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Exam A

QUESTION 1

Which practice coordinates the classification, ownership and communication of service requests and incidents?

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

Correct Answer: B

Section:

QUESTION 2

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

Correct Answer: A

Section:

QUESTION 3

Which is part of service provision?

- A. The management of resources configured to deliver the service
- B. The management of resources needed to consume the service
- C. The grouping of one or more services based on one or more products
- D. The joint activities performed to ensure continual value co-creation

Correct Answer: A

Section:

QUESTION 4

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

Correct Answer: D



Section:

QUESTION 5

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

Correct Answer: A

Section:

QUESTION 6

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

Correct Answer: A

Section:

QUESTION 7

Which statement about service desks is CORRECT?

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

Correct Answer: A

Section:

QUESTION 8

Which practice updates information relating to symptoms and business impact?

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

Correct Answer: D

Section:

QUESTION 9



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

Correct Answer: D

Section:

QUESTION 10

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

Correct Answer: D

Section:

QUESTION 11

Which is NOT a component of the service value system?

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

Correct Answer: D

Section:

QUESTION 12

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

Correct Answer: B

Section:

QUESTION 13

Which guiding principle recommends eliminating activities that do not contribute to the creation of value?

- A. Start where you are



- B. Collaborate and promote visibility
- C. Keep it simple and practical
- D. Optimize and automate

Correct Answer: C

Section:

QUESTION 14

When should the effectiveness of a problem workaround be assessed?

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

Correct Answer: A

Section:

QUESTION 15

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



Correct Answer: D

Section:

QUESTION 16

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

Correct Answer: C

Section:

QUESTION 17

What is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks?

- A. Service management
- B. Continual improvement
- C. A service

D. An IT asset

Correct Answer: C

Section:

QUESTION 18

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

Correct Answer: C

Section:

QUESTION 19

What are the ITIL guiding principles used for?

- A. To help an organization make good decisions
- B. To direct and control an organization
- C. To identify activities that an organization must perform in order to deliver a valuable service
- D. To ensure that an organization's performance continually meets stakeholders' expectations

Correct Answer: A

Section:

QUESTION 20

Which is the CORRECT approach for managing a large improvement initiative as smaller iterations?

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

Correct Answer: D

Section:

QUESTION 21

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



Correct Answer: C

Section:

QUESTION 22

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

Correct Answer: B

Section:

QUESTION 23

Identify the missing word in the following sentence.

The purpose of the supplier management practice is to ensure that the organization's suppliers and their [?] are managed appropriately to support the seamless provision of quality products and services.

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

Correct Answer: D

Section:

QUESTION 24

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

Correct Answer: D

Section:

QUESTION 25

Which guiding principle recommends standardizing and streamlining manual tasks?

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

Correct Answer: A

Section:



QUESTION 26

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

Correct Answer: C

Section:

QUESTION 27

Which is a key requirement for a successful service level agreement?

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

Correct Answer: B

Section:

QUESTION 28

When planning 'continual improvement', which approach for assessing the current state of a service is CORRECT?

- A. An organization should always use a single technique to ensure metrics are consistent
- B. An organization should always use a strength, weakness, opportunity and threat (SWOT) analysis
- C. An organization should always develop competencies in methodologies and techniques that will meet their needs
- D. An organization should always use an approach that combines Lean, Agile and DevOps methodologies

Correct Answer: C

Section:

QUESTION 29

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

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

Correct Answer: C

Section:

QUESTION 30

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

Correct Answer: C

Section:

QUESTION 31

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

Correct Answer: C

Section:

QUESTION 32

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

Correct Answer: D

Section:

QUESTION 33

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

Correct Answer: A

Section:

QUESTION 34

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

Correct Answer: D

Section:

QUESTION 35

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

Correct Answer: D

Section:

QUESTION 36

Which guiding principle helps to ensure that better information is available for decision making?

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

Correct Answer: B

Section:

QUESTION 37

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

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

Correct Answer: D

Section:

QUESTION 38

Which describes a standard change?



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

Correct Answer: B

Section:

QUESTION 39

How does information about problems and known errors contribute to 'incident management'?

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

Correct Answer: B

Section:

QUESTION 40

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

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

Correct Answer: A

Section:

QUESTION 41

What defines the requirements for a service and takes responsibility for the outcomes of service consumption?

- A. A customer
- B. A user
- C. A configuration item (CI)
- D. An IT asset

Correct Answer: A

Section:

QUESTION 42

Which stakeholders co-create value in a service relationship?

- A. Investor and consumer
- B. Investor and supplier
- C. Consumer and provider



D. Provider and supplier

Correct Answer: C

Section:

QUESTION 43

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

Correct Answer: A

Section:

QUESTION 44

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

Correct Answer: B

Section:

QUESTION 45

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

Correct Answer: A

Section:

QUESTION 46

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

Correct Answer: A



Section:

QUESTION 47

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

Correct Answer: B

Section:

QUESTION 48

Which of the following can be used to access service desks?

- A. Phone calls
- B. All of the above
- C. Text and social media messaging
- D. Email

Correct Answer: B

Section:

QUESTION 49

What is the starting point for optimization?

- A. Standardizing practices and services
- B. Determining where the most positive impact would be
- C. Securing stakeholder engagement
- D. Understanding the vision and objectives of the organization

Correct Answer: D

Section:

QUESTION 50

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

Correct Answer: B

Section:

QUESTION 51



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

Correct Answer: B

Section:

QUESTION 52

Identify the missing word in the following sentence.

A known error is a problem that has been [?] and has not been resolved.

