ITILFND_V4.38q

ITILFND

ITIL 4 Foundation

Exam A

QUESTION 1
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 2
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 3
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 4
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 5
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 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
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 11
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 12
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 13
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 14
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 15
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 16
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 17
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

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D. An organization should always use an approach that combines Lean, Agile and DevOps methodologies

Correct Answer: C
Section: (none)
Explanation
Explanation/Reference:

QUESTION 18
Which two statements about an organization's culture are CORRECT?

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 19
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

QUESTION 20
Which guiding principle helps to ensure that better information is available for decision making?

A. Keep it simple and practical
B. Think and work holistically
C. Optimize and automate
D. Collaborate and promote visibility

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 21
Which practice has a purpose that includes observing a service to report selected changes of state identified as events?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 22
Which describes a standard change?

A. A change that needs to be scheduled, assessed and authorized following a defined process
B. A change that is typically implemented as a service request
C. A high-risk change that needs very thorough assessment
D. A change that must be implemented as soon as possible

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 23
How does information about problems and known errors contribute to 'incident management'?

A. It enables quick and efficient diagnosis of incidents
B. It removes the need for regular customer updates
C. It removes the need for collaboration during incident resolution
D. It enables the reassessment of known errors

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 24
Which practice owns and manages issues, queries and requests from users?

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

Correct Answer: B

Section: (none)
Explanation

Explanation/Reference:

QUESTION 25
What defines the requirements for a service and takes responsibility for the outcomes of service consumption?

A. An IT asset
B. A customer
C. A configuration item (CI)
D. A user

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 26
Which stakeholders co-create value in a service relationship?

A. Investor and supplier
B. Consumer and provider
C. Provider and supplier
D. Investor and consumer

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27
Which describes normal changes?

A. Changes that are low-risk and pre-authorized
B. Changes that need to be scheduled and assessed following a process
C. Changes that are typically initiated as service requests
D. Changes that must be implemented as soon as possible

Correct Answer: B
Section: (none)
Explanation
Explanation/Reference:

QUESTION 28
What is the expected outcome from using a service value chain?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 29
What is described by the service value system?

A. How all the components and activities of the organization work together as a system to enable value creation
B. Services based on one or more products, designed to address needs of a target consumer group
C. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation
D. How to apply the systems approach of the guiding principle think and work holistically

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 30
What is defined as any component that needs to be managed in order to deliver an IT service?

A. A service request
B. A configuration item (CI)
C. An incident D. An IT asset

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 31
Which guiding principle recommends using the minimum number of steps necessary to achieve an objective?

A. Progress iteratively with feedback
B. Focus on value
C. Think and work holistically
D. Keep it simple and practical

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 32
Which two statements about the 'service request management' practice are CORRECT?

1. Service requests are part of normal service delivery
2. Complaints can be handled as service requests
3. Service requests result from a failure in service

4. Normal changes should be handled as service requests

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33
Which dimension includes a workflow management system?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 34
Identify the missing word in the following sentence.

A service is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific [?] and risks.

A. information
B. costs
C. utility

D. warranty

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
QUESTION 35
Identify the missing word in the following sentence.

The use of [?] should support, not replace what is observed, when using the 'start where you are' guiding principle.

A. measurement
B. tools
C. plans
D. process

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 36
How should automation be implemented?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 37
Which competencies are required by the 'service level management' practice?

A. Problem investigation and resolution
B. Business analysis and commercial management
C. Incident analysis and prioritization
D. Balanced scorecard reviews and maturity assessment

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 38
Which statement about costs is CORRECT?

A. Costs imposed on the consumer are costs of service utility
B. Costs removed from the consumer are part of the value proposition
C. Costs imposed on the consumer are costs of service warranty
D. Costs removed from the consumer are part of service consumption

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference: