

ITIL-4-Foundation Dumps

ITIL 4 Foundation

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NEW QUESTION 1

Which statement about change management is CORRECT?

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

Answer: C

NEW QUESTION 2

Which service management dimension is focused on activities and how these are coordinated?

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

Answer: C

NEW QUESTION 3

Which are the elements of process control?

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

Answer: D

NEW QUESTION 4

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

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

Answer: D

NEW QUESTION 5

What is the starting point for optimization?

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

Answer: D

NEW QUESTION 6

Which ITIL practice has a purpose that includes reducing the likelihood of incidents?

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

Answer: C

NEW QUESTION 7

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

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

Answer: B

NEW QUESTION 8

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

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

Answer: C

NEW QUESTION 9

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

Answer: D

NEW QUESTION 10

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

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

Answer: D

NEW QUESTION 10

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

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

Answer: D

NEW QUESTION 15

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

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

Answer: C

NEW QUESTION 19

Which statement about a 'continual improvement register' is CORRECT?

- A. It should be managed at the senior level of the organization
- B. It should be used to capture user demand
- C. There should only be one for the whole organization
- D. It should be re-prioritized as ideas are documented

Answer: D

NEW QUESTION 20

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

Answer: C

NEW QUESTION 22

When should a full risk assessment and authorization be carried out for a standard change?

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

Answer: B

NEW QUESTION 27

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

- A. Service management
- B. Continual improvement
- C. A service
- D. An IT asset

Answer: C

NEW QUESTION 30

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

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

Answer: C

NEW QUESTION 34

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

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

Answer: C

NEW QUESTION 38

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

Answer: A

NEW QUESTION 40

How should automation be implemented?

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

Answer: C

NEW QUESTION 45

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

Answer: B

NEW QUESTION 47

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

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

Answer: D

NEW QUESTION 49

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

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

Answer: A

NEW QUESTION 52

Which is NOT a key focus of the 'information and technology' dimension?

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

Answer: C

NEW QUESTION 54

What is the purpose of problem management?

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

Answer: A

NEW QUESTION 56

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

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

Answer: D

NEW QUESTION 59

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

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

Answer: C

Explanation:

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NEW QUESTION 61

Which is the BEST example of an emergency change?

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

Answer: C

NEW QUESTION 64

Identify the missing word in the following sentence.

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

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

Answer: D

NEW QUESTION 67

What three elements make up the Service Portfolio?

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

Answer: C

Explanation:

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NEW QUESTION 71

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

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

Answer: A

Explanation:

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NEW QUESTION 73

Which is a supplier category?

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

Answer: D

NEW QUESTION 78

Which practice updates information relating to symptoms and business impact?

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

Answer: D

NEW QUESTION 82

Which dimension includes a workflow management system?

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

Answer: A

NEW QUESTION 84

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

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

Answer: D

NEW QUESTION 89

Which are phases of the release and deployment process?

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

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

Answer: A

NEW QUESTION 94

Which dimension includes activities and workflows?

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

Answer: A

NEW QUESTION 96

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

Answer: B

NEW QUESTION 98

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

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

Answer: D

NEW QUESTION 102

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