- A. closed
- B. logged
- C. analysed
- D. escalated

Correct Answer: C

Section:

QUESTION 53

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

Correct Answer: C

Section:

QUESTION 54

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

Correct Answer: B

Section:

QUESTION 55

Which is a purpose of the 'service desk' practice?



- A. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents
- B. To capture demand for incident resolution and service requests
- C. To set clear business-based targets for service performance
- D. To maximize the number of successful IT changes by ensuring risks are properly assessed

Correct Answer: B

Section:

QUESTION 56

Which activity captures the demand for incident resolution and service requests?

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

Correct Answer: C

Section:

QUESTION 57

Which practices are typically involved in the implementation of a problem resolution?

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

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

Correct Answer: B

Section:

Explanation:

QUESTION 58

Which value chain activity ensures the availability of service components?

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



Correct Answer: D

Section:

QUESTION 59

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

Correct Answer: D

Section:

QUESTION 60

Which practice has a purpose that includes restoring normal service operation as quickly as possible?

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

Correct Answer: B

Section:

QUESTION 61

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

Correct Answer: B

Section:

QUESTION 62

What is the purpose of service level management?

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

Correct Answer: B

Section:



QUESTION 63

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

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

Correct Answer: D

Section:

QUESTION 64

What is an event?

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

Correct Answer: B

Section:

QUESTION 65

Which practice is the responsibility of everyone in the organization?

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

Correct Answer: D

Section:

QUESTION 66

Which of the following is an example of workaround?

- A. A defective network switch is replaced with a new one
- B. An email server is restored after an incident is reported
- C. Server memory is increased when the server is unresponsive
- D. A server is restarted to resolve an incident

Correct Answer: D

Section:

QUESTION 67

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

Correct Answer: C

Section:

QUESTION 68

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

Correct Answer: C

Section:

QUESTION 69

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



Correct Answer: B

Section:

QUESTION 70

Which joint activity performed by a service provider and service consumer ensures continual value co-creation?

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

Correct Answer: C

Section:

QUESTION 71

Which dimension of service management considers governance, management, and communication?

- A. Organizations and people
- B. Information and technology

- C. Partners and suppliers
- D. Value streams and processes

Correct Answer: A

Section:

QUESTION 72

How do all value chain activities transform inputs to outputs?

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

Correct Answer: A

Section:

QUESTION 73

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

Correct Answer: C

Section:

QUESTION 74

Which is the BEST example of an emergency change?

- A. The implementation of a planned new release of a software application
- B. A low-risk computer upgrade implemented as a service request
- C. The implementation of a security patch to a critical software application
- D. A scheduled major hardware and software implementation

Correct Answer: C

Section:

QUESTION 75

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

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



Correct Answer: B

Section:

QUESTION 76

What is the effect of increased automation on the 'service desk1 practice?

- A. Increased ability to focus on fixing technology instead of supporting people
- B. Greater ability to focus on customer experience when personal contact is needed
- C. Elimination of the need to escalate incidents to support teams
- D. Decrease in self-service incident logging and resolution

Correct Answer: B

Section:

QUESTION 77

Which guiding principle recommends assessing the current state and deciding what can be reused?

- A. Focus on value
- B. Start where you are
- C. Collaborate and promote visibility
- D. Progress iteratively with feedback

Correct Answer: B

Section:

QUESTION 78

What considerations influence the supplier strategy of an organization?

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

Correct Answer: C

Section:

QUESTION 79

Which term describes the functionality offered by a service?

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

Correct Answer: B

Section:



QUESTION 80

Which statement about the 'service desk1 practice is CORRECT?

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

Correct Answer: D

Section:

QUESTION 81

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

Correct Answer: D

Section:

QUESTION 82

Which practice may involve the initiation of disaster recovery?

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

Correct Answer: A

Section:

QUESTION 83

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

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

Correct Answer: B

Section:

QUESTION 84

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

Correct Answer: B

Section:

QUESTION 85

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

Correct Answer: A

Section:

QUESTION 86

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

- A. It captures information that metrics can be based on
- B. It ensures the organization meets defined service levels
- C. It defines the workflows for service requests
- D. It supports progress discussions
- E. 1 and 4
- F. 3 and 4
- G. 2 and 3
- H. 1 and 2

Correct Answer: A

Section:

QUESTION 87

Which practice ensures that accurate and reliable information is available about configuration items and the relationships between them?

- A. Service configuration management
- B. Service desk
- C. IT asset management
- D. Monitoring and event management

Correct Answer: A

Section:

QUESTION 88



Which statement about change authorization is CORRECT?

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

Correct Answer: A

Section:

QUESTION 89

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

Correct Answer: A

Section:

QUESTION 90

Which practice provides visibility of the organization's services by capturing and reporting on service performance?

- A. Service desk
- B. Service level management
- C. Service request management
- D. Service configuration management

Correct Answer: B

Section:

QUESTION 91

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

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

Correct Answer: B

Section:

QUESTION 92

What is the reason for using a balanced bundle of service metrics?

- A. It reduces the number of metrics that need to be collected



- B. It reports each service element separately
- C. It provides an outcome-based view of services
- D. It facilitates the automatic collection of metrics

Correct Answer: C

Section:

QUESTION 93

Which guiding principle is PRIMARILY concerned with consumer's revenue and growth?

- A. Keep it simple and practical
- B. Optimize and automate
- C. Progress iteratively with feedback
- D. Focus on value

Correct Answer: D

Section:

QUESTION 94

Which value chain activity communicates the current status of all four dimensions of service management?

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

Correct Answer: D

Section:

QUESTION 95

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

Correct Answer: A

Section:

QUESTION 96

What is a problem?

- A. An addition or modification that could have an effect on services
- B. Any change of state that has significance for the management of a configuration item
- C. A cause or potential cause of one or more incidents
- D. An unplanned reduction in the quality of a service



Correct Answer: C

Section:

QUESTION 97

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

Correct Answer: C

Section:

QUESTION 98

Which function is responsible for the management of a data centre?

- A. Technical management
- B. Service desk
- C. Application management
- D. Facilities management

Correct Answer: D

Section:

QUESTION 99

Which are the elements of process control?

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

Correct Answer: D

Section:

QUESTION 100

Which processes are responsible for the regular review of underpinning contracts?

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

Correct Answer: A

Section:



QUESTION 101

Which statement BEST describes the value of service strategy to the business?

- A. It allows higher volumes of successful change
- B. It reduces unplanned costs through optimized handling of service outages
- C. It reduces the duration and frequency of service outages
- D. It enables the service provider to understand what levels of service will make their customers successful

Correct Answer: D

Section:

QUESTION 102

What is a definition of a service improvement plan (SIP)?

- A. A formal plan to implement improvements to a customer's business processes
- B. An input from availability management to service level management, detailing the service design plan
- C. A formal plan to implement improvements to a service or process
- D. An input from financial management for IT services to service level management, detailing the budget plan

Correct Answer: C

Section:

QUESTION 103

Which statement about the known error database (KEDB) is CORRECT?

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

Correct Answer: C

Section:

QUESTION 104

Which process works with incident management to ensure that security breaches are detected and logged?

- A. Change management
- B. Service level management
- C. Access management
- D. Continual service improvement

Correct Answer: C

Section:

QUESTION 105

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)

Correct Answer: C

Section:

QUESTION 106

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

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

Correct Answer: B

Section:

QUESTION 107

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

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

Correct Answer: B

Section:

QUESTION 108

Which practice would help a user gain access to an application that they need to use?

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

Correct Answer: B

Section:

QUESTION 109

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

Correct Answer: C

Section:

QUESTION 110

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

Correct Answer: B

Section:

QUESTION 111

Which are elements of the service value system?

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

Correct Answer: B

Section:

QUESTION 112

What is defined as an unplanned interruption or reduction in the quality of a service?

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

Correct Answer: A

Section:

QUESTION 113

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

Correct Answer: A



Section:

QUESTION 114

What is an incident?

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

Correct Answer: D

Section:

QUESTION 115

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

Correct Answer: A

Section:

QUESTION 116

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

Correct Answer: A

Section:

QUESTION 117

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

Correct Answer: C

Section:

QUESTION 118



What is the PRIMARY use of a change schedule?

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

Correct Answer: C

Section:

QUESTION 119

What are guiding principles?

- A. A set of interconnected activities that help an organization deliver a valuable service
- B. A description of one or more services that help address the needs of a target consumer group
- C. A set of specialized organizational capabilities for enabling value for customers
- D. Recommendations that help an organization when adopting a service management approach

Correct Answer: D

Section:

QUESTION 120

Which guiding principle focuses on reducing costs and human errors?

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

Correct Answer: C

Section:

QUESTION 121

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

Correct Answer: A

Section:

QUESTION 122

Which practice makes new services available for use?

- A. Change enablement



- B. Release management
- C. Deployment management
- D. IT asset management

Correct Answer: B

Section:

QUESTION 123

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

Correct Answer: B

Section:

QUESTION 124

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

Correct Answer: C

Section:

QUESTION 125

Which is a key activity carried out in the 'did we get there?' step of the 'continual improvement' model?

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

Correct Answer: D

Section:

QUESTION 126

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



Correct Answer: A

Section:

QUESTION 127

What can a service remove from the consumer and impose on the consumer?

- A. Utility
- B. Asset
- C. Cost
- D. Outcome

Correct Answer: C

Section:

QUESTION 128

In which step of the 'continual improvement model' is an improvement plan implemented?

- A. What is the vision?
- B. How do we get there?
- C. Take action
- D. Did we get there?

Correct Answer: C

Section:

QUESTION 129

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

Correct Answer: C

Section:

QUESTION 130

Which is an example of a business related measurement?

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

Correct Answer: A

Section:



QUESTION 131

What describes the steps needed to create and deliver a specific service to a consumer?

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

Correct Answer: C

Section:

QUESTION 132

Which statement about the automation of service requests is CORRECT?

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

Correct Answer: B

Section:

QUESTION 133

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

Correct Answer: B

Section:

QUESTION 134

Which gives a user access to a system?

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

Correct Answer: D

Section:

QUESTION 135

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

Correct Answer: D

Section:

QUESTION 136

What is used to link activities within the service value chain?

- A. Service level agreements
- B. Inputs, outputs and triggers
- C. Opportunity, demand and value
- D. Service desk

Correct Answer: C

Section:

QUESTION 137

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

Correct Answer: D

Section:

QUESTION 138

Which two practices use workarounds?

- A. Change enablement and continual improvement
- B. Change enablement and problem management
- C. Problem management and incident management
- D. Incident management and continual improvement

Correct Answer: C

Section:

QUESTION 139

Which statement about the 'change enablement' practice is CORRECT?

- A. Standard changes are those that need to be scheduled, assessed and authorized following a standard process
- B. Normal changes are triggered by the creation of a change request which can be created manually or automated



- C. Assessment and authorization of normal changes should be expedited to ensure they can be implemented quickly
- D. There should be a separate change authority for standard changes which includes senior managers who understand the risks involved

Correct Answer: B

Section:

QUESTION 140

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

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

Correct Answer: A

Section:

QUESTION 141

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

Correct Answer: A

Section:

QUESTION 142

Which is handled as a service request?

- A. An investigation to identify the cause of an incident
- B. A compliment about an IT support team
- C. The failure of an IT service
- D. An emergency change to implement a security patch

Correct Answer: B

Section:

QUESTION 143

Which is a key requirement for a successful service level agreement (SLA)?

- A. Using individual metrics that relate to the service catalogue
- B. Using bundled metrics to relate performance to outcomes
- C. Using single-system-based metrics that relate to outputs
- D. Using an agreement between the service provider and service supplier



Correct Answer: B

Section:

QUESTION 144

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

Correct Answer: D

Section:

QUESTION 145

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

Correct Answer: C

Section:

QUESTION 146

Which helps to manage an incident when it is unclear which support team should be working on the incident?

- A. Disaster recovery plans
- B. Swarming
- C. Target resolution times
- D. Self-help

Correct Answer: B

Section:

Explanation:

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

QUESTION 147

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

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

Correct Answer: B



Section:

Explanation:

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

QUESTION 148

Which does the ITIL service value system discourage?

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

Correct Answer: B

Section:

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/>

QUESTION 149

An SLA is a service level agreement.

Which describes the 'watermelon SLA' effect?

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

Correct Answer: B

Section:

Explanation:

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

QUESTION 150

Which practice includes conducting regular reviews to ensure that services are still appropriate and relevant?

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

Correct Answer: A

Section:

Explanation:

The service level management practice defines, documents and manages the service levels of all the services and products. Service level management should provide the end to end visibility of all the organizational services. Service level management has to establish and provide the service views with service level target ensure meeting defined service levels by collecting, analyzing, storing and reporting all the defined target metrics of the services regularly (periodically) perform the service reviews and ensure the services meet the organization's needs continuously identify, capture, review & report the issues related to services, its performance against the defined service targets.

Reference: <https://www.knowledgehut.com/tutorials/itil4-tutorial/itil-management-practicesprocesses>

QUESTION 151

What is a service?

- A. A possible event that could cause harm or loss, or make it more difficult to achieve objectives
- B. A means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks
- C. A tangible or intangible deliverable of an activity
- D. Joint activities performed by a service provider and a service consumer to ensure continual value co- creation based on agreed and available service offerings

Correct Answer: B

Section:

Explanation:

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

QUESTION 152

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.

Correct Answer: D

Section:

Explanation:

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

QUESTION 153

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

Correct Answer: C

Section:

QUESTION 154



Which practice establishes a channel between the service provider and its users?

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

Correct Answer: D

Section:

Explanation:

Reference: <https://www.knowledgehut.com/tutorials/itil4-tutorial/itil-management-practicesprocesses>

QUESTION 155

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

Correct Answer: D

Section:

QUESTION 156

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

Correct Answer: B

Section:

Explanation:

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

QUESTION 157

Which practice provides users with a way to get various requests arranged, explained and coordinated?

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

Correct Answer: D

Section:

Explanation:



Over time, the focus of service desks has broadened from simply logging and resolving technical issues, to providing more comprehensive support for people and the business. They are increasingly being used to get various matters arranged, explained, and coordinated. The service desk has a major influence on user experience and how the service provider is perceived by the users. By understanding and acting on the business context of transactional activity (i.e.

logging tickets), the service desk is better placed to add value to the organization.

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

QUESTION 158

Which helps to streamline the fulfilment of service requests?

- A. Understanding which service requests can be accomplished with limited approvals
- B. Creating new workflows for every service request
- C. Separating requests relating to service failures from the degradation of services
- D. Eliminating service requests which have complex workflows

Correct Answer: A

Section:

Explanation:

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

Topic 3, Exam Pool C

QUESTION 159

Which statement about outcomes is CORRECT?

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



Correct Answer: B

Section:

Explanation:

Reference: <https://www.axelos.com/news/blogs/february-2015/difference-between-outputs-andoutcomes-in- itsm>

QUESTION 160

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

Correct Answer: A

Section:

QUESTION 161

Identify the missing word in the following sentence.

The purpose of the 'supplier management' practice is to ensure that the organization's suppliers and their performances are [?] appropriately to support the seamless provision of quality products and services.

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

Correct Answer: C

Section:

Explanation:

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

QUESTION 162

Identify the missing word in the following sentence.

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the [?], and the CIs that support them, is available when and where it is needed.

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

Correct Answer: B

Section:

Explanation:

Reference: <https://wiki.process-symphony.com.au/framework/lifecycle/process/serviceconfiguration-management-itil-4/>

QUESTION 163

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

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

Correct Answer: C

Section:

Explanation:

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

QUESTION 164

When should a workaround be created?

- A. As soon as possible, once the incident is logged
- B. After the resolution of a problem
- C. When a problem cannot be resolved quickly
- D. When a potential permanent solution has been identified

Correct Answer: C

Section:

Explanation:

Reference: <https://www.globalknowledge.com/us-en/resources/resource-library/articles/incidentsand-problems-workarounds/>

QUESTION 165

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

Correct Answer: B

Section:

Explanation:

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

QUESTION 166

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

Correct Answer: A

Section:

QUESTION 167

Which is a use of the change schedule?

- A. Assigning resources to changes
- B. Deciding the approval authority for changes
- C. Automating the change process
- D. Creating change models

Correct Answer: A

Section:

Explanation:

Reference: <https://www.bmc.com/blogs/itil-change-enablement/>

QUESTION 168

Which dimension of service management considers the workflows and controls needed to deliver services?

- A. Organization and people
- B. Information and technology
- C. Partners and suppliers



D. Value streams and processes

Correct Answer: D

Section:

Explanation:

Reference: <https://www.knowledgehut.com/tutorials/itil4-tutorial/itil-four-dimensions-it-servicemanagement>

QUESTION 169

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

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

Correct Answer: C

Section:

Explanation:

QUESTION 170

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.

Correct Answer: D

Section:

Explanation:

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

QUESTION 171

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.

Correct Answer: C

Section:

QUESTION 172

Which is a purpose of the 'relationship management' practice?

- A. To systematically observe services and service components



- B. To protect the information needed by the organization to conduct its business
- C. To be the entry point and single point of contact for the service provider with all of its users
- D. To identify, analyze, monitor, and continually improve links with stakeholders

Correct Answer: D

Section:

Explanation:

Reference: <https://wiki.process-symphony.com.au/framework/lifecycle/process/relationshipmanagement-iti-4/>

QUESTION 173

Which statement about problems is CORRECT?

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

Correct Answer: D

Section:

Explanation:

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

QUESTION 174

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

Correct Answer: C

Section:

Explanation:

QUESTION 175

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

Correct Answer: C

Section:

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.

QUESTION 176

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

Correct Answer: B

Section:

QUESTION 177

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

Correct Answer: D

Section:

QUESTION 178

Which two are considered part of the 'organizations and people' dimension of service management?

1. Systems of authority
2. Culture
3. Relationships between organizations
4. Workflows

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

Correct Answer: A

Section:

QUESTION 179

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

- A. Service requests are fulfilled using simple workflows
- B. A new workflow is created for each type of request



- C. Additional approval is sometimes needed for restoration of service
- D. Financial authorization is sometimes required for service requests

Correct Answer: A

Section:

QUESTION 180

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

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

Correct Answer: D

Section:

QUESTION 181

Which statement about a service value stream is CORRECT?

- A. it uses inputs and outputs prescribed by ITIL
- B. It is a service value chain activity
- C. It integrates practices for a specific scenario
- D. It provides an operating model for service providers

Correct Answer: C

Section:

QUESTION 182

What term is used to describe whether a service will meet availability, capacity and security requirements?

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

Correct Answer: D

Section:

QUESTION 183

Identify the missing word in the following sentences.

A service is a means of enabling value co-creation by facilitating [?] that customers want to achieve, without the customer having to manage specific costs and risks.

- A. utility
- B. warranty
- C. outcomes
- D. outputs



Correct Answer: C

Section:

QUESTION 184

A service offering may include, access to resources, and service actions, which is an example of a service action?

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

Correct Answer: D

Section:

QUESTION 185

Which activity is part of the 'continual improvement practice'?

- A. handing compliments and complaints from user to identify improvements.
- B. Improving relationships with and between stakeholders.
- C. Prioritizing and creating business cases for improvement initiatives.
- D. Identifying the cause unplanned interruptions to service.

Correct Answer: C

Section:

QUESTION 186

Which Practice includes management of workarounds and known errors?

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

Correct Answer: C

Section:

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.

QUESTION 187

Which Guiding principle says that it is not usually necessary to build something new?

- A. Focus on value



- B. start where you are
- C. Progress iteratively with feedback
- D. Think and work holistically

Correct Answer: B

Section:

QUESTION 188

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

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

Correct Answer: A

Section:

QUESTION 189

Which statement about managing incidents is CORRECT?

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

Correct Answer: C

Section:

QUESTION 190

Which statement about the service value chain is CORRECT?

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

Correct Answer: B

Section:

QUESTION 191

What describes how components and activities work together to facilitate value creation?

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

Correct Answer: A

Section:

QUESTION 192

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

Correct Answer: B

Section:

QUESTION 193

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

Correct Answer: A

Section:

QUESTION 194

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

Correct Answer: D

Section:

QUESTION 195

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

Correct Answer: A

Section:



QUESTION 196

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

Correct Answer: A

Section:

QUESTION 197

What can be used to determine if a service is 'fit for purpose'?

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

Correct Answer: D

Section:

QUESTION 198

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

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

Correct Answer: A

Section:

QUESTION 199

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

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

Correct Answer: B

Section:

QUESTION 200

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

Correct Answer: A

Section:

QUESTION 201

Which statement about service requests is CORRECT?

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

Correct Answer: D

Section:

QUESTION 202

Which dimension focuses on relationships with other organizations that are involved in the design, development, deployment and delivery of services?

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

Correct Answer: C

Section:

QUESTION 203

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

Correct Answer: A

Section:

QUESTION 204

What can be described as an operating model for the creation and management of products and services?

- A. Governance
- B. Service value chain
- C. Guiding principles



D. Practices

Correct Answer: B

Section:

QUESTION 205

Which is a low risk change that has been pre-approved so that no additional authorization is needed?

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

Correct Answer: A

Section:

QUESTION 206

Which describes the 'plan' value chain activity?

- A. It ensures a shared understanding of the current status and vision for all products and services across the organization
- B. It ensures that services are delivered and supported according to agreed specifications and stakeholders expectations
- C. It ensures that service components are available when and where they are needed, and meet agreed specifications
- D. It ensures continual improvement of products, services, and practices across all value chain activities

Correct Answer: A

Section:

QUESTION 207

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

Correct Answer: A

Section:

QUESTION 208

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

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

Correct Answer: D

Section:

QUESTION 209

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

Correct Answer: D

Section:

QUESTION 210

What is the MAIN benefit of 'problem management'?

