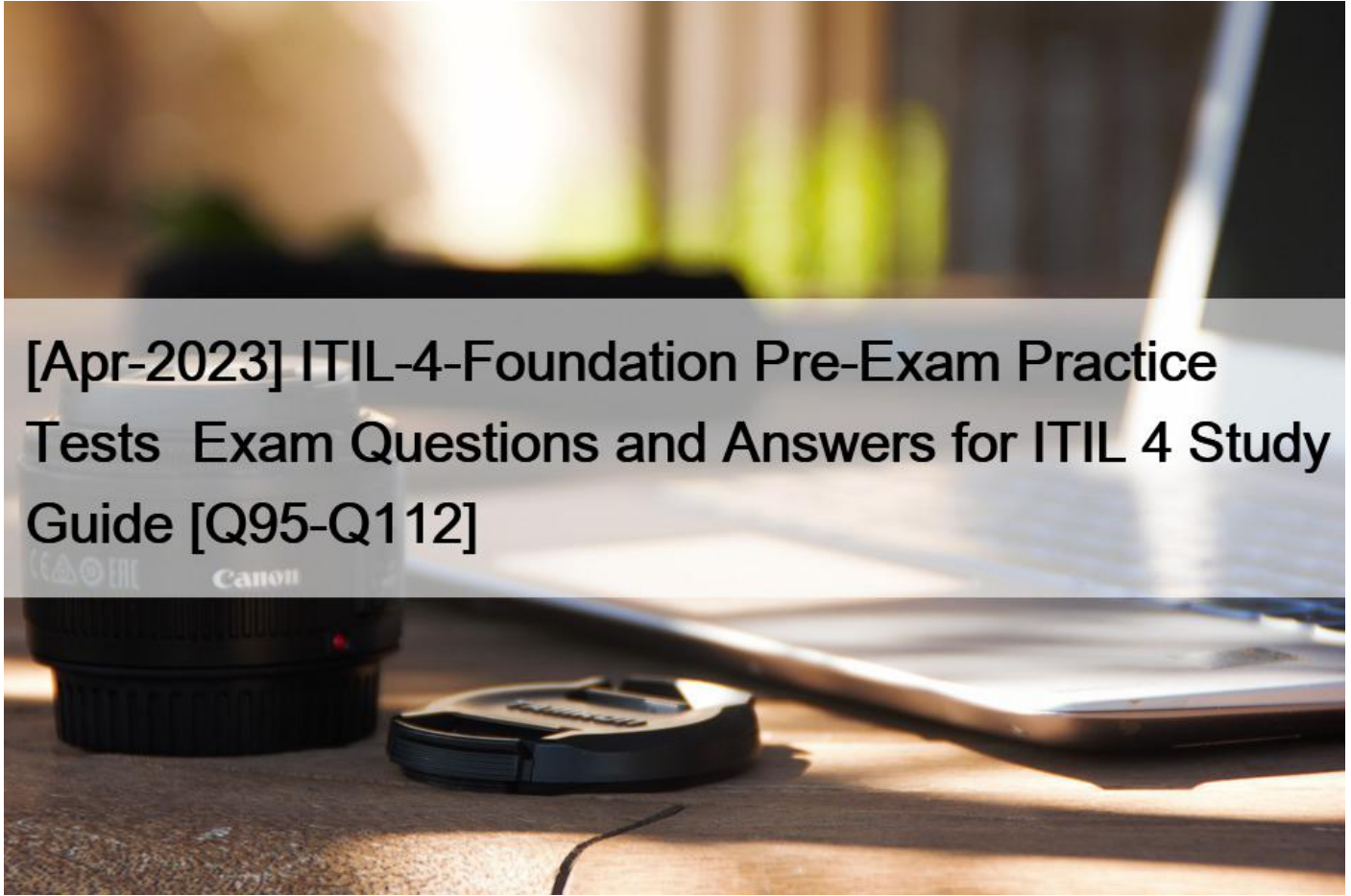


[Apr-2023 ITIL-4-Foundation Pre-Exam Practice Tests Exam Questions and Answers for ITIL 4 Study Guide [Q95-Q112]



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ITIL 4 Foundation Exam Certification Sample Questions

The IT Infrastructure Library (ITIL) is a framework for IT service management (ITSM) that helps organizations streamline their IT processes and deliver services more efficiently. The ITIL 4 Foundation certification exam is the entry-level certification in the ITIL 4 certification scheme. This certification is designed to provide candidates with an understanding of the key concepts, terminology, and principles of ITIL 4.

