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ITILFND

ITIL 4 Foundation



**Exam A**

**QUESTION 1**

Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

- A. Progress iteratively with feedback
- B. Keep is simple and practical
- C. Start where you are
- D. Focus on value

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 2** Which practice has a purpose that includes ensuring that risks have been properly assessed?

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**



**QUESTION 3** 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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 4**

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: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 5** 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: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 6**

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: (none)**

**Explanation**

**Explanation/Reference:**



**QUESTION 7** 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: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 8** 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: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 9** 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: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 10**

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: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 11**

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: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 12** 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:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 13** 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:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 14** 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:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 15** 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:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 16** 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:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 17** What is defined as a cause, or potential cause, of one or more incidents?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 18** 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:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 19** 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:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 20** 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:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 21** 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:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 22**

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:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 23** 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:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 24** 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:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 25** 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:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 26** 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:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 27** 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:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 28** 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:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 29** What is a recommendation of the 'focus on value' guiding principle?

- A. Make 'focus on value' a responsibility of the management
- B. Focus on the value of new and significant projects first
- C. Focus on value for the service provider first
- D. Focus on value at every step of the improvement

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 30** Which guiding principle recommends standardizing and streamlining manual tasks?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 31** Which describes a set of defined steps for implementing improvements?

- A. The 'improve' value chain activity
- B. The 'continual improvement register'
- C. The 'continual improvement model'
- D. The 'engage' value chain activity

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 32** Which is a key requirement for a successful service level agreement?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 33** When planning 'continual improvement', which approach for assessing the current state of a service is CORRECT?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**



**Explanation/Reference:**

**QUESTION 34** How does a service consumer contribute to the reduction of risk?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 35** What helps diagnose and resolve a simple incident?

- A. Rapid escalation
- B. Formation of a temporary team
- C. The use of scripts
- D. Problem prioritization

**Correct Answer:** C

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 36** Which ITIL practice has a purpose that includes reducing the likelihood of incidents?

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 37** Which service level metrics are BEST for measuring user experience?

- A. Single system-based metrics
- B. Metrics for the percentage of uptime of a service
- C. Operational metrics
- D. Metrics linked to defined outcomes

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 38** What are the MOST important skills required by service desk staff?

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 39** Which TWO statements about an organization's culture are CORRECT? (Choose two.)

1. It is created from shared values based on how it carries out its work
2. It is determined by the type of technology used to support services
3. It should be based on the culture of prospective suppliers
4. It should be based on the objectives of the organization



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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 40** When should a change request be submitted to resolve a problem?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**