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

Correct Answer: D

Section:

QUESTION 211

Which guiding principle discourages 'silo activity'?

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

Correct Answer: C

Section:

QUESTION 212

Which practice facilitates operational communication between the service provider organization and users in the service consumer organization?

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

Correct Answer: C

Section:

QUESTION 213



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

Correct Answer: B

Section:

QUESTION 214

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

Correct Answer: C

Section:

QUESTION 215

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.

Correct Answer: A

Section:

QUESTION 216

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, and importance of the service that are perceived by the service consumer

Correct Answer: D

Section:

QUESTION 217

Which practice provides a communications point for users to report operational issues, queries and requests?

- A. Incident management



- B. Continual improvement
- C. Service desk
- D. Relationship management

Correct Answer: C

Section:

Explanation:

The purpose of the service desk practice is to capture demand for incident resolution and service requests. It should also be the entry point and single point of contact for the service provider with all of its users. It provides a clear path for users to report issues, queries, and requests, and have them acknowledged, classified, owned, and actioned.

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

QUESTION 218

Which BEST describes the purpose of the 'improve' value chain activity?

- A. To organize a major improvement initiative into several smaller initiatives
- B. To make new and improved services and features available for use
- C. To ensure a shared understanding of the vision and improvement direction for all products and services
- D. To continually improve all products and services across all value chain activities

Correct Answer: D

Section:

Explanation:

"The purpose of the improve value chain activity is to ensure continual improvement of products, services, and practices across all value chain activities and the four dimensions of service management."

<https://www.symphonysummit.com/products/defining-industry-terms-itsm-itil4/#:~:text=Improve%20%E2%80%93%E2%80%9CThe%20purpose%20of%20the,four%20dimensions%20of%20service%20management.%E2%80%9D>

QUESTION 219

Identify the missing word in the following sentence.

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

- A. problem
- B. risk
- C. change
- D. configuration item

Correct Answer: C

Section:

QUESTION 220

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

Correct Answer: D

Section:

Explanation:

QUESTION 221

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

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

Correct Answer: C

Section:

Explanation:

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

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

QUESTION 222

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



Correct Answer: B

Section:

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-itil-4>

QUESTION 223

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

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

Correct Answer: A

Section:

QUESTION 224

Which describes a CORRECT approach to change authorization?

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

Correct Answer: B

Section:

QUESTION 225

Which activity contributes to the 'where are we now?' step of the 'continual improvement' model?

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

Correct Answer: B

Section:

QUESTION 226

Which describe a 'change authority'?

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

Correct Answer: B

Section:

QUESTION 227

Which statement about output is correct?

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

Correct Answer: C

Section:

QUESTION 228

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

Correct Answer: A

Section:

QUESTION 229

Which is an activity of the 'problem management' practice?

- A. Restoration of normal service operation as quickly as possible
- B. Prioritization of problems based on the risk that they pose
- C. Authorization of changes to resolve the cause of problems.
- D. Resolution of incidents in a time that meet customer expectations

Correct Answer: B

Section:

QUESTION 230

Which practice has the purpose of ensuring that the organization's suppliers and their performance and managed appropriately to support the provision of seamless, quality products and services?

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

Correct Answer: B

Section:

QUESTION 231

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

Correct Answer: B

Section:

QUESTION 232

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

Correct Answer: B



Section:

QUESTION 233

Which is a recommendation for applying the guiding principle 'keep it simple and practical'?

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

Correct Answer: C

Section:

QUESTION 234

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

Correct Answer: C

Section:

QUESTION 235

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

Correct Answer: B

Section:

QUESTION 236

Which practice nurtures links with stakeholders at strategic and tactical levels'?

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

Correct Answer: B

Section:



QUESTION 237

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

Correct Answer: A

Section:

QUESTION 238

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

Correct Answer: C

Section:

QUESTION 239

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

Correct Answer: C

Section:

QUESTION 240

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

Correct Answer: D

Section:

QUESTION 241

Which TWO of the following are considerations of change enablement?

1. Managing the people aspects of change



2. Ensuring that organizational transformations are successful
3. Maximizing the number of successful service changes
4. Ensuring that changes are properly assessed

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

Correct Answer: A

Section:

QUESTION 242

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

Correct Answer: C

Section:

QUESTION 243

In which case would a problem be logged?

- A. When the cause is identified but not resolved
- B. After analysis of error information from a supplier
- C. When a user reports an unplanned service interruption
- D. After a workaround is identified and documented

Correct Answer: A

Section:

QUESTION 244

Which practice helps to ensure that the services delivered to customers are aligned with their needs?

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

Correct Answer: D

Section:



QUESTION 245

Which service request management decisions require that policies are established'?

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

Correct Answer: C

Section:

QUESTION 246

Which dimension of service management considers how activities are coordinated?

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

Correct Answer: D

Section:

QUESTION 247

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

Correct Answer: C

Section:

QUESTION 248

Which practices is MOST associate with the use of empathy to understand users?

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

Correct Answer: A

Section:

QUESTION 249

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

Correct Answer: A

Section:

QUESTION 250

Which of the following is included in the purpose of the 'continual improvement' practice?

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

Correct Answer: C

Section:

QUESTION 251

Which is an example of a problem control activity?

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

Correct Answer: D

Section:

QUESTION 252

Which of the following is the MOST important for the effective incident management?

- A. Collaboration tools and techniques
- B. Balanced scorecard review
- C. Automated pipelines
- D. A variety of access channels

Correct Answer: A

Section:

QUESTION 253

Which practice handles all pre-defined user-initiated service actions?

