



**ITIL**

## **Exam Questions ITIL-4-Foundation**

ITIL 4 Foundation

#### NEW QUESTION 1

- (Exam Topic 1)

What is the starting point for optimization?

- A. Standardizing practices and services
- B. Determining where the most positive impact would be
- C. Securing stakeholder engagement
- D. Understanding the vision and objectives of the organization

**Answer: D**

#### NEW QUESTION 2

- (Exam Topic 1)

When should a change request be submitted to resolve a problem?

- A. As soon as a solution for the problem has been identified
- B. As soon as a workaround for the problem has been identified
- C. As soon as the analysis of the frequency and impact of incidents justifies the change
- D. As soon as the analysis of cost, risks and benefits justifies the change

**Answer: D**

#### NEW QUESTION 3

- (Exam Topic 1)

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 4

- (Exam Topic 1)

Which describes normal changes?

- A. Changes that need to be scheduled and assessed following a process
- B. Changes that are low-risk and pre-authorized
- C. Changes that are typically initiated as service requests
- D. Changes that must be implemented as soon as possible

**Answer: A**

#### NEW QUESTION 5

- (Exam Topic 1)

Arrange the following steps of software lifecycle in correct order.

- \* 1. Retire
- \* 2. Test
- \* 3. Operate
- \* 4. Deploy
- \* 5. Ideation
- \* 6. Develop
- \* 7. Design

- A. Ideation, Design, Develop, Deploy, Test, Operate, Retire
- B. Retire, Test, Operate, Deploy, Ideation, Develop, Design
- C. None of the above
- D. Ideation, Test, Develop, Deploy, Design, Operate, Retire

**Answer: A**

#### NEW QUESTION 6

- (Exam Topic 1)

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

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

**Answer: B**

#### NEW QUESTION 7

- (Exam Topic 1)

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

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

**Answer:** B

#### NEW QUESTION 8

- (Exam Topic 1)

Identify the missing words in the following sentence.

The management of information security incidents usually requires [?].

- A. Immediate escalation
- B. Specialist teams
- C. A separate process
- D. Third party support

**Answer:** C

#### NEW QUESTION 9

- (Exam Topic 1)

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 10

- (Exam Topic 1)

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

**Answer:** C

#### NEW QUESTION 10

- (Exam Topic 1)

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

**Answer:** B

#### NEW QUESTION 15

- (Exam Topic 1)

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

**Answer:** D

#### NEW QUESTION 18

- (Exam Topic 1)

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

**Answer:** D

**NEW QUESTION 23**

- (Exam Topic 1)

Which is a key consideration for the guiding principle 'keep it simple and practical'?

- A. Try to create a solution for every exception
- B. Start with a complex solution, then simplify
- C. Understand how each element contributes to value creation
- D. Ignore the conflicting objectives of different stakeholders

**Answer:** C

**NEW QUESTION 28**

- (Exam Topic 1)

Which practice requires that staff demonstrate excellent customer service skills, such as empathy and emotional intelligence?

- A. Release management
- B. Service desk
- C. Problem management
- D. Supplier management

**Answer:** B

**NEW QUESTION 31**

- (Exam Topic 1)

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 36**

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

**Answer:** B

**NEW QUESTION 37**

- (Exam Topic 1)

Which guiding principle helps to ensure that better information is available for decision making?

- A. Keep it simple and practical
- B. Collaborate and promote visibility
- C. Optimize and automate
- D. Think and work holistically

**Answer:** B

**NEW QUESTION 39**

- (Exam Topic 1)

Which ITIL practice has a purpose that includes reducing the likelihood of incidents?

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

**Answer:** C

**NEW QUESTION 40**

- (Exam Topic 1)

Identify the missing word in the following sentence.

A change is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on [?].

- A. assets
- B. values

- C. elements
- D. services

**Answer:** D

#### NEW QUESTION 45

- (Exam Topic 1)

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 48

- (Exam Topic 1)

Which is NOT a component of the service value system?

- A. The guiding principles
- B. Governance
- C. Practices
- D. The four dimensions of service management

**Answer:** D

#### NEW QUESTION 52

- (Exam Topic 1)

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. utility
- C. warranty
- D. costs

**Answer:** D

#### NEW QUESTION 54

- (Exam Topic 1)

Which practice owns and manages issues, queries and requests from users?

- A. Service desk
- B. Problem management
- C. Incident management
- D. Change control

**Answer:** A

#### NEW QUESTION 59

- (Exam Topic 1)

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

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

**Answer:** B

#### NEW QUESTION 62

- (Exam Topic 1)

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

**Answer:** B

#### NEW QUESTION 63

- (Exam Topic 1)

Identify the missing word in the following sentence.

A known error is a problem that has been [?] and has not been resolved.

- A. closed
- B. logged
- C. analysed
- D. escalated

**Answer:** C

#### NEW QUESTION 65

- (Exam Topic 1)

Which is a purpose of the 'engage' value chain activity?

- A. Meeting expectations for quality, costs and time-to-market
- B. Ensuring the continual improvement of services
- C. Ensuring that the organization's vision is understood
- D. Providing transparency and good relationships

**Answer:** D

#### NEW QUESTION 66

- (Exam Topic 1)

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 70

- (Exam Topic 1)

What is defined as any component that needs to be managed in order to deliver an IT service?

- A. A service request
- B. An IT asset
- C. A configuration item (CI)
- D. An incident

**Answer:** C

#### NEW QUESTION 71

- (Exam Topic 1)

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 76

- (Exam Topic 2)

What is the reason for using a balanced bundle of service metrics?

- A. It reduces the number of metrics that need to be collected
- B. It reports each service element separately
- C. It provides an outcome-based view of services
- D. It facilitates the automatic collection of metrics

**Answer:** C

#### NEW QUESTION 81

- (Exam Topic 2)

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

**Answer:** C

#### NEW QUESTION 83

- (Exam Topic 2)

Service transition contains detailed descriptions of which processes?

- A. Change management, service asset and configuration management, release and deployment management
- B. Change management, capacity management, event management, service request management
- C. Service level management, service portfolio management, service asset and configuration management
- D. Service asset and configuration management, release and deployment management, request fulfillment

**Answer:** A

#### NEW QUESTION 85

- (Exam Topic 2)

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

**Answer:** C

#### NEW QUESTION 90

- (Exam Topic 2)

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

**Answer:** A

#### Explanation:

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

#### NEW QUESTION 92

- (Exam Topic 2)

Which practice establishes a channel between the service provider and its users?

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

**Answer:** D

#### Explanation:

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

#### NEW QUESTION 96

- (Exam Topic 2)

Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

- A. Categorization
- B. Detection
- C. Prioritization
- D. Escalation

**Answer:** A

#### Explanation:

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#### NEW QUESTION 101

- (Exam Topic 2)

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.

**Answer:** B

#### Explanation:

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



#### NEW QUESTION 103

- (Exam Topic 2)

Which value chain activity ensures the availability of service components?

- A. Improve
- B. Deliver and support
- C. Engage
- D. Obtain/build

**Answer:** D

#### NEW QUESTION 108

- (Exam Topic 2)

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 113

- (Exam Topic 2)

Which practice provides visibility of the organization's services by capturing and reporting on service performance?

- A. Service desk
- B. Service level management
- C. Service request management
- D. Service configuration management

**Answer:** B

#### NEW QUESTION 116

- (Exam Topic 2)

Identify the missing word in the following sentence.

The purpose of the 'information security management' practice is to [?] the organization's information.

- A. protect
- B. store
- C. audit
- D. provide

**Answer:** A

#### NEW QUESTION 120

- (Exam Topic 2)

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

**Answer:** B

#### NEW QUESTION 123

- (Exam Topic 2)

Which dimension considers data security and privacy?

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

**Answer:** B

#### NEW QUESTION 124

- (Exam Topic 2)

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 129**

- (Exam Topic 2)

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

**Answer:** C

**Explanation:**

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**NEW QUESTION 130**

- (Exam Topic 2)

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

**Answer:** A

**NEW QUESTION 131**

- (Exam Topic 2)

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 134**

- (Exam Topic 2)

Which value chain activity communicates the current status of all four dimensions of service management?

- A. Improve
- B. Engage
- C. Obtain/build
- D. Plan

**Answer:** D

**NEW QUESTION 136**

- (Exam Topic 2)

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 141**

- (Exam Topic 2)

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 144**

- (Exam Topic 2)

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

**Answer:** B

#### NEW QUESTION 149

- (Exam Topic 2)

What actions does a service desk take for all issues, queries and requests that are reported to them?

