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# Question 1

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**Question Type:** MultipleChoice

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Which is a financially valuable component that can contribute to the delivery of a service?

**Options:**

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- A- Configuration item
- B- Sponsor
- C- IT asset
- D- Service offering

**Answer:**

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C

**Explanation:**

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IT asset is any financially valuable component that can contribute to the delivery of an IT product or service. The scope of IT asset management typically includes all software, hardware, networking, cloud services, and client devices

<https://wiki.process-symphony.com.au/framework/lifecycle/process/it-asset-management-iti-4/#:~:text=IT%20asset%20is%20any%20financially,cloud%20services%2C%20and%20client%20devices.>

## Question 2

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**Question Type:** MultipleChoice

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Which practice would be MOST involved in assessing the risk to services when a supplier modifies the contract they offer to the organization?

### Options:

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

### Answer:

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B

**Explanation:**

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

## Question 3

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**Question Type:** MultipleChoice

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Which is the FIRST action when optimizing a service?

**Options:**

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- A- Assess the current state
- B- Implement the improvement
- C- Understand the organizational context
- D- Agree the future state

**Answer:**

---

C

**Explanation:**

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There are many ways in which practices and services can be optimized. Regardless of the specific techniques, the path to optimization follows these high-level steps:

Understand and agree the context in which the proposed optimization exists

Assess the current state of the proposed optimization

Agree what the future state and priorities of the organization should be, focusing on simplification and value

Ensure the optimization has the appropriate level of stakeholder engagement and commitment

Execute the improvements in an iterative way

Continually monitor the impact of optimization

<https://www.bmc.com/blogs/itil-guiding-principles/>

## Question 4

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**Question Type:** MultipleChoice

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Identify the Missing word(s) in the following sentence

A(n) [?] cause, or potential cause, of one or more incidents?

**Options:**

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A- Change

B- Event

C- Known error

D- Problem

**Answer:**

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D

**Explanation:**

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ITIL defines a problem as a cause, or potential cause, of one or more incidents. A known error is a problem that has been analyzed but not resolved.

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

## Question 5

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**Question Type:** MultipleChoice

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Which is the BEST type of resource for investigating complex incidents?

### Options:

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- A- Self-help systems
- B- Knowledgeable support staff
- C- Detailed work instructions
- D- Disaster recovery plans

### Answer:

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B

### Explanation:

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More complex incidents will usually be escalated to a support team for resolution, or even suppliers and partners who offer support for products and services they provide.

## Question 6

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**Question Type:** MultipleChoice

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Which value chain activity is concerned with the availability of service components?

**Options:**

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- A- Design and transition
- B- Deliver and support
- C- Plan
- D- Obtain/build

**Answer:**

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D

**Explanation:**

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The Obtain/Build activity is responsible for ensuring that all service components are available when and where needed, and that they meet the agreed specifications.

<https://www.beyond20.com/blog/what-is-the-iti-4-service-value-chain/#:~:text=The%20Obtain%2FBuild%20activity%20is,they%20meet%20the%20agreed%20specifications.>

## Question 7

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**Question Type: MultipleChoice**

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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 [?], and the CIs that support them, is available when and where it is needed

**Options:**

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**A-** organizations

**B-** outcomes

**C-** relationships

D- services

**Answer:**

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D

**Explanation:**

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The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of services, and the CIs that support them, is available when and where it is needed. This includes information on how CIs are configured and the relationships between them.

<https://wiki.process-symphony.com.au/framework/lifecycle/process/service-configuration-management-itol-4/>

## Question 8

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**Question Type:** MultipleChoice

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Which statement about the input and output of the value chain activities is CORRECT?

### Options:

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- A- Each value chain activity receives inputs and provides outputs
- B- The organization's governance will determine the inputs and outputs of each value chain activity
- C- Some value chain activities only have input, whereas others only have outputs
- D- Input and output are fixed for each value chain activity

### Answer:

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A

### Explanation:

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Each activity contributes to the value chain by transforming specific inputs into outputs. The inputs could be demand from outside the value chain, or outputs of other activities, while the transformation is facilitated by ITIL practices, undertaken using internal or third-party resources, processes, skills, and competencies.

<https://www.bmc.com/blogs/itil-service-value-chain/>

## Question 9

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**Question Type:** MultipleChoice

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What is used as a tool to help define and measure performance?

**Options:**

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- A- A continual improvement register
- B- An incident record
- C- A change schedule
- D- A service level agreement

**Answer:**

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C

## Question 10

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**Question Type: MultipleChoice**

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Which practice requires focus and effort to engage and listen to the requirements, issues, concerns and daily needs of customers?

### Options:

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- A- Service desk
- B- Supplier Management
- C- Service request management
- D- Service level management

### Answer:

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C

### Explanation:

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In order to be aligned to customer outcomes and expectations, SLM requires focus and effort to engage and listen to the requirements, issues, concerns, and daily needs of customers:

Engagement is needed to understand and confirm the actual ongoing needs and requirements of customers, not simply what is interpreted by the service provider or has been agreed several years before. ITIL4 refers to value as being co-created, since it needs the input and validation of customers.

Listening is important as a relationship-building and trust-building activity, to show customers that they are valued and understood. This helps to move the provider away from always being in 'solution mode' and to build new, more constructive partnerships. Each customer is unique, and the service provider must not have a one-size-fits-all approach.

The activities of engaging and listening provide a great opportunity to build improved relationships and to focus on what really needs to be delivered. They also give service delivery staff an experience-based understanding of the day-to-day work that is done with their technology, enabling them to deliver a more business-focused service. When the customer is engaged and listened to, they feel valued and their perception of the service and service management activities improves.

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

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