

ITILFND V4

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ITILFND V4



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Exam A

QUESTION 1

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



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- C. At least once a year
- D. When an emergency change is requested



Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2

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

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Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 3

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 4

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 5

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 6

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 7

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 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

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 10

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 11

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 12

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 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

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 15

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 16

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:

QUESTION 17

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 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

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 20

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 21

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 22

What are the three phases of 'problem management'?

- A. Problem logging, problem classification, problem resolution
- B. Incident management, problem management, change enablement
- C. Problem identification, problem control, error control





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D. Problem analysis, error identification, incident resolution

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:



QUESTION 23

Identify the missing word in the following sentence.

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of services, and the [?] that support them, is available when and where it is needed.

- A. suppliers
- B. CIs
- C. customers
- D. assets

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 24

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 25

Which of these should be logged and managed as a problem?

- A. A user requests delivery of a laptop
- B. A monitoring tool detects a change of state for a service
- C. Trend analysis shows a large number of similar incidents
- D. 'Continual improvement' needs to prioritize an improvement opportunity

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 26

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 27

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 28

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 29

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 30

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 31

Which practice uses techniques such as SWOT analysis, balanced scorecard reviews, and maturity assessments?

- A. Incident management
- B. Problem management
- C. Continual improvement
- D. Service request management

Correct Answer: C

Section: (none)

Explanation



Explanation/Reference:

QUESTION 32

Which dimension includes activities and workflows?

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 33

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 34

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 35

Which statement about the 'four Ps' of service design is CORRECT?

- A. Processes refers to skill and training
- B. Partners refers to suppliers and vendors
- C. People refers to technology and tools
- D. Products refers to producers and metrics

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:



QUESTION 36

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 37

Which service transition process provides guidance about converting data into information?

- A. Change evaluation
- B. Knowledge management
- C. Service validation and testing
- D. Service asset and configuration management

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 38

Which service catalogue view is considered beneficial when constructing the relationship between services, SLAs, OLAs, and other underpinning agreements?

- A. Service-based SLA view
- B. Wholesale customer view
- C. Retail customer view
- D. Supporting services view

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39

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 40

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 41

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 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

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 44

What takes place in the "Did we get there?" step of the continual service improvement (CSI) approach?

- A. An initial baseline assessment
- B. The production of a detailed CSI plan
- C. Verifying that improvement targets have been achieved
- D. Understanding priorities for improvement

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 45

What is the CORRECT definition of service management?

- A. A set of specialized assets for transitioning services into the live operational environment
- B. A set of specialized organizational capabilities for delivering value to customers in the form of services
- C. The capability of supplier to deliver services to providers in exchange for money
- D. The capability of service providers to minimize their costs without reducing the value of the services

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:



QUESTION 46

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 47

Which statement BEST describes the value of service strategy to the business?

- A. It allows higher volumes of successful change
- B. It reduces unplanned costs through optimized handling of service outages
- C. It reduces the duration and frequency of service outages
- D. It enables the service provider to understand what levels of service will make their customers successful

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 48

Which process works with incident management to ensure that security breaches are detected and logged?

- A. Change management
- B. Service level management
- C. Access management
- D. Continual service improvement



Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 49

Which guiding principle is **PRIMARILY** concerned with end-to-end service delivery?

- A. Focus on value
- B. Think and work holistically



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- C. Optimize and automate
- D. Collaborate and promote

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:



QUESTION 50

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

- A. To protect the information needed by the organization to conduct its business
- B. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors
- C. To align the organization's practices and services with changing business needs through the ongoing identification and improvement of services
- D. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 51

Why should some service requests be fulfilled with no additional approvals?

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- A. To ensure that spending is properly accounted for
- B. To ensure that information security requirements are met
- C. To streamline the fulfillment workflow
- D. To set user expectations for fulfillment times

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 52

Which is a purpose of the 'service desk' practice?

- A. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible
- B. To be the entry point and single point of contact for the service provider with all of its users
- C. To support the agreed quality of a service by handling all pre-defined, user-initiated service requests
- D. To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 53

Which dimension includes the knowledge needed for the management of services?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 54

What is a set of specialized organizational capabilities for enabling value for customers in the form of services?

- A. Service offering
- B. Service provision
- C. Service management
- D. Service consumption

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 55

What is the **PRIMARY** use of a change schedule?

- A. To support the 'incident management' practice and improvement planning
- B. To manage emergency changes
- C. To plan changes and help avoid conflicts
- D. To manage standard changes

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 56

What are guiding principles?

- A. A set of interconnected activities that help an organization deliver a valuable service
- B. A description of one or more services that help address the needs of a target consumer group

- C. A set of specialized organizational capabilities for enabling value for customers
- D. Recommendations that help an organization when adopting a service management approach

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 57

Which guiding principle focuses on reducing costs and human errors?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 58

Which practice makes new services available for use?

- A. Change enablement
- B. Release management
- C. Deployment management
- D. IT asset management

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:



QUESTION 59

Which guiding principle considers the importance of customer loyalty?

- A. Progress iteratively with feedback
- B. Focus on value
- C. Optimize and automate
- D. Start where you are

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 60

What is important for a 'continual improvement register' (CIR)?

- A. Improvement ideas are documented, assessed and prioritized
- B. Improvement ideas from many sources are kept in a single CIR
- C. Improvement ideas that are not being actioned immediately are removed from the CIR
- D. Improvement ideas are tested, funded and agreed

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 61

Which is a purpose of the 'service level management' practice?

- A. To establish and nurture the links between the organization and its stakeholders
- B. To ensure that the organization's suppliers and their performance are managed appropriately
- C. To set clear business-based targets for service levels
- D. To support the agreed quality of a service handling all agreed, user-initiated service requests

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 62

Which is an example of a business related measurement?

- A. The number of passengers checked in
- B. The average time to response to change requests
- C. The average resolution time for incidents
- D. The number of problems resolved

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:



QUESTION 63

What describes the steps needed to create and deliver a specific service to a consumer?

- A. Service management
- B. Practices
- C. A value stream
- D. Service level management

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 64

Which statement about the automation of service requests is **CORRECT**?

- A. Service requests that cannot be automated should be handled as incidents
- B. Service requests and their fulfillment should be automated as much as possible
- C. Service requests that cannot be automated should be handled as problems
- D. Service requests and their fulfillment should be carried out by service desk staff without automation

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 65

What is used to link activities within the service value chain?

- A. Service level agreements
- B. Inputs, outputs and triggers
- C. Opportunity, demand and value
- D. Service desk



Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 66

Which is included in the purpose of the 'service level management' practice?

- A. To maximize the number of successful service and product changes
- B. To ensure accurate information about the configuration of services is available
- C. To set clear business-based targets for service levels
- D. To ensure that suppliers and their performance are managed appropriately

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 67

Which ITIL practice has the purpose to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels?

- A. Supplier management
- B. Change enablement
- C. Relationship management
- D. Service desk

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 68

What includes governance as a component?

- A. Practices
- B. The service value chain
- C. The service value system
- D. The guiding principles

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 69

Which practice needs people who understand complex systems and have creative and analytical skills?

- A. Change enablement
- B. Service level management

- C. Service request management
- D. Problem management

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 70

What is the definition of a known error?

- A. An unplanned interruption to a service, or reduction in the quality of a service
- B. A cause, or potential cause, of one or more incidents
- C. A problem that has been analyzed and has not been resolved
- D. Any change of state that has significance for the management of a service or other configuration item (CI)

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 71

Which term relates to service levels aligned with the needs of service consumers?

- A. Service management
- B. Warranty
- C. Cost
- D. Utility

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 72

Which directly assists with the diagnosis and resolution of simple incidents?

- A. Scripts for collecting user information
- B. Use of shift working patterns
- C. Fulfillment of service requests
- D. Creation of a temporary team

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 73

Which approach is CORRECT when applying the guiding principle 'keep it simple and practical'?

- A. Only add controls and metrics when they are needed
- B. Design controls and metrics first, then remove those not adding value
- C. Design controls and metrics and add them individually until all are implemented
- D. Only add controls and metrics that are required for compliance

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 74

Which guiding principle considers customer and user experience?

- A. Collaborate and promote visibility
- B. Focus on value
- C. Start where you are
- D. Keep it simple and practical

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 75

Which of these activities is carried out as part of 'problem management'?

- A. Creating incident records
- B. Diagnosing and resolving incidents
- C. Escalating incidents to a support team for resolution
- D. Trend analysis of incident records

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:



QUESTION 76

Identify the missing word(s) in the following sentence.

The service desk should be the entry point and single point of contact for the [?] with all of its users.

- A. Service consumer
- B. Service provider
- C. Customer
- D. Supplier

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 77

Which is handled as a service request?

- A. An investigation to identify the cause of an incident
- B. A compliment about an IT support team
- C. The failure of an IT service
- D. An emergency change to implement a security patch

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 78

Which is a key requirement for a successful service level agreement (SLA)?

- A. Using individual metrics that relate to the service catalogue
- B. Using bundled metrics to relate performance to outcomes
- C. Using single-system-based metrics that relate to outputs
- D. Using an agreement between the service provider and service supplier

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:



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