

# ITIL

## Exam Questions ITIL-4-Foundation

ITIL 4 Foundation



#### NEW QUESTION 1

Which of the following is an example of workaround?

- A. A defective network switch is replaced with a new one
- B. An email server is restored after an incident is reported
- C. Server memory is increased when the server is unresponsive
- D. A server is restarted to resolve an incident

**Answer: D**

#### NEW QUESTION 2

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

**Answer: C**

#### NEW QUESTION 3

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

**Answer: D**

#### NEW QUESTION 4

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

- A. The consumer demand for the service
- B. The time that the customer indicates for service delivery
- C. The service levels of the supplier
- D. The time needed to realistically deliver the service

**Answer: D**

#### NEW QUESTION 5

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

**Answer: C**

#### NEW QUESTION 6

What is typically needed to assign complex incidents to support groups?

- A. The incident priority
- B. The incident category
- C. A change schedule
- D. A self-help tool

**Answer: B**

#### NEW QUESTION 7

What are the three phases of 'problem management'?

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

**Answer: A**

#### NEW QUESTION 8

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

**Answer: D**

**NEW QUESTION 9**

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. Using operational data to provide detailed service reports
- D. Asking customers open questions to establish their requirements

**Answer: C**

**NEW QUESTION 10**

How does customer engagement contribute to the 'service level management' practice?

- \* 1. It captures information that metrics can be based on
- \* 2. It ensures the organization meets defined service levels
- \* 3. It defines the workflows for service requests
- \* 4. It supports progress discussions

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

**Answer: A**

**NEW QUESTION 10**

Which guiding principle recommends collecting data before deciding what can be re-used?

- A. Focus on value
- B. Keep it simple and practical
- C. Start where you are
- D. Progress interactively with feedback

**Answer: C**

**NEW QUESTION 14**

What should all 'continual improvement' decisions be based on?

- A. Accurate and carefully analysed data
- B. Details of how services are measured
- C. A recent maturity assessment
- D. An up-to-date balanced scorecard

**Answer: A**

**NEW QUESTION 16**

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

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

**Answer: C**

**NEW QUESTION 18**

What is an IT asset?

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

**Answer: D**

**NEW QUESTION 22**

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 an event

- B. As a problem
- C. As a service request
- D. As a change request

**Answer: B**

**NEW QUESTION 27**

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

**Answer: A**

**NEW QUESTION 29**

Which statement about the 'service desk' practice is CORRECT?

- A. It provides a link with stakeholders at strategic and tactical levels
- B. It carries out change assessment and authorization
- C. It investigates the cause of incidents
- D. It needs a practical understanding of the business processes

**Answer: D**

**NEW QUESTION 34**

What is described by the service value system?

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

**Answer: C**

**NEW QUESTION 39**

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

**Answer: D**

**NEW QUESTION 42**

Which practice identifies metrics that reflect the customer's experience of a service?

- A. Continual improvement
- B. Service desk
- C. Service level management
- D. Problem management

**Answer: C**

**NEW QUESTION 46**

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

**Answer: D**

**NEW QUESTION 51**

Which practice has a purpose that includes helping the organization to maximize value, control costs and manage risks?

- A. Relationship management
- B. IT asset management

- C. Release management
- D. Service desk

**Answer: B**

**NEW QUESTION 56**

Who is responsible for defining metrics for change management?

- A. The change management process owner
- B. The change advisory board (CAB)
- C. The service owner
- D. The continual service improvement manager

**Answer: A**

**NEW QUESTION 61**

How does a service consumer contribute to the reduction of risk?

- A. By paying for the service
- B. By managing server hardware
- C. By communicating constraints
- D. By managing staff availability

**Answer: C**

**NEW QUESTION 65**

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

**Answer: A**

**NEW QUESTION 69**

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

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

**Answer: B**

**NEW QUESTION 70**

Which practice may involve the initiation of disaster recovery?

- A. Incident management
- B. Service request management
- C. Service level management
- D. IT asset management

**Answer: A**

**NEW QUESTION 75**

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

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

**Answer: C**

**NEW QUESTION 77**

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

**Answer: B**

**NEW QUESTION 78**

Which statement about IT service management is CORRECT? D18912E1457D5D1DDCDBD40AB3BF70D5D

- 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

**Answer: D**

**NEW QUESTION 82**

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

- A. Progress iteratively with feedback
- B. Keep it simple and practical
- C. Start where you are
- D. Focus on value

**Answer: C**

**NEW QUESTION 84**

How should an organization adopt continual improvement methods?

- A. Use a new method for each improvement the organization handles
- B. Select a few key methods for the types of improvement that the organization handles
- C. Build the capability to use as many improvement methods as possible
- D. Select a single method for all improvements that the organization handles

**Answer: B**

**NEW QUESTION 89**

Which guiding principle recommends assessing the current state and deciding what can be reused?

- A. Focus on value
- B. Start where you are
- C. Collaborate and promote visibility
- D. Progress iteratively with feedback

**Answer: B**

**NEW QUESTION 92**

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

- A. Change evaluation D18912E1457D5D1DDCDBD40AB3BF70D5D
- B. Knowledge management
- C. Service validation and testing
- D. Service asset and configuration management

**Answer: B**

**NEW QUESTION 97**

Which is the CORRECT 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

**Answer: B**

**NEW QUESTION 98**

Which describes outcomes?

