ITILFND V4

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Exam A

QUESTION 1
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 2
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 3
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 4
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 5
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 6
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 7
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 8
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 9
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 10
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 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
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
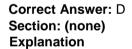**Correct Answer:** B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14
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 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
Section: (none)
Explanation

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

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D. By managing staff availability

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 20
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 21
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 22
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 23
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 24
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 25
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 26
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
D. Problem analysis, error identification, incident resolution

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27
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:

QUESTION 28
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 29
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 30
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 31
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 mat 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 32
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 33
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 34
What is the purpose of the 'information security management' practice?

A. To protect the information needed by the organization to conduct its business
B. To observe services and service components
C. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed
D. To plan and manage the full lifecycle of all IT assets

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 35
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 36
Which activity is part of the 'continual improvement' practice?

A. Identifying and logging opportunities
B. Delivering tactical and operational engagement with customers
C. Populating and maintaining the asset register
D. Providing a clear path for users to report issues, queries, and requests

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 37
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 38
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 39
What should be done to determine the appropriate metrics for measuring a new service?

A. Measuring the performance over the first six months, and basing a solution on the results
B. Asking customers to provide numerical targets that meet their needs
C. Asking customers open questions to establish their requirements
D. Using operational data to provide detailed service reports

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 40
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 41
Which is one of the five aspects of service design?

A. Management information systems and tools
B. Risk analysis and management approach
C. Management policy for business case creation
D. Corporate governance and policy

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 42
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 43
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 44
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 45
What is the primary focus of business capacity management?

A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology
B. Review of all capacity supplier agreements and underpinning contracts with supplier management
C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
QUESTION 46
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 47
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 48
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 49
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 50
What MAIN factors are considered to assess the priority of an incident?

A. The urgency and impact

B. The impact and complexity

C. The cost and urgency

D. The complexity and cost

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 51
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 52
Which of the following should IT service continuity strategy be based on?

1. Design of the service metrics

2. Business continuity strategy

3. Business impact analysis (BIA)

4. Risk assessment

A. 1, 2 and 4 only

B. 1, 2 and 3 only

C. 2, 3 and 4 only

D. 1, 3 and 4 only

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 53
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 54
Which is a supplier category?

A. Technical
B. Commodity
C. CustomerD. Resource

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 55
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 56

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 57

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 58
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 59
What is a definition of a service improvement plan (SIP)?

A. A formal plan to implement improvements to a customer's business processes
B. An input from availability management to service level management, detailing the service design plan
C. A formal plan to implement improvements to a service or process
D. An input from financial management for IT services to service level management, detailing the budget plan

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 60
Which statement about the known error database (KEDB) is CORRECT?

A. It is maintained by the service desk and updated with the details of each new incident
B. It is a part of the configuration management database (CMDB) and contains workarounds
C. It is maintained by problem management and is used by the service desk to help resolve incidents
D. It is maintained by incident management and contains solutions to be implemented by problem management

Correct Answer: C

Explanation/Reference:

QUESTION 61
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:

QUESTION 62
Which practice would help a user gain access to an application that they need to use?

A. Service configuration management
B. Change enablement
C. Service request management
D. Service level management

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 63
Why should some service requests be fulfilled with no additional approvals?

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 64
What is defined as an unplanned interruption or reduction in the quality of a service?

A. An incident
B. A problem
C. A change
D. An event

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 65
Which statement about the use of measurement in the 'start where you are' guiding principle is **CORRECT**?

A. It should always be used to support direct observation
B. It should always be used instead of direct observation
C. Measured data is always more accurate than direct observation
D. The act of measuring always positively impacts results

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 66
What is an incident?

A. The planned removal of an item that might affect a service
B. A result enabled by one or more outputs
C. A possible future event that could cause harm
D. A service interruption resolved by the use of self-help tools
Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 67
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 68
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 69
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 70
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 71
Which guiding principle helps to ensure that each improvement effort has more focus and is easier to maintain?

A. Start where you are

B. Collaborate and promote visibility

C. Progress iteratively with feedback

D. Think and work holistically

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

QUESTION 72
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 73
What can a service remove from the consumer and impose on the consumer?

A. Utility

B. Asset

C. Cost

D. Outcome

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 74
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 75
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 76
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 77
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 78
Which gives a user access to a system?

