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Question 1

Question Type: MultipleChoice

Which practice handles all pre-defined user-initiated service actions?

Options:

- A- Deployment management
- B- Incident management
- C- Service level management
- D- Service request management

Answer:

D

Explanation:

The purpose of the service request management practice is to support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner. Service request management is dependent upon well-designed

processes and procedures, which are operationalized through tracking and automation tools to maximize the efficiency of the practice. To be handled optimally, service request management should follow these guidelines:

Service requests and their fulfilment should be standardized and automated to the greatest degree possible.

Policies should define which service requests will be fulfilled with limited or even no additional approvals so that fulfilment can be streamlined.

The expectations of users regarding fulfilment times and costs should be clearly set, based on what the organization can realistically deliver.

Opportunities for improvement should be identified and implemented to produce faster fulfilment times and take advantage of automation.

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

Question 2

Question Type: MultipleChoice

Which of the following is the MOST important for effective incident management?

Options:

- A- A variety of access channels
- B- Balanced scorecard review
- C- Automated pipelines
- D- Collaboration tools and techniques

Answer:

D

Explanation:

Effective incident management often requires a high level of collaboration within and between teams as this can facilitate information-sharing and learning, as well as helping to solve the incident more efficiently and effectively. There may also be a need for good collaboration tools so that people working on an incident can work together effectively. One technique that takes advantage of collaboration is termedswarming. This brings many different stakeholders together to work on the issue. Management of incidents may require frequent interaction with third party suppliers, and routine management of this aspect of supplier contracts is often part of the incident management practice.

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

Question 3

Question Type: MultipleChoice

Which practice has a purpose that includes managing authentication and non-repudiation?

Options:

- A- Information security management
- B- IT Asset Management
- C- Change enablement
- D- Service Configuration management

Answer:

A

Explanation:

Nonrepudiation provides an assurance that the sender of data is provided with proof of delivery and the recipient is provided with proof of the sender's identity, so neither can later deny having processed the data. Further, this concept can apply to any activity, not just the sending and receiving of data; in a more general sense, it is a mechanism to prove that an activity was performed and by whom.

Nonrepudiation is typically comprised of authentication, auditing/logging, and cryptography services.

<https://www.sciencedirect.com/topics/computer-science/nonrepudiation>

Question 4

Question Type: MultipleChoice

Which BEST describe the focus of the 'think and work holistically' principle?

Options:

- A- Considering the existing organizational assets before building something new
- B- Integrating an organization's activities to deliver value
- C- Eliminating unnecessary steps to deliver valuable outcomes
- D- Breaking down large initiative into smaller pieces of work

Answer:

B

Explanation:

Think and work holistically

No service, practice, process, department, or supplier stands alone. The outputs that the organization delivers to itself, its customers, and other stakeholders will suffer unless it works in an integrated way to handle its activities as a whole, rather than as separate parts.

<https://www.bmc.com/blogs/itil-guiding-principles/#:~:text=5.,rather%20than%20as%20separate%20parts.>

Question 5

Question Type: MultipleChoice

Which TWO BEST describe the guiding principles?

Short term

Standards

Recommendations

Long-term

Options:

A- 1 and 4

B- 3 and 4

C- 1 and 2

D- 2 and 3

Answer:

B

Explanation:

A guiding principle is a recommendation that provides universal and enduring guidance to an organization, which applies in all circumstances, regardless of changes in its goals, strategies, type of work, or management structure.

<https://www.bmc.com/blogs/itil-guiding-principles/#:~:text=A%20guiding%20principle%20is%20a,of%20work%2C%20or%20management%20structure.>

Question 6

Question Type: MultipleChoice

Which term is used to describe removing something that could have an effect on a service?

Options:

- A- A change
- B- An incident
- C- An IT asset
- D- A problem

Answer:

A

Explanation:

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

[https://www.bmc.com/blogs/itil-change-](https://www.bmc.com/blogs/itil-change-enablement/#:~:text=A%20change%20is%20defined%20as,or%20indirect%20effect%20on%20services.)

[enablement/#:~:text=A%20change%20is%20defined%20as,or%20indirect%20effect%20on%20services.](https://www.bmc.com/blogs/itil-change-enablement/#:~:text=A%20change%20is%20defined%20as,or%20indirect%20effect%20on%20services.)

Question 7

Question Type: MultipleChoice

What is the customer of a service responsible for?

Options:

- A- Authorizing the budget for the service
- B- Provisioning the service
- C- Defining the requirements for the service
- D- Using the service

Answer:

C

Explanation:

Customer: A person who defines the requirements for a service and takes responsibility for the outcomes of service consumption;

<https://www.bmc.com/blogs/itil-key-concepts-service-management/>

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