- A. Tangible or intangible deliverables
- B. Results desired by a stakeholder
- C. Configuration of an organization's resources
- D. Functionality offered by a product or service

**Answer: B**

**NEW QUESTION 100**

Which practice provides support for managing feedback, compliments and complaints from users?

- A. Change control
- B. Service request management

- C. Problem management
- D. Incident management

**Answer:** B

**NEW QUESTION 105**

Which practice ensures that accurate and reliable information is available about configuration items and the relationships between them?

- A. Service configuration management
- B. Service desk
- C. IT asset management
- D. Monitoring and event management

**Answer:** A

**NEW QUESTION 109**

Which statement about costs is CORRECT?

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

**Answer:** C

**NEW QUESTION 111**

What is the effect of increased automation on the 'service desk1 practice?

- A. Increased ability to focus on fixing technology instead of supporting people
- B. Greater ability to focus on customer experience when personal contact is needed
- C. Elimination of the need to escalate incidents to support teams
- D. Decrease in self-service incident logging and resolution

**Answer:** B

**NEW QUESTION 114**

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 D18912E1457D5D1DDCBD40AB3BF70D5D
- D. Service strategy

**Answer:** C

**NEW QUESTION 118**

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

**Answer:** A

**NEW QUESTION 121**

Which guiding principle recommends coordinating all dimensions of service management?

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

**Answer:** B

**NEW QUESTION 124**

Which statement about change authorization is CORRECT?

- A. A change authority should be assigned to each type of change and change model
- B. Centralizing change authorization to a single person is the most effective means of authorization
- C. The authorization of normal changes should be expedited to ensure they can be implemented quickly
- D. Standard changes are high risk and should be authorized by the highest level of change authority

**Answer:** A

#### NEW QUESTION 125

Which TWO statements about an organization's culture are CORRECT? (Choose two.)

- \* 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

Answer: D

#### NEW QUESTION 130

What should be done first when applying the 'focus on value' guiding principle?

- A. Identify all suppliers and partners involved in the service
- B. Determine the cost of providing the service
- C. Identify the outcomes that the service facilitates
- D. Determine who the service consumer is in each situation

Answer: D

#### NEW QUESTION 131

What is the purpose of service level management?

- A. To obtain/build activity that ensures the service components are available when and where they are needed and meet agreed specifications.
- B. To ensure that all current and planned IT services are delivered to agreed achievable targets.
- C. To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels.
- D. To track and manage improvement ideas from identification to final action, organizations use a database or structured document called a continual improvement register (CIR).

Answer: B

#### NEW QUESTION 134

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

Answer: B

#### NEW QUESTION 138

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

Answer: C

#### NEW QUESTION 143

Which guiding principle is PRIMARILY concerned with consumer's revenue and growth?

- A. Keep it simple and practical
- B. Optimize and automate
- C. Progress iteratively with feedback
- D. Focus on value

Answer: D

#### NEW QUESTION 148

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

Answer: C

**Explanation:**

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**NEW QUESTION 153**

Which is a supplier category?

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

**Answer: D**

**NEW QUESTION 155**

Which practice updates information relating to symptoms and business impact?

- A. Service level management
- B. Change control
- C. Service request management
- D. Incident management

**Answer: D**

**NEW QUESTION 156**

Which dimension includes a workflow management system?

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

**Answer: A**

**NEW QUESTION 161**

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. 1 and 4
- C. 2 and 3
- D. 3 and 4

**Answer: A**

**NEW QUESTION 162**

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

**Answer: D**

**NEW QUESTION 167**

What helps diagnose and resolve a simple incident?

- A. Rapid escalation
- B. Formation of a temporary team
- C. The use of scripts
- D. Problem prioritization

**Answer: C**

**NEW QUESTION 172**

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. assets
- C. customers

D. CIs

**Answer: D**

**NEW QUESTION 173**

Which are phases of the release and deployment process?

- \* 1. Release build and test
- \* 2. Review and close
- \* 3. Categorize and record
- \* 4. Change authorization and schedule

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

**Answer: A**

**NEW QUESTION 174**

What is an output?

- A. A possible event that could cause harm or loss
- B. Something created by carrying out an activity
- C. A result for a stakeholder
- D. A change of state that has significance for the management of a configuration item

**Answer: B**

**NEW QUESTION 177**

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 D18912E1457D5D1DDCBD40AB3BF70D5D
- C. Meetings are always the best method of communication
- D. It is stored in the configuration management system

**Answer: B**

**NEW QUESTION 181**

What type of change is MOST likely to be managed by the 'service request management' practice?

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

**Answer: D**

**NEW QUESTION 184**

Which of the following is an example of incident?

- A. A backup server is being rebooted while services are running on the primary server
- B. An application is not available during the business hours
- C. A user has requested access to a shared repository
- D. A user wants to reset the password of a server

**Answer: B**

**NEW QUESTION 188**

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