ITIL-4-Foundation Dumps

ITIL 4 Foundation

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NEW QUESTION 1
Which practices are typically involved in the implementation of a problem resolution?
* 1. Continual improvement
* 2. Service request management
* 3. Service level management
* 4. Change control

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

Answer: B

NEW QUESTION 2
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

Answer: D

NEW QUESTION 3
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

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 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

Answer: C

NEW QUESTION 6
What should a release policy include?

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

Answer: C

NEW QUESTION 7
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 8
Which of the following should IT service continuity strategy be based on?
* 1. Design of the service metrics
* 2. Business continuity strategy
* 3. Business impact analysis (BIA)
* 4. Risk assessment

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

Answer: C

NEW QUESTION 9
What should all 'continual improvement' decisions be based on?

A. Accurate and carefully analysed data
B. Details of how services are measured
C. A recent maturity assessment
D. An up-to-date balanced scorecard

Answer: A

NEW QUESTION 10
What is the purpose of the 'relationship management' practice?

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

Answer: C

NEW QUESTION 10
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 12
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 17
Which practice has a purpose to support the quality of the service by handling all agreed user initiated service requests?

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

Answer: D

NEW QUESTION 18
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

Answer: A

NEW QUESTION 19

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

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

Answer: A

NEW QUESTION 20
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 22
Which is an objective of the design coordination process?

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

Answer: A

Explanation:
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NEW QUESTION 25
What is the expected outcome from using a service value chain?

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

Answer: B

NEW QUESTION 26
Which ITIL concept describes governance?

A. The service value system
B. The service value chain
C. The seven guiding principles
D. The four dimensions of service management

Answer: A

NEW QUESTION 28
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 31
Which is a key requirement for a successful service level agreement?

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

Answer: B

NEW QUESTION 35
Which is a service request?

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

Answer: B

NEW QUESTION 36
Which statement about IT service management is CORRECT? D18912E1457D5D1DDCBD40AB3BF70D5D

A. It is performed by customers using a mix of IT systems, services and processes
B. It is performed by IT service providers using a mix of suppliers and their products
C. It is performed by the service desk using a mix of people, process and technology
D. It is performed by IT service providers using a mix of people, process and technology

Answer: D

NEW QUESTION 41
What considerations influence the supplier strategy of an organization?

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

Answer: C

NEW QUESTION 46
Service transition contains detailed descriptions of which processes?

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

Answer: A

NEW QUESTION 47
Which service transition process provides guidance about converting data into information?

A. Change evaluation D18912E1457D5D1DDCBD40AB3BF70D5D
B. Knowledge management
C. Service validation and testing
D. Service asset and configuration management

Answer: B

NEW QUESTION 52
Which describes outcomes?

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

Answer: B

NEW QUESTION 57
Which practice provides support for managing feedback, compliments and complaints from users?

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

Answer: B

NEW QUESTION 61
What is warranty?

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

Answer: A

NEW QUESTION 66
Identify the missing words in the following sentence.
The purpose of the [?] is to ensure that the organization continually co-creates value with all stakeholders in line with the organization's objectives.

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

Answer: B

NEW QUESTION 67
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 71
What is the purpose of the 'deployment management' practice?

A. To ensure services achieve agreed and expected performance
B. To make new or changed services available for use
C. To move new or changed components to live environments
D. To set clear business-based targets for service performance

Answer: C

NEW QUESTION 75
Which is NOT a component of the service value system?

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

Answer: D

NEW QUESTION 77
What are 'engage', 'plan' and 'improve' examples of?

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

Answer: A

NEW QUESTION 78
What are the MOST important skills required by service desk staff?

A. Incident analysis skills
B. Technical skills
C. Problem resolution skills
D. Supplier management skills

Answer: A

NEW QUESTION 83
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 86

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 88
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 90
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 94
Which is a supplier category?

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

Answer: D

NEW QUESTION 98
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 99
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 101
Why should incidents be prioritized?

A. To help automated matching of incidents to problems or known errors
B. To identify which support team the incident should be escalated to
C. To ensure that incidents with the highest business impact are resolved first
D. To encourage a high level of collaboration within and between teams

Answer: C

NEW QUESTION 105
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

Answer: C

NEW QUESTION 106
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 D18912E1457D5D1DDCBD40AB3BF70D5D
C. Meetings are always the best method of communication
D. It is stored in the configuration management system

Answer: B

NEW QUESTION 108
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 110
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