- A. Schedule, assess, authorize
- B. Diagnose, investigate, resolve
- C. Initiate, approve, fulfill
- D. Acknowledge, classify, own

**Answer:** C

#### NEW QUESTION 153

- (Exam Topic 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 158

- (Exam Topic 2)

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

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

**Answer:** C

#### NEW QUESTION 163

- (Exam Topic 2)

Which practice provides users with a way to get various requests arranged, explained and coordinated?

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

**Answer:** D

#### Explanation:

Over time, the focus of service desks has broadened from simply logging and resolving technical issues, to providing more comprehensive support for people and the business. They are increasingly being used to get various matters arranged, explained, and coordinated. The service desk has a major influence on user experience and how the service provider is perceived by the users. By understanding and acting on the business context of transactional activity (i.e. logging tickets), the service desk is better placed to add value to the organization.

Reference: <https://www.bmc.com/blogs/itil-service-desk/>

#### NEW QUESTION 168

- (Exam Topic 2)

Which joint activity performed by a service provider and service consumer ensures continual value co-creation?

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

**Answer:** C

#### NEW QUESTION 169

- (Exam Topic 2)

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 170**

- (Exam Topic 2)

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

**Answer:** C

**NEW QUESTION 174**

- (Exam Topic 2)

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

**Answer:** C

**NEW QUESTION 179**

- (Exam Topic 2)

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 184**

- (Exam Topic 2)

What is defined as a change of state that has significance for the management of an IT service?

- A. Event
- B. Incident
- C. Problem
- D. Known error

**Answer:** A

**NEW QUESTION 188**

- (Exam Topic 2)

What considerations influence the supplier strategy of an organization?

- A. Contracts and agreements
- B. Type of cooperation with suppliers
- C. Corporate culture of the organization
- D. Level of formality

**Answer:** C

**NEW QUESTION 190**

- (Exam Topic 2)

How do all value chain activities transform inputs to outputs?

- A. By using a combination of practices
- B. By using a single functional team
- C. By determining service demand
- D. By implementing process automation

**Answer:** A

**NEW QUESTION 192**

- (Exam Topic 2)

Which service management dimension is focused on activities and how these are coordinated?

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

D. Organizations and people

**Answer:** C

#### NEW QUESTION 194

- (Exam Topic 2)

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

**Answer:** B

#### NEW QUESTION 195

- (Exam Topic 2)

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 196

- (Exam Topic 2)

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 200

- (Exam Topic 3)

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

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

**Answer:** B

#### NEW QUESTION 203

- (Exam Topic 3)

Which is a low risk change that has been pre-approved so that no additional authorization is needed?

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

**Answer:** A

#### NEW QUESTION 206

- (Exam Topic 3)

Which guiding principle considers how the steps of a process can be performed as efficiently as possible?

- A. Start where you are
- B. Focus on value
- C. Think and work holistically
- D. Optimize and automate

**Answer:** D

#### Explanation:

Reference: <https://www.sysaid.com/blog/entry/the-7-guiding-principles-of-iti-4-practical-advice-to-help-you-make-decisions>

#### NEW QUESTION 208

- (Exam Topic 3)

Which Practice includes management of workarounds and known errors?

- A. Monitoring and event management
- B. Service configuration management
- C. Problem management
- D. Incident management

**Answer: C**

**Explanation:**

What is problem management?

The purpose of problem management is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors.

Problems are related to incidents, but it is important to differentiate them in the way they are managed:

- Incidents have an impact on users or business processes, and must be resolved so that normal business activity can take place.
- Problems are the causes of incidents therefore they require investigation and analysis to identify the causes, develop workarounds, and recommend longer-term resolution. This reduces the number and impact of future incidents.

**NEW QUESTION 210**

- (Exam Topic 3)

Which is provided by the 'engage' value chain activity?

- A. Ensuring that stakeholder expectations for quality are met
- B. Ensuring that stakeholder needs are understood by the organization
- C. Ensuring that service components are available when needed
- D. Ensuring that services are operated to meet agreed specifications

**Answer: B**

**NEW QUESTION 212**

- (Exam Topic 3)

Which Guiding principle says that it is not usually necessary to build something new?