- A. Deployment management
- B. Incident management



- C. Service level management
- D. Service request management

Correct Answer: D

Section:

QUESTION 254

Which is an example of a service request?

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

Correct Answer: C

Section:

QUESTION 255

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

Correct Answer: B

Section:

QUESTION 256

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

Correct Answer: A

Section:

QUESTION 257

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

Correct Answer: C

Section:

QUESTION 258

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

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

Correct Answer: A

Section:

QUESTION 259

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

Correct Answer: D

Section:

QUESTION 260

Which dimension of service management includes consideration of the type of relationship required with other organizations involved in the design and delivery of services?

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

Correct Answer: C

Section:

Explanation:

Topic 4, Exam Pool Main

QUESTION 261

When working on an improvement iteration, which concept helps to ensure that the iteration activities remain appropriate in changing circumstances?

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

Correct Answer: D

Section:

QUESTION 262

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

Correct Answer: A

Section:

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/>

QUESTION 263

What is MOST LIKELY to be handled as a service request?

- A. An emergency change to apply a security patch
- B. The implementation of a workaround
- C. Providing a virtual server for a development team
- D. Managing an interruption to a service

Correct Answer: C

Section:

QUESTION 264

A service will be unavailable for the next two hours for unplanned maintenance. Which practice is MOST LIKELY to be involved in managing this?

- A. Incident management
- B. Service Request management
- C. Change enablement
- D. Service request management

Correct Answer: A

Section:

Explanation:

Incident management is typically closely aligned with the service desk, which is the single point of contact for all users communicating with IT. When a service is disrupted or fails to deliver the promised performance during normal service hours, it is essential to restore the service to normal operation as quickly as possible.



<https://www.bmc.com/blogs/itil-v3-incident-management/>

QUESTION 265

Which practice MOST requires staff who demonstrate skills such as empathy and emotional intelligence?

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

Correct Answer: B

Section:

Explanation:

"Service desk staff require training and competency across a number of broad technical and business areas. In particular, they need to demonstrate excellent customer service skills such as empathy, incident analysis and prioritization, effective communication, and emotional intelligence.

<https://www.servicedeskintstitute.com/the-case-for-itil4-foundation-service-desk-analysttraining/#:~:text=%E2%80%9CService%20desk%20staff%20require%20training,effective%20communication%2C%20and%20emotional%20intelligence.>

QUESTION 266

What is the definition of "service management"?

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

Correct Answer: D

Section:

Explanation:

Service management is a set of specialized organizational capabilities for enabling value for customers in the form of services. These capabilities include tangible things like capital, people, and equipment, and can also include intangible things like knowledge, management and skills. These capabilities can also include intangible things, like knowledge, management, and skills.

<https://www.bmc.com/blogs/itil-key-concepts-servicemanagement/#:~:text=Service%20management%20is%20a%20set,like%20knowledge%2C%20management%20and%20skills.>

QUESTION 267

Which is a description of service provision?

- A. A formal description of one or more services, designed to address the needs of a service consumer
- B. Activities that an organization performs to deliver services
- C. A way to help create value by facilitating outcomes that service consumers need
- D. Cooperation between two organizations to ensure that a service delivers value

Correct Answer: B

Section:

Explanation:

The ITIL SVS describes how all the components and activities of the organization work together as a system to enable value creation.

The SVS is made up of specific inputs, elements, and outputs relevant to service management. The key inputs to the SVS are opportunity and demand. The output of the SVS is value delivered by products and services.

Opportunity refers to options or possibilities to add value for stakeholders or otherwise improve the organization.

Demand refers to need or desire for products and services among internal and external consumers.

<https://www.bmc.com/blogs/itil-service-value-system/>

QUESTION 268

How is a continual improvement register used?

- A. To record requests for provision of a resource or service
- B. To provide a structured approach to implementing improvements
- C. To organize past, present, and future improvement ideas
- D. To authorize changes to implement improvement initiatives

Correct Answer: B

Section:

Explanation:

The ITIL continual improvement model, which provides organizations with a structured approach to implementing improvements

<https://www.bmc.com/blogs/itil-continual-improvement/>

QUESTION 269

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

Correct Answer: D

Section:

Explanation:

QUESTION 270

Which organization delivers output or outcomes of a service?

- A. A service consumer delivers outcomes of the service
- B. A service provider delivers outcomes of the service
- C. A service consumer delivers outputs of the service
- D. A service provider delivers outputs of the service

Correct Answer: D

Section:

Explanation:

QUESTION 271

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

Correct Answer: C

Section:

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 experiencebased 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/>

QUESTION 272

What is used as a tool to help define and measure performance?

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

Correct Answer: C

Section:



QUESTION 273

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

Correct Answer: A

Section:

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/>

QUESTION 274

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

Correct Answer: D

Section:

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-configurationmanagement-itol-4/>

QUESTION 275

Which value chain activity is concerned with the availability of service components?

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

Correct Answer: D

Section:

Explanation:

The Obtain/Build activity is responsible for ensuring that all service components are available when and where needed, and that they meet the agreed specifications.

<https://www.beyond20.com/blog/what-is-the-itol-4-service-valuechain/#:~:text=The%20Obtain%2FBuild%20activity%20is,they%20meet%20the%20agreed%20specifications.>

QUESTION 276

Which statement about emergency changes is CORRECT?