QUESTION 95

Which is the addition, modification or removal of anything that could have an effect on services?

- * A change
- * An event
- * An incident
- * A problem

QUESTION 96

Which is a recommendation of the guiding principle 'think and work holistically'?

- * Conduct a review of existing service management practices and decide what to keep and what to discard
- * Review how an improvement initiative can be organized into smaller, manageable sections that can be completed in a timely manner
- * Review service management practices and remove any unnecessary complexity
- * Use the four dimensions of service management to ensure coordination of all aspects of an improvement initiative

QUESTION 97

What is the purpose of service level management?

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

QUESTION 98

Which activity is part of the 'continual improvement' practice?

- * Identifying the cause of incidents and recommending related improvements
- * Authorizing changes to implement improvements
- * Logging and managing incidents that result in improvement opportunities
- * Making business cases for improvement action

QUESTION 99

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

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

QUESTION 100

When should the effectiveness of a problem workaround be assessed?

- * Whenever the workaround is used
- * Whenever the problem is resolved
- * Whenever the workaround becomes a known error
- * Whenever the problem is prioritized

QUESTION 101

What term is used to describe the functionality of a service?

- * Output
- * Outcome
- * Utility

- * Warranty

QUESTION 102

Which dimension focuses on relationships with other organizations that are involved in the design, development, deployment and delivery of services?

- * Organizations and people
- * Information and technology
- * Partners and suppliers
- * Value streams and processes

QUESTION 103

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

- * Incident management
- * Monitoring and event management
- * Change control
- * Information security management

QUESTION 104

Which is the FIRST thing to consider when focusing on value?

- * Identifying the service customer who will receive value
- * Defining customer experience and user experience
- * Understanding what is valuable to the service consumer
- * Ensuring value is co-created by improvement initiatives.

When focusing on value, the first step is to know who are the customers and key stakeholders being served. Next, it is important to have an understanding of what constitutes value from the consumer's perspective.

<https://www.bmc.com/blogs/itil-guiding-principles/#:~:text=When%20focusing%20on%20value%2C%20the,value%20from%20the%20consumer's%20perspective.>

QUESTION 105

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

- * Creating incident records
- * Diagnosing and resolving incidents
- * Escalating incidents to a support team for resolution
- * Trend analysis of incident records

QUESTION 106

Which describes outcomes?

- * Tangible or intangible deliverables
- * Results desired by a stakeholder
- * Configuration of an organization's resources
- * Functionality offered by a product or service

QUESTION 107

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

- * Use a single workflow for all types of service request
- * Leverage existing workflows whenever possible
- * Use different workflows for each type of service request
- * Avoid workflows for simple service requests

QUESTION 108

Which statement about output is correct?

- * They consist of several outcomes.
- * They capture customer demand for services
- * They contribute to the achievement of outcomes
- * They describe how the service performs.

QUESTION 109

What should be done for every problem?

- * It should have a workaround to reduce the impact
- * It should be prioritized based on its potential impact and probability
- * It should be resolved so that it can be closed
- * It should be diagnosed to identify possible solutions

QUESTION 110

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

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

QUESTION 111

Which practice minimizes the impact on normal service operation by managing resources in response to unplanned reductions in service quality?

- * Incident management
- * Change enablement
- * Service level management
- * Continual improvement

QUESTION 112

What is the purpose of the 'monitoring and event management' practice?

- * To restore normal service operation as quickly as possible
- * To manage workarounds and known errors
- * To capture demand for incident resolution and service requests
- * To systematically observe services and service components

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