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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 it 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 changes 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: