

ITILFND V4

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ITILFND V4



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Exam A

QUESTION 1

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



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- 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 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 3

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 4

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 5

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 6

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 7

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 8

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 9

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 10

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:

QUESTION 11

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 12

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 13

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 14

Which describes normal changes?



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- 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 15

Which skill is an essential part of the 'service level management' practice?

- A. Technical knowledge
- B. Listening
- C. Diagnosis
- D. Problem analysis

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 16

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 17

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 18

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 19

What is an IT asset?

- A. Any financially valuable component that can contribute to delivery of an IT product or service
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. The removal of anything that could have a direct or indirect effect on services

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 20

In which two situations should the ITIL guiding principles be considered?

1. In every initiative
2. In relationships with all stakeholders
3. Only in specific initiatives where the principle is relevant
4. Only in specific stakeholder relationships where the principle is relevant

- 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 21**

Which guiding principle recommends coordinating all dimensions of service management?

- A. Start where you are
B. Progress iteratively with feedback
C. Think and work holistically
D. Keep it simple and practical

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 22

What is the purpose of the 'relationship management' practice?

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 23

How should the workflow for a new service request be designed?

- A. Use a single workflow for all types of service request
- B. Use different workflows for each type of service request
- C. Avoid workflows for simple service requests
- D. Leverage existing workflows whenever possible

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 24

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:

QUESTION 25

Which practice has a purpose that includes aligning the organization's practices and services with changing business needs?

- A. Service level management
- B. Service configuration management
- C. Relationship management
- D. Continual improvement

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 26

A major incident has been closed, but there is a risk that it might happen again. How should this be logged and managed?

- A. As a change request
- B. As a service request
- C. As an event
- D. As a problem

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 27

What should be used to set user expectations for request fulfillment times?

- A. The time that the customer indicates for service delivery
- B. The consumer demand for the service

- C. The time needed to realistically deliver the service
- D. The service levels of the supplier

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 28

Which statement about IT service management is CORRECT?

- 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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:



QUESTION 29

Which is the CORRECT explanation of the 'R' role in a RACI matrix?

- A. This role ensures that activities are executed correctly
- B. This role has ownership of the end result
- C. This role is involved in providing knowledge and input
- D. This role ensures the flow of information to stakeholders

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 30

Which statement about change management is CORRECT?

- A. It optimizes overall business risk
- B. It optimizes financial exposure
- C. It ensures that all changes are authorized by the change advisory board (CAB)
- D. It ensures that service requests follow the normal change management process

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 31

Which is NOT a structure of service desk that is described in the ITIL service operation guidance?

- A. Local
- B. Centralized
- C. Outsourced
- D. Virtual



Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 32

What type of change is pre-authorized, low risk, relatively common, and follows a procedure or work instruction?

- A. A standard change
- B. An emergency change
- C. An internal change
- D. A normal change

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 33

Service transition contains detailed descriptions of which processes?

A. Change management, service asset and configuration management, release and deployment management



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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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 34

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 35

Which term is used to describe the prediction and control of income and expenditure within an organization?

- A. Charging
- B. Governance
- C. Budgeting
- D. Accounting

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:



QUESTION 36

Where should all master copies of controlled software and documentation be stored?

- A. In the definitive capacity library
- B. In the definitive media library
- C. In the definitive security library
- D. In the definitive production library

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 37

Which stage of the service lifecycle has the purpose of looking for ways to improve process efficiency and cost effectiveness?

- A. Service operation
- B. Service transition
- C. Continual service improvement
- D. Service strategy

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 38

What is NOT within the scope of service catalogue management?

- A. Contribution to the definition of services
- B. Interfaces between all services and supporting services
- C. Interfaces between the service catalogue and service portfolio
- D. Fulfilment of business service requests

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 40

Which is a supplier category?

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41

Which process is used to compare the value that new services offer with the value of the services they have replaced?

- A. Availability management
- B. Capacity management
- C. Service portfolio management
- D. Service catalogue management

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 42

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

- C. Meetings are always the best method of communication
- D. It is stored in the configuration management system

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 43

What do customer perceptions and business outcomes help to define?

- A. The value of a service
- B. Service metrics
- C. The total cost of a service
- D. Key performance indicators (KPIs)

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:



QUESTION 44

Which statement about metrics is CORRECT?

- A. Process metrics can be used to measure end-to-end service performance
- B. Technology metrics can be used to measure component performance and availability
- C. Process metrics can be used to measure the utilization of a supplier's network
- D. Technology metrics can be used to determine the overall health of a process

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 45

Which is an example of improving service utility using service management automation?

- A. Pre-determined routing of a service request
- B. Reducing the time to compile service data
- C. Monitoring service availability
- D. Faster resource allocation

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 46

Which is the correct combination of items that makes up an IT service?

- A. Customers, providers and documents
- B. Information technology, people and processes
- C. Information technology, networks and people
- D. People, processes and customers



Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 47

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 48

What can be used to help determine the impact level of a problem?

- A. Definitive media library (DML)
- B. Configuration management system (CMS)
- C. Statement of requirements (SOR)
- D. Standard operating procedures (SOP)

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:



QUESTION 49

Which function is responsible for the management of a data centre?

- A. Technical management
- B. Service desk
- C. Application management
- D. Facilities management

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 50

Which are the elements of process control?

- A. Inputs, outputs and triggers
- B. Work instructions, procedures and roles
- C. Resources, capabilities and metrics
- D. Process owner, policy and objectives

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 51

Which processes are responsible for the regular review of underpinning contracts?

- A. Supplier management and service level management
- B. Supplier management and change management
- C. Availability management and service level management
- D. Supplier management and availability management

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 52

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)

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:



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