A. Service requirement
B. Service agreement
C. Service consumption
D. Service provision

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 79
What is a change schedule **PRIMARILY** used for?

A. To help plan, authorize and schedule emergency changes
B. To publish a list of service requests that users can select
C. To ensure that a single change authority reviews every change
D. To help plan changes, assist in communication and avoid conflicts

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 80
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 81
Which is included in the purpose of the 'deliver and support' value chain activity?

A. Meeting stakeholder expectations for time to market
B. Understanding the organization's service vision
C. Understanding stakeholder needs
D. Providing services to agreed specifications

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 82
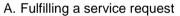Which is an external input to the service value chain?

A. The 'improve' value chain activity
B. An overall plan
C. Customer requirements
D. Feedback loops

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 83
Which usually requires a team of representatives from many stakeholder groups?

A. Fulfilling a service request
B. Authorizing an emergency change
C. Logging a new problem
D. Investigating a major incident

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 84
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 85
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 86
Which will NOT be handled as a service request?

A. The degradation of a service

B. The replacement of a toner cartridge

C. The provision of a laptop

D. A complaint about a support team

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 87
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 88
Which is a purpose of release management?

A. To protect the organization's information
B. To handle user-initiated service requests
C. To make new and changed services available for use
D. To move hardware and software to live environments

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 89
What is recommended by the guiding principle 'progress iteratively with feedback'?

A. A current state assessment that is carried out at the start of an improvement initiative
B. The identification of all interested parts at the start of an improvement initiative
C. An improvement initiative that is broken into a number of manageable sections
D. An assessment of how all the parts of an organization will affect an improvement initiative

Correct Answer: C

Explanation/Reference:

QUESTION 90
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

Explanation/Reference:

QUESTION 91
What does 'change enablement' PRIMARILY focus on?

A. Changes to service levels

B. Changes to products and services

C. Changes to organizational structure

D. Changes to skills and competencies

Correct Answer: B

Explanation/Reference:

QUESTION 92
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:

QUESTION 93
Which is considered by the 'partners and suppliers' dimension?

A. Using artificial intelligence
B. Defining controls and procedures
C. Using formal roles and responsibilities
D. Working with an integrator to manage relationships

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 94

Which practice recommends using tools for collaboration and the automated matching of symptoms?

A. Problem management
B. Service level management
C. Incident management
D. Service request management

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
QUESTION 95
Which statement about the 'continual improvement' practice is **CORRECT**?

A. Continual improvement participation should be limited to a small dedicated team.
B. It is the role of senior management to authorize improvement initiatives.
C. Training should be provided to those involved in continual improvement.
D. A single continual improvement register should be maintained by senior management.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Reference: https://www.bmc.com/blogs/itil-continual-improvement/

QUESTION 96
An SLA is a service level agreement.

Which describes the 'watermelon SLA' effect?

A. A single SLA defines target service levels for multiple customer, so every customer sees reports about other customers' experiences.
B. The metrics in an SLA are focused on internal measures, so that reports show everything is good, while the customer is not satisfied.
C. SLA targets change very frequently, so that each report includes new measures and trends cannot be analyzed.
D. Introducing SLAs for a service enables customer to see that the service provider is doing a really good job, so this improves satisfaction.

Correct Answer: B

Explanation/Reference:
Reference: https://www.bmc.com/blogs/itil-service-level-management/

QUESTION 97
Which practice includes conducting regular reviews to ensure that services are still appropriate and relevant?

A. Service level management
B. Service desk
C. Continual improvement
D. Change enablement

Correct Answer: A

Explanation/Reference:
Explanation:
The service level management practice defines, documents and manages the service levels of all the services and products. Service level management should provide the end to end visibility of all the organizational services. Service level management has to establish and provide the service views with service level target ensure meeting defined service levels by collecting, analyzing, storing and reporting all the defined target metrics of the services regularly (periodically) perform the service reviews and ensure the services meet the organization's needs continuously identify, capture, review & report the issues related to services, its performance against the defined service targets.

Reference: https://www.knowledgehut.com/tutorials/itil4-tutorial/itil-management-practices-processes

QUESTION 98
What is a service?

A. A possible event that could cause harm or loss, or make it more difficult to achieve objectives
B. 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
   C. A tangible or intangible deliverable of an activity
D. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation based on agreed and available service offerings

Correct Answer: B

Explanation

Explanation/Reference:
Reference: https://www.bmc.com/blogs/itil-key-concepts-service-management/

QUESTION 99
Which practice includes the use of approaches such as Lean, Agile and DevOps with the aim of facilitating a greater amount of change at a quicker rate?

A. Service desk
B. Monitoring and event management
C. Service level management
D. Continual improvement
Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 100
Which helps to streamline the fulfilment of service requests?

A. Understanding which service requests can be accomplished with limited approvals
B. Creating new workflows for every service request
C. Separating requests relating to service failures from the degradation of services
D. Eliminating service requests which have complex workflows

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Reference: https://www.bmc.com/blogs/itil-service-request-management/

QUESTION 101
Which statement about outcomes is **CORRECT**?

A. They are deliverables provided to service consumers.

B. They allow service consumers to achieve a desired result.

C. They provide products to service providers based on outputs.

D. The co-create value for service providers by reducing costs and risks.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Reference: https://www.axelos.com/news/blogs/february-2015/difference-between-outputs-and-outcomes-in-itsm

QUESTION 102
Which guiding principle says that services and processes should **NOT** provide a solution for every exception?

A. Keep it simple and practical

B. Think and work holistically

C. Optimize and automate

D. Collaborate and promote visibility

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 103
Which practice requires skills and competencies related to business analysis, supplier management and relationship management?

A. Monitoring and event management

B. Incident management

C. Service level management

D. IT asset management

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

Reference: https://advisera.com/20000academy/blog/2019/06/17/sfia-and-itil-a-winning-combination-for-it-businesses/

QUESTION 104
When should a workaround be created?

A. As soon as possible, once the incident is logged
B. After the resolution of a problem
C. When a problem cannot be resolved quickly
D. When a potential permanent solution has been identified

Correct Answer: C
Section: (none)
Explanation
Explanation/Reference:
Reference: https://www.globalknowledge.com/us-en/resources/resource-library/articles/incidents-and-problems-workarounds/

QUESTION 105
How should an organization prioritize incidents?

A. Ask the user for their preferred resolution timeframe.
B. Assess the availability of the appropriate support team.
C. Use an agreed classification which is based on the business impact of the incident.
D. Create an order of incidents based on the dates and times when they were logged.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 106
Which is a risk that might be removed from a service consumer by an IT service?

A. Service provider ceasing to trade
B. Security breach
C. Failure of server hardware
D. Cost of purchasing servers

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Reference: https://www.bmc.com/blogs/itil-key-concepts-service-management/

QUESTION 107
Which is one of the **MAIN** concerns of the 'design and transition' value chain activity?

A. Understanding the organization's vision
B. Understanding stakeholder needs
C. Meeting stakeholder expectations
D. Ensuring service components are available

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
The purpose of 'obtain/build' value chain activity is "to ensure that service components are available when and where they are needed, and meet agreed specifications." Service components for 'deliver and support' and service components for design and transition are key outputs of 'obtain/build' value chain activity.

QUESTION 108
Which is a result of applying the guiding principle 'progress iteratively with feedback'?

A. The ability to discover and respond to failure earlier
B. Standardization of practices and services
C. Understanding the customer's perception of value
D. Understanding the current state and identifying what can be reused

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 109
Which practice is responsible for moving new or changed components to live or other environments?

A. Release management
B. Deployment management
C. Change enablement
D. Supplier management

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Reference: https://www.sysaid.com/blog/entry/itil-4-practices-whats-new-and-changed

QUESTION 110
Which should be handled by 'service request management'?

A. A request to implement a security patch
B. A request to provide a laptop
C. A request to resolve an error in a service
D. A request to change a target in a service level agreement

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Reference: https://www.atlassian.com/itsm/service-request-management

QUESTION 111
What can be described as an operating model for the creating and management of products and services?

A. Governance
B. Service value chain
C. Guiding principles
D. Practices

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Reference: https://www.thinkhdi.com/library/supportworld/2019/evolution-itil-new-operating-model-itil-4.aspx

QUESTION 112
What is a definition of a problem?

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. An incident for which a full resolution is not yet available
D. Any change of state that has significance for the management of a configuration item (CI)
Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Reference: https://www.bmc.com/blogs/itil-problem-management/

https://vceplus.com/