- A. Emergency changes are low risk and well understood
- B. Authorization of emergency changes may be deferred until after implementation
- C. It is necessary to complete all documentation before an emergency change is implemented
- D. Emergency changes are not usually recorded in the change schedule

Correct Answer: D

Section:

Explanation:

Emergency changes. These are changes that must be implemented as soon as possible; for example, to resolve an incident or implement a security patch. Emergency changes are not typically included in a change schedule, and the process for assessment and authorization is expedited to ensure they can be implemented quickly. As far as possible, emergency changes should be subject to the same testing, assessment, and authorization as normal changes, but it may be acceptable to defer some documentation until after the change has been implemented, and sometimes it will be necessary to implement the change with less testing due to time constraints. There may also be a separate change authority for emergency changes, typically including a small number of senior managers who understand the business risks involved."

<https://itsm.tools/why-what-changemanagement/#:~:text=Emergency%20changes.&text=Emergency%20changes%20are%20not%20typically,they%20can%20be%20implemented%20quickly.>

QUESTION 277

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



Correct Answer: A

Section:

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-iti1-4/#:~:text=IT%20asset%20is%20any%20financially,cloud%20services%2C%20and%20client%20devices.>

QUESTION 278

Which is described by the 'organizations and people' dimension of service management?

- A. Workflows and controls
- B. Communication and collaboration
- C. Inputs and outputs
- D. Contracts and agreements

Correct Answer: B

Section:

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/iti14-organizations-andpeople#:~:text=The%20organizations%20and%20people%20dimension%20sets%20out%20the%20people%20aspects,creation%20or%20consumption%20of%20services.>

QUESTION 279

What is defined as "the role that uses services?"

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

Correct Answer: C

Section:

Explanation:

User: A person who uses services; e.g. the company employees.

<https://www.bmc.com/blogs/iti1-key-concepts-service-management/>

QUESTION 280

Which is an activity in the 'Problem control' phase of problem management?

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

Correct Answer: D

Section:

Explanation:

Problem Control. Problem control activities include problem analysis and documenting workarounds and known errors.



Just like incidents, problems will be prioritized based on the risk they pose in terms of probability and impact to services. Focus should be given to problems that have highest risk to services and service management.
<https://www.bmc.com/blogs/itil-problemmanagement/#:~:text=2.,probability%20and%20impact%20to%20services.>

QUESTION 281

What should remain constant within an organization, even when the organization's objectives change?

- A. Outputs
- B. Guiding principles
- C. Service offerings
- D. Outcomes

Correct Answer: B

Section:

Explanation:

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

QUESTION 282

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

- A. Assessing which procedures can be re-used when improving a service
- B. Understanding the methods applicable to complex systems
- C. Eliminating metrics which do not contribute to achieving an objective
- D. Using technology for standard tasks to give people time for complex activities

Correct Answer: B

Section:

Explanation:

No service, practice, process, department, or supplier stands alone. The outputs that the organization delivers to itself, its customers, and other stakeholders will suffer unless it works in an integrated way to handle its activities as a whole, rather than as separate parts.

Taking a holistic approach to service management includes establishing an understanding of how all the parts of an organization work together in an integrated way (remember the four dimensions of service management?), including having an end-to-end visibility of how demand is captured and translated into outcomes. In a complex system, the alteration of one element can impact others and, where possible, these impacts need to be identified, analysed and planned for.

To apply this principle successfully, consider this advice:

Recognize the complexity of the systems

Collaboration is key to thinking and working holistically

Where possible, look for patterns in the needs of and interactions between system elements Automation can facilitate working holistically

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

QUESTION 283

Which practice has a purpose that includes managing risks to confidentiality, integrity and availability?

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

Correct Answer: A

Section:



Explanation:

To protect the information needed by the organization to conduct its business. This includes understanding and managing risks to the confidentiality, integrity, and availability of information, as well as other aspects of information security such as authentication and non-repudiation.

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

QUESTION 284

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

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

Correct Answer: B

Section:

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/>

QUESTION 285

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

Correct Answer: D

Section:

Explanation:

Don't start from scratch and build something new without considering what you already have. It's almost always better to improve what you currently have than to throw it all away and start again, although you must also be able to recognise when a complete replacement is, in fact, needed.

Not only is this approach less wasteful than starting from scratch - because it preserves value that you already have - but it also helps you to keep your people on board. They're much more likely to support the changes you need if their previous contributions have been appropriately valued.

Don't rely on metrics and reports to tell you what the current situation is. When you carry out an assessment you should observe what is happening for yourself, and just use the metrics to support your observations.

<https://www.sysaid.com/blog/itil/the-7-guiding-principles-of-itil-4-practical-advice-to-help-youmake-decisions>

QUESTION 286

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

Correct Answer: A

Section:

Explanation:

The second step is to conduct an objective current-state assessment of existing services and service management practices. This should include consideration of the users' perception of the value being received, along with a review of people's competencies and skills, the processes and procedures involved, the capabilities of the available technological solutions and the prevailing organizational culture. The success of an improvement initiative depends on a clear and accurate understanding of the starting point and the required impact of the initiative.

For example, an organization can measure the current net promoter score (NPS) from a customer satisfaction survey, conduct a benchmark survey against its competitors or review findings of operational statistics or audit reports to understand its current state. If this step is skipped, the current state will not be understood and there will not be an objective baseline measurement against which improvement can be measured.

<https://www.bmc.com/blogs/itil-continual-improvement/>

QUESTION 287

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

Correct Answer: B

Section:

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-changeenablement/#:~:text=The%20change%20schedule%20is%20used,problem%20management%2C%20and%20improvement%20planning.>

QUESTION 288

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

Correct Answer: A

Section:

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/>

