ITILFND

ITIL 4 Foundation

Exam A

QUESTION 1
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 2
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 3
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 4
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 5
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 6
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 7
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 8
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 9
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 10
Which dimension considers how knowledge assets should be protected?

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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 11

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 12

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 13
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 14
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 15

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

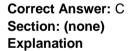**Correct Answer:** A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16
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 17
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

Explanation/Reference:

QUESTION 18
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 19
How does a service consumer contribute to the reduction of disk?

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: