 285

- (Exam Topic 3)

Which action is performed by a service provider?

- A. Requesting required service actions
- B. Authorizing budget for service consumption
- C. Ensuring access to agreed resources
- D. Receiving of the agreed goods

Answer: C

Explanation:

Reference: <https://www.knowledgehut.com/tutorials/itil4-tutorial/it-service-management-concepts>

NEW QUESTION 290

- (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 292

- (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 295

- (Exam Topic 3)

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

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

Answer: B

NEW QUESTION 300

- (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 305

- (Exam Topic 3)

How should an organization prioritize incidents?

- A. Ask the user for their preferred resolution timeframe.
- B. Assess the availability of the appropriate support team.
- C. Use an agreed classification which is based on the business impact of the incident.
- D. Create an order of incidents based on the dates and times when they were logged.

Answer: C

NEW QUESTION 309

- (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 311

- (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 314

- (Exam Topic 3)

Which practice ensures that any addition, modification, or removal of anything that could have an effect on services is assessed and authorized?

- A. Deployment management
- B. Release management
- C. Change enablement
- D. Service configuration management

Answer: C

NEW QUESTION 316

- (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 318

- (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 320

- (Exam Topic 2)

Which term describes the functionality offered by a service?

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

Answer: B

NEW QUESTION 325

- (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 326

- (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 329

- (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 331

- (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 333

- (Exam Topic 2)

Which statement about known errors and problems is CORRECT?

- A. Known error is the status assigned to a problem after it has been analysed
- B. A known error is the cause of one or more problems
- C. Known errors cause vulnerabilities, problems cause incidents
- D. Known errors are managed by technical staff, problems are managed by service management staff

Answer: A

NEW QUESTION 337

- (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 340

- (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 345

- (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 346

- (Exam Topic 2)

Which approach is CORRECT when applying the guiding principle 'keep it simple and practical'?

- A. Only add controls and metrics when they are needed
- B. Design controls and metrics first, then remove those not adding value
- C. Design controls and metrics and add them individually until all are implemented
- D. Only add controls and metrics that are required for compliance

Answer: B

NEW QUESTION 351

- (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 356

- (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 361

- (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 362

- (Exam Topic 2)

What is defined as a change of state that has significance for the management of an IT service?

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

Answer: A

NEW QUESTION 366

- (Exam Topic 2)

Which statement about the 'four Ps' of service design is CORRECT?

- A. Processes refers to skill and training
- B. Partners refers to suppliers and vendors
- C. People refers to technology and tools
- D. Products refers to producers and metrics

Answer: B

Explanation:

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NEW QUESTION 368

- (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 371

- (Exam Topic 2)

Which practice recommends using tools for collaboration and the automated matching of symptoms?

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

Answer: C

NEW QUESTION 373

- (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 377

- (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 378

- (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 380

- (Exam Topic 2)

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

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

Answer: B

NEW QUESTION 382

- (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 384

- (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 385

- (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 388

- (Exam Topic 2)

Which value chain activity ensures the availability of service components?

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

Answer: D

NEW QUESTION 389

- (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 391

- (Exam Topic 2)

What should a release policy include?

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

Answer: C

NEW QUESTION 392

- (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 396

- (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 398

- (Exam Topic 2)

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

The service desk should be the entry point and single point of contact for the [?] with all of its users.

- A. Service consumer
- B. Service provider
- C. Customer
- D. Supplier

Answer: B

NEW QUESTION 403

- (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 406

- (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 408

- (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 409

- (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 413

- (Exam Topic 2)

Why should incidents be prioritized?

- A. To help automated matching of incidents to problems or known errors
- B. To identify which support team the incident should be escalated to
- C. To ensure that incidents with the highest business impact are resolved first

D. To encourage a high level of collaboration within and between teams

Answer: C

NEW QUESTION 416

- (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 417

- (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 419

- (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 420

- (Exam Topic 2)

What do customer perceptions and business outcomes help to define?

- A. The value of a service
- B. Service metrics
- C. The total cost of a service
- D. Key performance indicators (KPIs)

Answer: A

NEW QUESTION 423

- (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 428

- (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 433

- (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 436

- (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 440

- (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 441

- (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 as possible
- 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 445

- (Exam Topic 2)

Which is an objective of the design coordination process?

- A. To produce service design packages and ensure they are handed over to service transition
- B. To assess and evaluate all changes and their impact on service designs
- C. To document the initial structure and relationship between services and customers
- D. To gather and document new service level requirements from the customer

Answer: A

Explanation:

D18912E1457D5D1DDCB40AB3BF70D5D

NEW QUESTION 449

- (Exam Topic 2)

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

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

Answer: C

NEW QUESTION 450

- (Exam Topic 2)

Which guiding principle describes the importance of doing something, instead of spending a long time analysing different options?

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

Answer: D

NEW QUESTION 451

- (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 456

- (Exam Topic 2)

Which guiding principle helps to ensure that each improvement effort has more focus and is easier to maintain?

- A. Start where you are
- B. Collaborate and promote visibility
- C. Progress iteratively with feedback
- D. Think and work holistically

Answer: C

NEW QUESTION 457

- (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 460

- (Exam Topic 2)

Which statement about the use of measurement in the 'start where you are' guiding principle is CORRECT?

- A. It should always be used to support direct observation
- B. It should always be used instead of direct observation
- C. Measured data is always more accurate than direct observation
- D. The act of measuring always positively impacts results

Answer: A

NEW QUESTION 464

- (Exam Topic 2)

What is a set of specialized organizational capabilities for enabling value for customers in the form of services?

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

Answer: C

NEW QUESTION 465

- (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 469

- (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 473

- (Exam Topic 2)

Which is considered by the 'partners and suppliers' dimension?

- A. Using artificial intelligence
- B. Defining controls and procedures
- C. Using formal roles and responsibilities
- D. Working with an integrator to manage relationships

Answer: D

NEW QUESTION 474

- (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 478

- (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 479

- (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 483

- (Exam Topic 2)

Which guiding principle considers customer and user experience?

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

Answer: B

NEW QUESTION 484

- (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 487

- (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 490

- (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 492

- (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 496

- (Exam Topic 1)

Identify the missing word in the following sentence.

A change is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on [?].

- A. assets
- B. values
- C. elements
- D. services

Answer: D

NEW QUESTION 501

- (Exam Topic 1)

When should a change request be submitted to resolve a problem?

- A. As soon as a solution for the problem has been identified
- B. As soon as a workaround for the problem has been identified
- C. As soon as the analysis of the frequency and impact of incidents justifies the change
- D. As soon as the analysis of cost, risks and benefits justifies the change

Answer: D

NEW QUESTION 504

- (Exam Topic 1)

A major incident has been closed, but there is a risk that it might happen again. How should this be logged and managed?

- A. As an event
- B. As a problem
- C. As a service request
- D. As a change request

Answer: B

NEW QUESTION 509

- (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 513

- (Exam Topic 1)

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

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

Answer: B

NEW QUESTION 516

- (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 519

- (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 520

- (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 523

- (Exam Topic 1)

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

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

Answer: C

NEW QUESTION 524

- (Exam Topic 1)

What are 'engage', 'plan' and 'improve' examples of?

- A. Service value chain activities
- B. Service level management
- C. Service value chain inputs
- D. Change control

Answer: A

NEW QUESTION 528

- (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 529

- (Exam Topic 1)

Which dimension includes a workflow management system?

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

Answer: A

NEW QUESTION 531

- (Exam Topic 1)

Which statement about outcomes is CORRECT?

- A. An outcome can be enabled by more than one output
- B. Outcomes are how the service performs
- C. An output can be enabled by one or more outcomes
- D. An outcome is a tangible or intangible activity

Answer: A

NEW QUESTION 534

- (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 536

- (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 541

- (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 544

- (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 547

- (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 549

- (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 550

- (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 555

- (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 559

- (Exam Topic 1)

Which describes normal changes?

- A. Changes that need to be scheduled and assessed following a process
- B. Changes that are low-risk and pre-authorized
- C. Changes that are typically initiated as service requests
- D. Changes that must be implemented as soon as possible

Answer: A

NEW QUESTION 562

- (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 564

- (Exam Topic 1)

Which skill is an essential part of the 'service level management' practice?

- A. Problem analysis
- B. Technical knowledge
- C. Listening
- D. Diagnosis

Answer: C

NEW QUESTION 568

- (Exam Topic 1)

What are the three phases of 'problem management'?

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

D. Incident management, problem management, change control

Answer: A

NEW QUESTION 572

- (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 are' guiding principle.

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

Answer: B

NEW QUESTION 575

- (Exam Topic 1)

Which statement about costs is CORRECT?

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

Answer: C

NEW QUESTION 577

- (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 582

- (Exam Topic 1)

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

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

Answer: B

NEW QUESTION 584

- (Exam Topic 1)

Which dimension includes activities and workflows?

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

Answer: A

NEW QUESTION 586

- (Exam Topic 1)

Arrange the following steps of software lifecycle in correct order.

- * 1. Retire
- * 2. Test
- * 3. Operate
- * 4. Deploy
- * 5. Ideation
- * 6. Develop
- * 7. Design

- A. Ideation, Design, Develop, Deploy, Test, Operate, Retire
- B. Retire, Test, Operate, Deploy, Ideation, Develop, Design
- C. None of the above
- D. Ideation, Test, Develop, Deploy, Design, Operate, Retire

Answer: A

NEW QUESTION 588

- (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 592

- (Exam Topic 1)

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

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

Answer: B

NEW QUESTION 595

- (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 599

- (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 602

- (Exam Topic 1)

What is the purpose of the 'information security management' practice?

- A. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed
- B. To observe services and service components
- C. To protect the information needed by the organization to conduct its business
- D. To plan and manage the full lifecycle of all IT assets

Answer: C

NEW QUESTION 604

- (Exam Topic 1)

What is an output?

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

Answer: B

NEW QUESTION 608

- (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 613

- (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 616

- (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 619

- (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 622

- (Exam Topic 1)

Which is a service request?

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

Answer: B

NEW QUESTION 624

- (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 627

- (Exam Topic 1)

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

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

Answer: B

NEW QUESTION 630

- (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 635

- (Exam Topic 1)

Which practice owns and manages issues, queries and requests from users?

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

Answer: A

NEW QUESTION 639

- (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 641

- (Exam Topic 4)

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 configuration of [?], and the support mem, is available when and where it is 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 643

- (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-til-4/#:~:text=IT%20a>

NEW QUESTION 648

- (Exam Topic 4)

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

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

Answer: B

Explanation:

The first important step is identifying and managing all the stakeholder groups that an organization deals with. The first and most obvious stakeholder group is the

customers, as in service management the organization's main goal is to facilitate customer outcomes. Other examples of stakeholder collaboration include:

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

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

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

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

NEW QUESTION 649

- (Exam Topic 4)

What ensures that service providers and service consumers continue to create value together?

- A. Service consumption
- B. Service offerings
- C. Service level management
- D. Service relationship management

Answer: D

Explanation:

Service relationship management is the joint activities performed by a service provider and a service consumer to ensure continual value co-creation¹. It involves establishing, maintaining, and optimizing the service relationship throughout the service lifecycle². Service relationship management ensures that service providers and service consumers continue to create value together by aligning their objectives, expectations, and capabilities³. References: ITIL Foundation - ITIL 4 Edition, page 5; ITIL® 4 – A Pocket Guide, page 16; ITIL® 4 Practice Guide: Service Relationship Management, page 7.

NEW QUESTION 652

- (Exam Topic 4)

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

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

Answer: A

Explanation:

A SWOT (also known as SLOT) analysis is a powerful strategic planning tool used to evaluate the Strengths, Weaknesses/Limitations, Opportunities and Threats to a project or business

<http://steppingstonesforbusiness.co.uk/wp-content/uploads/2012/07/FS116-SWOT-Analysis-for-Continuous-Im>

NEW QUESTION 653

- (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 problem that has been analyzed but not resolved.

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

NEW QUESTION 654

- (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 656

- (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:

The 'start where you are' guiding principle advises organizations to observe and understand the current state of affairs before initiating any improvement or change¹. This principle also recommends using source data, involving people who know the service, and applying risk management when considering new processes². However, this principle does not suggest discarding existing processes before assessing their usefulness, as this would be wasteful and potentially harmful³. References: ITIL Foundation - ITIL 4 Edition page 7; ITIL® 4 – A Pocket Guide, page 26; ITIL® 4 Practice Guide: Start Where You Are, page 9.

NEW QUESTION 661

- (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 662

- (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 664

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