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Question 1

Question Type: MultipleChoice

What is included in the purpose of the 'release management' practice?

Options:

- A- Authorizing changes to proceed
- B- Making new features available for use
- C- Moving new software to live environments
- D- Ensuring information about services is available

Answer:

B

Explanation:

The purpose of the release management practice is to make new and changed services and features available for use.

Release: A version of a service or other configuration item, or a collection of configuration items, that is made available for use.

Question 2

Question Type: MultipleChoice

Which phase of problem management includes the regular re-assessment of the effectiveness of workarounds?

Options:

- A- Problem identification
- B- Problem control
- C- Error control
- D- Problem analysis

Answer:

C

Explanation:

Error control also regularly re-assesses the status of known errors that have not been resolved, taking account of the overall impact on customers and/or service availability, and the cost of permanent resolutions, and effectiveness of workarounds

<https://www.bmc.com/blogs/itil-problem-management/#:~:text=Error%20control%20also%20regularly%20re,resolutions%2C%20and%20effectiveness%20of%20workarounds.>

Question 3

Question Type: MultipleChoice

Which is part of the value proposition of a service?

Options:

- A- Costs removed from the consumer by the service
- B- Costs imposed on the consumer by the service
- C- Outputs of the service received by the consumer

D- Risks imposed on the consumer by the service

Answer:

A

Explanation:

Costs are the amount of money spent on a specific activity or resource. From the service consumer's perspective, there are two types of cost involved in service relationships:

Costs removed from the consumer by the service (a part of the value proposition). For example, for a car sharing service, the customer does not pay for the actual cost of purchasing the car.

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

Question 4

Question Type: MultipleChoice

Which step of the 'continual improvement model' defines measurable targets?

Options:

- A- how we get there?
- B- Where are we now?
- C- What is the vision?
- D- Where do we want to be?

Answer:

D

Explanation:

This is one of the most important questions for continual improvement. This question helps to define measurable targets for the IT service provider that will help to reach the vision of the company in the long-term. At this stage, we look at the identified key performance indicators from the previous step and determine what values we want to target for each of these indicators. This decision must be made with the business's vision in mind, but also with a sense of what is practically possible.

<https://blog.masterofproject.com/continual-improvement-model/>

Question 5

Question Type: MultipleChoice

What is the difference between the 'incident management' and 'service desk' practices?

Options:

- A-** Incident management restores service operation, service desk provides communication with users
- B-** incident management manages interruptions to service desk monitors achieved service quality
- C-** incident management resolves issues, service desk investigates the underlying causes of issues
- D-** incident management resolves complex issues, service desk resolve simpler issues.

Answer:

A

Explanation:

A help desk is considered to be focused on break-fix (what ITIL calls incident management), whereas a service desk is there to assist with not only break-fix but also with service requests (requests for new services) and requests for information (such as "how do I do X?").

[https://www.atlassian.com/itsm/service-request-management/help-desk-vs-service-desk-vs-itsm#:~:text=A%20help%20desk%20is%20considered,l%20do%20X%3F%E2%80%9D\).](https://www.atlassian.com/itsm/service-request-management/help-desk-vs-service-desk-vs-itsm#:~:text=A%20help%20desk%20is%20considered,l%20do%20X%3F%E2%80%9D).)

Question 6

Question Type: MultipleChoice

For which purpose would the continual improvement practice use a SWOT analysis?

Options:

- A- Understanding the current state
- B- Defining the future desired state
- C- Tracking and managing ideas
- D- Ensuring everyone actively participates

Answer:

A

Explanation:

A SWOT (also known as SLOOT) analysis is a powerful strategic planning tool used to evaluate the Strengths, Weaknesses/Limitations, Opportunities and Threats to a project or business

<http://steppingstonesforbusiness.co.uk/wp-content/uploads/2012/07/FS116-SWOT-Analysis-for-Continuous-Improvement.pdf>

Question 7

Question Type: MultipleChoice

Identify the missing word in the following sentence.

An organization which is undertaking an improvement initiative should [?] the existing methods and services when building for the future.

Options:

- A- Consider
- B- Discard
- C- Re-use
- D- Improve

Answer:

A

Question 8

Question Type: MultipleChoice

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

Options:

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

Answer:

A

Explanation:

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.>

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