- A. Focus on value
- B. start where you are
- C. Progress iteratively with feedback
- D. Think and work holistically

**Answer: B**

**NEW QUESTION 216**

- (Exam Topic 3)

Which is NOT a component of the service value system?

- A. The service value chain
- B. Opportunity and demand
- C. Continual improvement
- D. Governance

**Answer: B**

**NEW QUESTION 220**

- (Exam Topic 3)

Which statement about service requests is CORRECT?

- A. Complex service requests should be dealt with as normal changes
- B. Service requests that require simple workflows should be dealt with as incidents
- C. Service requests require workflows that should use manual procedures and avoid automation
- D. Service requests are usually formalized using standard procedures for initiation, approval and fulfilment

**Answer: D**

**NEW QUESTION 223**

- (Exam Topic 3)

Which costs are included in the value proposition of a service?

- A. Additional expense that the service consumer has because they are using the service
- B. Money that the service consumer no longer needs to spend because they are using the service
- C. Tangible or intangible results for the service consumer because they are using the service
- D. The benefits, usefulness
- E. and importance of the service that are perceived by the service consumer

**Answer: D**

**NEW QUESTION 225**

- (Exam Topic 3)

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

- A. handing compliments and complaints from user to identify improvements.
- B. Improving relationships with and between stakeholders.
- C. Prioritizing and creating business cases for improvement initiatives.
- D. Identifying the cause unplanned interruptions to service.

**Answer:** C

#### NEW QUESTION 229

- (Exam Topic 3)

Which describe a 'change authority'?

- A. a model used to determine who will assess a change
- B. A person who approves a change
- C. A tool used to help plan changes
- D. A way to manage the people aspects of change

**Answer:** C

#### NEW QUESTION 234

- (Exam Topic 3)

What varies in size and complexity, and uses functions to achieve its objectives?

- A. A risk
- B. An organization
- C. A practice
- D. An outcome

**Answer:** B

#### NEW QUESTION 237

- (Exam Topic 3)

Which practice uses technologies such as intelligent telephony systems, a knowledge base and monitoring tools?

- A. Service configuration management
- B. Service desk
- C. Problem management
- D. Deployment management

**Answer:** B

#### NEW QUESTION 239

- (Exam Topic 3)

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

- A. To protect the information needed by the organization to conduct its business
- B. To make new and changed services and features available for use
- C. To move new or changed components to live environments
- D. To plan and manage the full lifecycle of all IT assets.

**Answer:** C

#### NEW QUESTION 244

- (Exam Topic 3)

Which is part of the 'focus on value' guiding principle?

- A. Understanding what services help the service consumer
- B. Reducing the number of steps in the customer experience
- C. Assessing services to identify parts that can be reused
- D. Identifying activities that can be achieved in smaller iterations

**Answer:** A

#### NEW QUESTION 245

- (Exam Topic 3)

Which will help solve incidents more quickly?

- A. Target resolution times
- B. Escalating all incidents to support teams
- C. Collaboration between teams
- D. Detailed procedural steps for incident investigation

**Answer:** C



#### NEW QUESTION 250

- (Exam Topic 3)

What is a cause, or potential cause, of one or more incidents?

- A. A configuration item
- B. A workaround
- C. An incident
- D. A problem

**Answer:** D

#### NEW QUESTION 252

- (Exam Topic 3)

What is defined as any financially valuable component that can contribute to the delivery of a service?

- A. Configuration item
- B. Product
- C. IT asset
- D. Event

**Answer:** C

#### NEW QUESTION 253

- (Exam Topic 3)

Which is a purpose of the 'relationship management' practice?

- A. To systematically observe services and service components
- B. To protect the information needed by the organization to conduct its business
- C. To be the entry point and single point of contact for the service provider with all of its users
- D. To identify, analyze, monitor, and continually improve links with stakeholders

**Answer:** D

#### Explanation:

Reference:

<https://wiki.process-symphony.com.au/framework/lifecycle/process/relationship-management-til-4/>

#### NEW QUESTION 255

- (Exam Topic 3)

What term is used to describe whether a service will meet availability, capacity and security requirements?

- A. Outcomes
- B. Value
- C. Utility
- D. Warranty

**Answer:** D

#### NEW QUESTION 260

- (Exam Topic 3)

Which practice improves customer and user satisfaction by reducing the negative impact of service interruptions?

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

**Answer:** C

#### Explanation:

The purpose of incident management is to minimize the negative impact of incidents by restoring normal service operation as quickly as possible. Incident management can have an enormous impact on customer and user satisfaction, and the perception of those stakeholders of the service provider.

<https://www.bmc.com/blogs/til-incident-management/>

#### NEW QUESTION 263

- (Exam Topic 3)

Which statement about 'continual improvement' is CORRECT?

- A. All improvement ideas should be logged in a single 'continual improvement register'
- B. A single team should carry out 'continual improvement' across the organization
- C. 'Continual improvement' should have minimal interaction with other practices
- D. Everyone in the organization is responsible for some aspects of 'continual improvement'

**Answer:** D

#### NEW QUESTION 268



- (Exam Topic 3)

Which statement about value creating activities is CORRECT?

- A. Each value stream should be designed with a specific combination of service value chain activities
- B. Service value chain activities have pre-determined dependencies on ITIL practices
- C. A value stream is an operating model for creating value through products and services
- D. Organizations should ensure that each value stream is applicable to many scenarios

**Answer:** A

#### NEW QUESTION 269

- (Exam Topic 3)

Which statement about the service value chain is CORRECT?

- A. The service value chain converts value into demand
- B. Each value chain activity uses different combinations of practices to convert inputs into outputs
- C. Each value chain activity identifies a requirement for resources from an external supplier
- D. The service value chain uses value streams to describe a combination of consumers and providers

**Answer:** B

#### NEW QUESTION 272

- (Exam Topic 3)

Which describes the 'plan' value chain activity?

- A. It ensures a shared understanding of the current status and vision for all products and services across the organization
- B. It ensures that services are delivered and supported according to agreed specifications and stakeholders expectations
- C. It ensures that service components are available when and where they are needed, and meet agreed specifications
- D. It ensures continual improvement of products, services, and practices across all value chain activities

**Answer:** A

#### NEW QUESTION 275

- (Exam Topic 3)

Which is an activity of 'problem identification'?

- A. Analyzing information from software developers
- B. Establishing problem workarounds
- C. Analyzing the cause of problems
- D. Establishing potential permanent solutions

**Answer:** A

#### NEW QUESTION 276

- (Exam Topic 3)

Which guiding principle helps an organization to understand the impact of an altered element on other elements in a system?

- A. Focus on value
- B. Start where you are
- C. Think and work holistically
- D. Keep it simple and practical

**Answer:** C

#### NEW QUESTION 279

- (Exam Topic 3)

What is the MAIN benefit of 'problem management'?

- A. Restoring normal service as quickly as possible
- B. Reducing the number and impact of incidents
- C. Maximizing the number of successful changes
- D. Managing workarounds and known errors

**Answer:** D

#### NEW QUESTION 284

- (Exam Topic 3)

Which statement about problems is CORRECT?

- A. Problems are not related to incidents.
- B. Problems must be resolved quickly in order to restore normal business activity.
- C. Problem analysis should focus on one of the four dimensions to achieve a fast diagnosis.
- D. Problem prioritization involves risk assessment.

**Answer:** D

**Explanation:**

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

#### NEW QUESTION 288

- (Exam Topic 3)

Which dimension considers the application of artificial intelligence to service management?

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

**Answer:** B

#### NEW QUESTION 293

- (Exam Topic 3)

Which statement about outcomes is CORRECT?

- A. Outcomes rely on outputs to deliver results for a stakeholder.
- B. Outcomes use activities to produce tangible or intangible deliverables.
- C. Outcomes gives service consumers assurance of products or services
- D. Outcomes help a service consumers to assess the cost of a specific activity

**Answer:** A

#### NEW QUESTION 296

- (Exam Topic 3)

Identify the missing word in the following sentences.

A service is a means of enabling value co-creation by facilitating [?] that customers want to achieve, without the customer having to manage specific costs and risks.

- A. utility
- B. warranty
- C. outcomes
- D. outputs

**Answer:** C

#### NEW QUESTION 300

- (Exam Topic 3)

Which action is performed by a service provider?

- A. Requesting required service actions
- B. Authorizing budget for service consumption
- C. Ensuring access to agreed resources
- D. Receiving of the agreed goods

**Answer:** C

#### Explanation:

Reference: <https://www.knowledgehut.com/tutorials/itil4-tutorial/it-service-management-concepts>

#### NEW QUESTION 302

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