Free Questions for ITIL-4-Foundation

Shared by Witt on 04-10-2024

For More Free Questions and Preparation Resources

Check the Links on Last Page

Question 1

Question Type: MultipleChoice

Which organization delivers output or outcomes of a service?

Options:

A- A service consumer delivers outcomes of the service

B- A service provider delivers outcomes of the service

C- A service consumer delivers outputs of the service

D- A service provider delivers outputs of the service

Answer:

D

Explanation:

An output is a tangible or intangible deliverable of an activity, while an outcome is a result for a stakeholder enabled by one or more outputs1.A service provider produces outputs that allow customers to achieve outcomes2.A service consumer utilizes the outputs and benefits from the outcomes2.

Question 2

Question Type: MultipleChoice

Which is an input to the service value system?

Options:

A- The system of directing and controlling an organization

B- A model to help meet stakeholders expectations

C- Recommendations to help an organization in all aspects of its work

D- A need from consumers for new or changes services

Answer:

D

Explanation:

A set of interconnected activities that an organization performs to deliver a valuable product or service to its consumers and to facilitate value realization

https://www.bmc.com/blogs/itil-service-value-system/#:~:text=The%20key%20inputs%20to%20the,or%20otherwise%20improve%20the%20organization.

Question 3

Question Type: MultipleChoice

How is a continual improvement register used?

Options:

A- To record requests for provision of a resource or service

B- To provide a structured approach to implementing improvements

C- To organize past, present, and future improvement ideas

D- To authorize changes to implement improvement initiatives

Answer:

B

Explanation:

The ITIL continual improvement model, which provides organizations with a structured approach to implementing improvements

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

Question 4

Question Type: MultipleChoice

Which is a description of service provision?

Options:

A- A formal description of one or more services, designed to address the needs of a service consumer

B- Activities that an organization performs to deliver services

C- A way to help create value by facilitating outcomes that service consumers need

D- Cooperation between two organizations to ensure that a service delivers value

Answer:

B

Explanation:

The ITIL SVS describes how all the components and activities of the organization work together as a system to enable value creation.

The SVS is made up of specific inputs, elements, andoutputsrelevant to service management. The key inputs to the SVS are opportunity and demand. The output of the SVS is value delivered by products and services.

Opportunityrefers to options or possibilities to add value for stakeholders or otherwise improve the organization.

Demandrefers to need or desire for products and services among internal and external consumers.

https://www.bmc.com/blogs/itil-service-value-system/

Question 5

Question Type: MultipleChoice

What is the definition of "service management"?

Options:

A- A result for a stakeholder enabled by one or more outputs

B- A formal description of one or more services, designed to address the needs of a target consumer group

C- Join activities performed by a service provider and a service consumer to ensure continual value co-creation

D- A set of specialized organizational capabilities for enabling value for customers in the form of services.

Answer:

D

Explanation:

Service managementis a set of specialized organizational capabilities for enabling value for customers in the form of services. These capabilities include tangible things like capital, people, and equipment, and can also include intangible things like knowledge, management and skills. These capabilities can also include intangible things, like knowledge, management, and skills.

https://www.bmc.com/blogs/itil-key-concepts-service-management/#:~:text=Service%20management%20is%20a%20set,like%20knowledge%2C%20management%20and%20skills.

Question 6

Question Type: MultipleChoice

Which practice MOST requires staff who demonstrate skills such as empathy and emotional intelligence?

Options:

A- Service request management

B- Service desk

C- Problem management

D- Continual management

Answer:

B

Explanation:

"Service deskstaff require training and competency across a number of broad technical and business areas. In particular, they need to demonstrate excellent customer service skills such as empathy, incident analysis and prioritization, effective communication, and

emotional intelligence.

https://www.servicedeskinstitute.com/the-case-for-itil4-foundation-service-desk-analyst-training/#:~:text=%E2%80%9CService%20desk%20staff%20require%20training,effective%20communication%2C%20and%20emotional%20intellige

Question 7

Question Type: MultipleChoice

A service will be unavailable for the next two hours for unplanned maintenance. Which practice is MOST LIKELY to be involved in managing this?

Options:

A- Incident management

B- Service Request management

C- Change enablement

D- Service request management

Answer:

A

Explanation:

Incident management is typically closely aligned with the service desk, which is the single point of contact for all users communicating with IT. When a service is disrupted or fails to deliver the promised performance during normal service hours, it is essential to restore the service to normal operation as quickly as possible.

https://www.bmc.com/blogs/itil-v3-incident-management/

Question 8

Question Type: MultipleChoice

What is MOST LIKELY to be handled as a service request?

Options:

A- An emergency change to apply a security patch

B- The implementation of a workaround

C- Providing a virtual server for a development team

D- Managing an interruption to a service

Answer:

C

Explanation:

A service request is a formal request from a user for something to be provided. Service requests are typically less complex and are either approved or denied based on the budget, need, or urgency.

An emergency change to apply a security patch (A) is not a service request because it is an urgent change that needs to be made to address a security vulnerability. The implementation of a workaround (B) is not a service request because it is a temporary solution to a problem. Managing an interruption to a service (D) is not a service request because it is an incident that needs to be resolved.

Providing a virtual server for a development team (C) is a service request because it is a request for a new service that can be fulfilled by the IT department.

Question 9

Question Type: MultipleChoice

Which practice has a purpose that includes the management of financially valuable components that can contribute to the delivery of an IT service?

Options:

A- IT asset management

B- Deployment management

C- Continual management

D- Monitoring and event management

Answer:

A

Explanation:

An asset is defined as anything that is useful or valuable within a product or service. This value is generally determined financially: how much an asset costs versus how much it saves.

https://www.bmc.com/blogs/it-asset-management/

Question 10

Question Type: MultipleChoice

When working on an improvement iteration, which concept helps to ensure that the iteration activities remain appropriate in changing circumstances?

Options:

A- Analysis Paralysis

B- Direct observation

C- Minimum viable product

D- Feedback loop

Answer:

D

Question 11

Question Type: MultipleChoice

Identity the missing word(s) in the following sentence.

The purpose of the problem management practice is to reduce the likelihood and impact o' incidents by identifying actual and potential causes of incidents, and managing workarounds and [?].

Options:

A- events

B- charges

C- IT assets

D- known errors

Answer:

D

To Get Premium Files for ITIL-4-Foundation Visit

https://www.p2pexams.com/products/itil-4-foundation

For More Free Questions Visit

https://www.p2pexams.com/peoplecert/pdf/itil-4-foundation