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Exam A

QUESTION 1

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

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

Correct Answer: C

Section:

QUESTION 2

Identify the missing word in the following sentence.

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

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

Correct Answer: B

Section:

QUESTION 3

How should automation be implemented?

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

Correct Answer: C

Section:

QUESTION 4

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

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



Correct Answer: D

Section:

QUESTION 5

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

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

Correct Answer: C

Section:

QUESTION 6

Which statement about emergency changes is CORRECT?

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

Correct Answer: B

Section:



QUESTION 7

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 8

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 9

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 10

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 11

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 12

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 13

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 14

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 15

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 16

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 17

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 18

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 19

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 20

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 21

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 22

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 23

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 24

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 25

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 26

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 27

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 28

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 29

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 30

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 31

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 32

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 33

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 34

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 35

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 36

Which statement about outcomes is CORRECT?

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

Correct Answer: C

Section:

QUESTION 37

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

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

Correct Answer: C

Section:

QUESTION 38

What are the three phases of 'problem management'?

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



Correct Answer: A

Section:

QUESTION 39

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

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

Correct Answer: D

Section:

QUESTION 40

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 services, and the [?] that support them, is available when and where it is needed.

- A. suppliers
- B. assets
- C. customers
- D. CIs

Correct Answer: D

Section:

QUESTION 41

What is described by the service value system?

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

Correct Answer: C

Section:

QUESTION 42

Which is a supplier category?

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

Correct Answer: D

Section:



QUESTION 43

Which process is used to compare the value that new services offer with the value of the services they have replaced?

- A. Availability management
- B. Capacity management
- C. Service portfolio management
- D. Service catalogue management

Correct Answer: C

Section:

QUESTION 44

Which is an important principle of communication in service operation?

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

Correct Answer: B

Section:

QUESTION 45

What do customer perceptions and business outcomes help to define?

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

Correct Answer: A

Section:

QUESTION 46

What is defined as any component that needs to be managed in order to deliver an IT service?

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

Correct Answer: C

Section:

QUESTION 47

Which guiding principle recommends using the minimum number of steps necessary to achieve an objective?



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

Correct Answer: C

Section:

QUESTION 48

Which TWO statements about the 'service request management' practice are CORRECT?

1. Service requests are part of normal service delivery
2. Complaints can be handled as service requests
3. Service requests result from a failure in service
4. Normal changes should be handled as service requests

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

Correct Answer: D

Section:

QUESTION 49

What is an IT asset?

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

Correct Answer: D

Section:

QUESTION 50

Which dimension includes a workflow management system?

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



Correct Answer: A

Section:

QUESTION 51

Identify the missing word in the following sentence.

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

- A. information
- B. utility
- C. warranty
- D. costs

Correct Answer: D

Section:

QUESTION 52

Which of these should be logged and managed as a problem?

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

Correct Answer: A

Section:

QUESTION 53

In which TWO situations should the ITIL guiding principles be considered?

1. In every initiative
2. In relationships with all stakeholders
3. Only in specific initiatives where the principle is relevant
4. Only in specific stakeholder relationships where the principle is relevant

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

Correct Answer: A

Section:



QUESTION 54

Which guiding principle recommends coordinating all dimensions of service management?

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

Correct Answer: B

Section:

QUESTION 55

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

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

Correct Answer: C

Section:

QUESTION 56

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

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

Correct Answer: B

Section:

QUESTION 57

Which practice uses techniques such as SWOT analysis, balanced scorecard reviews, and maturity assessments?

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

Correct Answer: B

Section:

QUESTION 58

Which statement about costs is CORRECT?



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

Correct Answer: C

Section:

QUESTION 59

What is typically needed to assign complex incidents to support groups?

- A. The incident priority
- B. The incident category
- C. A change schedule
- D. A self-help tool

Correct Answer: B

Section:

QUESTION 60

Which practice has a purpose that includes aligning the organization's practices and services with changing business needs?

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

Correct Answer: B

Section:

QUESTION 61

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

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

Correct Answer: B

Section:

QUESTION 62

What should be done to determine the appropriate metrics for measuring a new service?

- A. Measuring the performance over the first six months, and basing a solution on the results
- B. Asking customers to provide numerical targets that meet their needs
- C. Using operational data to provide detailed service reports



D. Asking customers open questions to establish their requirements

Correct Answer: C

Section:

QUESTION 63

Which dimension includes activities and workflows?

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

Correct Answer: A

Section:

QUESTION 64

What should be used to set user expectations for request fulfilment times?

- A. The consumer demand for the service
- B. The time that the customer indicates for service delivery
- C. The service levels of the supplier
- D. The time needed to realistically deliver the service

Correct Answer: D

Section:

QUESTION 65

Which describes outcomes?

- A. Tangible or intangible deliverables
- B. Results desired by a stakeholder
- C. Configuration of an organization's resources
- D. Functionality offered by a product or service

Correct Answer: B

Section:

QUESTION 66

How should an organization adopt continual improvement methods?

- A. Use a new method for each improvement the organization handles
- B. Select a few key methods for the types of improvement that the organization handles
- C. Build the capability to use as many improvement methods as possible
- D. Select a single method for all improvements that the organization handles

Correct Answer: B



Section:

QUESTION 67

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

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

Correct Answer: C

Section:

QUESTION 68

Arrange the following steps of software lifecycle in correct order.

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

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

Correct Answer: A

Section:

QUESTION 69

Which practice provides a single point of contact for users?

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

Correct Answer: C



Section:

QUESTION 70

What should be done for every problem?

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

Correct Answer: B

Section:

QUESTION 71

What type of change is MOST likely to be managed by the 'service request management' practice?

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

Correct Answer: D

Section:

QUESTION 72

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 73

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 74



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 75

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 76

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 77

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 78

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 79

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 80

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 81

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 82

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 83

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 84

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 85

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 86

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 87

Which term describes the functionality offered by a service?

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

Correct Answer: B

Section:

QUESTION 88

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 89

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 90

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 91



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 92

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-iti-a-winningcombination-for-it-businesses/>

QUESTION 93

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 94

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 95

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 96

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 97

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 98

Service transition contains detailed descriptions of which processes?

- A. Change management, service asset and configuration management, release and deployment management
- B. Change management, capacity management, event management, service request management
- C. Service level management, service portfolio management, service asset and configuration management
- D. Service asset and configuration management, release and deployment management, request fulfillment

Correct Answer: A

Section:

QUESTION 99

Which is an objective of the design coordination process?

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

Correct Answer: A

Section:

QUESTION 100

What MAIN factors are considered to assess the priority of an incident?

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

Correct Answer: A

Section:

QUESTION 101

Which term is used to describe the prediction and control of income and expenditure within an organization?

- A. Charging
- B. Governance
- C. Budgeting
- D. Accounting

Correct Answer: C

Section:

QUESTION 102

Where should all master copies of controlled software and documentation be stored?

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

Correct Answer: B

Section:

QUESTION 103



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

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

Correct Answer: C

Section:

QUESTION 104

Which of the following should IT service continuity strategy be based on?

1. Design of the service metrics
2. Business continuity strategy
3. Business impact analysis (BIA)
4. Risk assessment

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

Correct Answer: C

Section:

QUESTION 105

What is NOT within the scope of service catalogue management?

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

Correct Answer: D

Section:

QUESTION 106

What three elements make up the Service Portfolio?

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



Correct Answer: C

Section:

QUESTION 107

Who is responsible for defining metrics for change management?

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

Correct Answer: A

Section:

QUESTION 108

Which statement about metrics is CORRECT?

- A. Process metrics can be used to measure end-to-end service performance
- B. Technology metrics can be used to measure component performance and availability
- C. Process metrics can be used to measure the utilization of a supplier's network
- D. Technology metrics can be used to determine the overall health of a process

Correct Answer: B

Section:

QUESTION 109

What takes place in the "Did we get there?" step of the continual service improvement (CSI) approach?

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

Correct Answer: C

Section:

QUESTION 110

Which is an example of improving service utility using service management automation?

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

Correct Answer: D

Section:



QUESTION 111

What is the CORRECT definition of service management?

- A. A set of specialized assets for transitioning services into the live operational environment
- B. A set of specialized organizational capabilities for delivering value to customers in the form of services
- C. The capability of supplier to deliver services to providers in exchange for money
- D. The capability of service providers to minimize their costs without reducing the value of the services

Correct Answer: B

Section:

QUESTION 112

Which is the correct combination of items that makes up an IT service?

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

Correct Answer: B

Section:

QUESTION 113

Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

- A. Categorization
- B. Detection
- C. Prioritization
- D. Escalation

Correct Answer: A

Section:

Explanation:

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QUESTION 114

What can be used to help determine the impact level of a problem?

- A. Definitive media library (DML)
- B. Configuration management system (CMS)
- C. Statement of requirements (SOR)
- D. Standard operating procedures (SOP)

Correct Answer: B

Section:

QUESTION 115

Which are phases of the release and deployment process?

1. Release build and test
2. Review and close
3. Categorize and record
4. Change authorization and schedule

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

Correct Answer: A

Section:

QUESTION 116

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 117

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 118

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 119

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 120

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 121

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 122

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 123

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 124

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 125

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 126

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 127

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 128

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 129

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 130

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 131

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 132

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 133

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 134

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 135

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 136

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 137

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 138

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 139

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 140

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 141

What is a change schedule used for?

- A. To help plan emergency changes
- B. To help authorize standard changes
- C. To help assign a change authority
- D. To help manage normal changes

Correct Answer: D

Section:

QUESTION 142

Which ITIL practice recommends performing service reviews to ensure that services continue to meet the needs of the organization?

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

Correct Answer: C

Section:

QUESTION 143

Which role approves the cost of services?

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

Correct Answer: C

Section:

QUESTION 144

What actions does a service desk take for all issues, queries and requests that are reported to them?

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

Correct Answer: D

Section:

QUESTION 145

Which is an external input to the service value chain?

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

Correct Answer: C

Section:

QUESTION 146

Which is included in the purpose of the 'service level management' practice?

- A. To maximize the number of successful service and product changes
- B. To ensure accurate information about the configuration of services is available
- C. To set clear business-based targets for service levels
- D. To ensure that suppliers and their performance are managed appropriately

Correct Answer: C

Section:

QUESTION 147

Which usually requires a team of representatives from many stakeholder groups?

- A. Fulfilling a service request
- B. Authorizing an emergency change
- C. Logging a new problem
- D. Investigating a major incident

Correct Answer: D

Section:

QUESTION 148

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 149

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 150

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 151

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 152

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 153

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 154

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 155

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 156

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 157

Which TWO are important aspects of the 'service request management' practice?

1. Standardization and automation
2. Providing a variety of channels for access
3. Establishing a shared view of targets
4. Policies for approvals

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

Correct Answer: D

Section:

Explanation:

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

QUESTION 158

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 159

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 160

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 161

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 162

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 163

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 164

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 165

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 166

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 167

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 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-itil-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

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 176

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 177

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 178

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 179

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 180

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 181

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 182

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 183

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 184

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 185

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 186

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 187

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 188

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 189

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 190

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 191

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 192

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 193

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 194

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 195

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 196

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 197

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 198

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 199

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 200

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 201

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 202

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 203

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 204

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 205

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 206

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 207

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->

[itilitil4/#:~:text=Improve%20%E2%80%93%E2%80%9CThe%20purpose%20of%20the,four%20dimensions%20of%20service%20management.%E2%80%9D](https://www.symphonysummit.com/products/defining-industry-terms-itsm-)

QUESTION 208

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 209

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 210

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 211

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 212

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 213

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 214

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 215

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 216

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 217

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 218

Which phase of problem management includes the regular re-assessment of the effectiveness of workarounds?

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

Correct Answer: C

Section:

Explanation:

Error control also regularly re-assesses the status of known errors that have not been resolved, taking account of the overall impact on customers and/or service availability, and the cost of permanent resolutions, and effectiveness of workarounds

<https://www.bmc.com/blogs/itil-problemmanagement/#:~:text=Error%20control%20also%20regularly%20re,resolutions%2C%20and%20effectiveness%20of%20workarounds.>

QUESTION 219

What is included in the purpose of the 'release management' practice?

- A. Authorizing changes to proceed
- B. Making new features available for use
- C. Moving new software to live environments
- D. Ensuring information about services is available

Correct Answer: B

Section:

Explanation:

The purpose of the release management practice is to make new and changed services and features available for use.

Release: A version of a service or other configuration item, or a collection of configuration items, that is made available for use.

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

QUESTION 220

Why should a service level agreement include bundles of metrics?

- A. To ensure that the service levels have been agreed with customers
- B. To reduce the number of metrics that need to be measured and reported
- C. To ensure that all services are included in the service reports

D. To help focus on business outcomes, rather than operational result.

Correct Answer: D

Section:

Explanation:

Individual metrics without a specified service context are unhelpful. They should relate to defined outcomes and not simply operational metrics. This can be achieved with balanced bundles of metrics, such as customer satisfaction and key business outcomes.

[https://www.bmc.com/blogs/itil-service-](https://www.bmc.com/blogs/itil-service-levelmanagement/#:~:text=Service%20Level%20Agreements%20(SLAs)&text=Individual%20metrics%20without%20a%20specified,satisfaction%20and%20key%20business%20outcomes.)

[levelmanagement/#:~:text=Service%20Level%20Agreements%20\(SLAs\)&text=Individual%20metrics%20without%20a%20specified,satisfaction%20and%20key%20business%20outcomes.](https://www.bmc.com/blogs/itil-service-levelmanagement/#:~:text=Service%20Level%20Agreements%20(SLAs)&text=Individual%20metrics%20without%20a%20specified,satisfaction%20and%20key%20business%20outcomes.)

QUESTION 221

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:

Explanation:

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

QUESTION 222

Which of the four dimensions contributes MOST to defining activities needed to deliver services?

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

Correct Answer: A

Section:

Explanation:

Value Streams & Processes

The value streams and processes dimension is concerned with how the various parts of the organization work in an integrated and coordinated way to enable value creation through products and services. This dimension defines the activities, workflows, controls and procedures needed to achieve agreed objectives. What matters in service management is that an organization establishes an operating model that that effectively organizes the key activities needed to manage products and services.

Value streams

A value stream is defined as a series of steps an organization undertakes to create and deliver products and services to consumers.

Structuring the organization's service and product portfolios around value streams allows it to have a clear picture of what it delivers and how, and to make continual improvements to its services. By mapping its value streams, an organization can identify what is critical, what introduces waste and what can be improved upon.

Processes

A process is defined as a set of interrelated or interacting activities that transform inputs into outputs.

Processes define the sequence of actions and their dependencies, as well as describe what is done to accomplish an objective. Processes are underpinned by policies and can be broken down further through procedures which outline what is done, when, and by whom.

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

QUESTION 223



Which practice balance management of risk with maximizing throughput?

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

Correct Answer: A

Section:

Explanation:

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

QUESTION 224

Staff in an IT organization are very busy, mostly carrying out tasks that add little or no value to the organization or its customers.

Which guiding principle recommends that the unnecessary work should be eliminated?

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

Correct Answer: A

Section:

Explanation:

<https://assyst.ifs.com/blog/the-7-guiding-principles-of-iti-4-0> Don't over-engineer solutions. Think about what you can do now.

Like focus on value, this principle is heavily focused on the prevention of waste. Waste correlates with complexity. Higher complexity means there are more opportunities for waste to creep into a system.

Focus on delivering the desired outcome, not building the most elegant and elaborate solution. Use the minimum number of steps to deliver that outcome, ensuring you are not overprocessing (delivering quality above and beyond what is required).

QUESTION 225

Which practice ensures that service actions, that are a normal part of service delivery, are effectively handled?

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

Correct Answer: D

Section:

Explanation:

A service request is defined as a request from a user or a user's authorized representative that initiates a service action which has been agreed as a normal part of service delivery.

The purpose of the service request management practice is to support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner.

Service request management is dependent upon well-designed processes and procedures, which are operationalized through tracking and automation tools to maximize the efficiency of the practice. To be handled optimally, service request management should follow these guidelines:

Service requests and their fulfilment should be standardized and automated to the greatest degree possible.

Policies should define which service requests will be fulfilled with limited or even no additional approvals so that fulfilment can be streamlined.

The expectations of users regarding fulfilment times and costs should be clearly set, based on what the organization can realistically deliver.

Opportunities for improvement should be identified and implemented to produce faster fulfilment times and take advantage of automation.

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

QUESTION 226

Identify the missing word in the following sentence.

Sponsor is the role that authorizes budget for service [?]

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

Correct Answer: B

Section:

Explanation:

Sponsor: A person who authorizes budget for service consumption; e.g., the Finance Manager

<https://www.bmc.com/blogs/itil-key-concepts-servicemanagement/#:~:text=Sponsor%3A%20person%20who%20authorizes,%3B%20e.g.%2C%20the%20Finance%20Manager.>

QUESTION 227

What ensures that a service provider and a service consumer continually co-create value?

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

Correct Answer: D

Section:

Explanation:

A service relationship is defined as the cooperation between a service provider and service consumer. Service relationships are established between two or more organizations to co-create value. An organization can play the role of provider or consumer interchangeably, depending on the situation.

<https://www.bmc.com/blogs/itil-key-concepts-servicemanagement/#:~:text=and%20stakeholder%20management.-,Service%20Relationships,interchangeably%2C%20depending%20on%20the%20situation.>

QUESTION 228

What type of change is often used for resolving incidents or implementing security patches?

- A. Standard change
- B. Normal change
- C. Emergency change
- D. Change model

Correct Answer: C

Section:

Explanation:

A change that must be implemented as soon as possible without strictly following the standard process e.g. to resolve an incident or implement a security patch.

The process for assessment and authorization is expedited to ensure quick implementation, so scheduling and documentation is not a priority.

The change authority may be separate from what is standard or normal practice, typically smaller in number but with greater capacity to expedite approval.

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



QUESTION 229

Which of the following includes configuring components and activities to facilitate outcomes for stakeholders?

- A. Service relationship management
- B. Service consumption
- C. The service value system
- D. The release management' practice

Correct Answer: C

Section:

Explanation:

Organizations maximize co-creation of value with their customers by facilitating the outcomes they want to achieve. The four dimensions of service management have shown that a holistic approach is the best way for an organization to:

Achieve its goals in delivering quality and cost effective services

Meet the needs of its customers

Satisfy the requirements of its stakeholders

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

QUESTION 230

Which statement about outcomes is CORRECT?

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



Correct Answer: C

Section:

Explanation:

It is important to understand the difference in these terms not just for clarity, but because outputs are much easier to measure than outcomes.

Outputs are nearly always quantitative, with data available to show whether these have been delivered. Outputs are easy to report on and to validate. There is no grey area.

Outcomes are more challenging to verify because they are both qualitative and quantitative.

Whether your outcomes have been achieved will rely, to a great extent, on the perception of the people who receive the service. Perceptions are not easy to measure or report on, but it is essential you find a way to do so.

<https://www.bmc.com/blogs/outcomes-vs-outputs/>

QUESTION 231

Which practice performs reviews to ensure that services continue to meet the needs of the customers?

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

Correct Answer: B

Section:

Explanation:

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.

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

QUESTION 232

Which service value chain activity deals with the purchase of new products?

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

Correct Answer: B

Section:

Explanation:

In ITIL, there are six activities in the service value chain which represent the steps an organization takes in the creation of value:

Plan

Engage

Design and Transition

Obtain/Build

Deliver and Support

Improve

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

QUESTION 233

Which is included in the purpose of the 'improve' value chain activity?

- A. Ensuring the continual improvement of practices across all value chain activities
- B. Ensuring that services continually meet expectations for quality, costs, and time to market
- C. Ensuring a shared understanding of the improvement direction for services across the organization
- D. Ensuring continual engagement and good relationships with all stakeholders

The logo for 'Vdumps' features a stylized orange 'V' followed by the word 'dumps' in a grey, lowercase, sans-serif font.

Correct Answer: A

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://wiki.process-symphony.com.au/framework/lifecycle/service-value-systemitil-4/#:~:text=The%20purpose%20of%20the%20improve,four%20dimensions%20of%20service%20management.>

QUESTION 234

What is defined as "any component that needs to be managed in order to deliver an IT service"?

- A. An event
- B. An IT asset
- C. A configuration item
- D. A change

Correct Answer: C

Section:

Explanation:

CIs are simply any component that needs to be managed in order to deliver an IT service. A server, a virtual server, or even the configuration of an application could be considered a CI, for example

[https://www.bmc.com/blogs/itil-asset-configuration-management/#:~:text=among%20your%20CIs-,Configuration%20items%20\(CIs\),considered%20a%20CI%2C%20for%20example.](https://www.bmc.com/blogs/itil-asset-configuration-management/#:~:text=among%20your%20CIs-,Configuration%20items%20(CIs),considered%20a%20CI%2C%20for%20example.)

QUESTION 235

Which TWO of the following statements are MOST associated with the optimize and automate' guiding principle?

1. It is important to assess which method of communication is appropriate 'or each type of stakeholder.
2. Complex systems should be designed with an understanding of how the components' parts are related.
3. Organizations should consider whether technology could improve the efficiency o' manual processes.
- 4 It is important to understand the organization's objectives when assessing the impact of potential improvements.

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

Correct Answer: C

Section:

Explanation:

You need to use all of your resources as effectively and efficiently as you can. This means that you should automate wherever you can, and use people only for tasks that can't be automated. It also means that you need to think carefully about what you can automate and about the circumstances where only a person will do; and about simplifying those processes you do decide to automate to eliminate wasteful or inefficient steps.

You should always optimize the work BEFORE you automate it, as automating something that is inefficient or ineffective may just result in you doing the wrong thing faster!

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

QUESTION 236

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 charge 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 237

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 238

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 239

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 240

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 241

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 242

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 243

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 244

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 245

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 246

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/>

