ITILFND V4

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ITILFND V4

Exam A

QUESTION 1
Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

A. Progress iteratively with feedback
B. Keep is simple and practical
C. Start where you are
D. Focus on value

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2
Which practice has a purpose that includes ensuring that risks have been properly assessed?

A. Service configuration management
B. Problem management
C. Service level management
D. Change control

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 3
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 4
Which practice coordinates the classification, ownership and communication of service requests and incidents?

A. Supplier management
B. Service desk
C. Problem management
D. Relationship management

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 5
Which is part of service provision?

A. The management of resources configured to deliver the service
B. The management of resources needed to consume the service
C. The grouping of one or more services based on one or more products
D. The joint activities performed to ensure continual value co-creation

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 6
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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 8
Which statement about outcomes is CORRECT?

A. An outcome can be enabled by more than one output
B. Outcomes are how the service performs
C. An output can be enabled by one or more outcomes
D. An outcome is a tangible or intangible activity

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 9
Which statement about service desks is CORRECT?

A. The service desk should work in close collaboration with support and development teams
B. The service desk should rely on self-service portals instead of escalation to support teams
C. The service desk should remain isolated from technical support teams
D. The service desk should escalate all technical issues to support and development teams

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 10
Which practice updates information relating to symptoms and business impact?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 11
Which is included in the purpose of the ‘design and transition’ value chain activity?

A. Ensuring that service components are available when needed
B. Providing transparency and good stakeholder relationships
C. Supporting services according to specifications
D. Continually meeting stakeholder expectations for costs

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 12
Which practice has a purpose to support the quality of the service by handling all agreed user initiated service requests?

A. Change control
B. IT asset management
C. Service desk
D. Service request management

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13
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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14
Which statement about the steps to fulfill a service request is CORRECT?

A. They should be complex and detailed
B. They should be well-known and proven
C. They should include incident handling
D. They should be brief and simple

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 15
What is defined as a cause, or potential cause, of one or more incidents?

A. Change
B. Event
C. Known error
D. Problem

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16
Which guiding principle recommends eliminating activities that do not contribute to the creation of value?

A. Start where you are
B. Collaborate and promote visibility
C. Keep it simple and practical
D. Optimize and automate

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 17
Which dimension considers how knowledge assets should be protected?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 18
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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 19

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 20
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 21
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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 22
Which is a key requirement for a successful service level agreement?

A. It should be written in legal language
B. It should be simply written and easy to understand
C. It should be based on the service provider’s view of the service
D. It should relate to simple operational metrics

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 23
What helps diagnose and resolve a simple incident?

A. Rapid escalation
B. Formation of a temporary team
C. The use of scripts
D. Problem prioritization

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 24
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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 25
Which service level metrics are BEST for measuring user experience?

A. Single system-based metrics
B. Metrics for the percentage of uptime of a service
C. Operational metrics
D. Metrics linked to defined outcomes

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 26
What are the MOST important skills required by service desk staff?

A. Incident analysis skills

B. Technical skills
C. Problem resolution skills
D. Supplier management skills

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27
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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 28
Which guiding principle helps to ensure that better information is available for decision making?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 29
Which practice has a purpose that includes observing a service to report selected changes of state identified as events?

A. Information security management
B. Monitoring and event management
C. Incident management
D. Change control

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 30
How does information about problems and known errors contribute to 'incident management'?

A. It enables quick and efficient diagnosis of incidents
B. It removes the need for regular customer updates
C. It removes the need for collaboration during incident resolution
D. It enables the reassessment of known errors

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 31
Which practice owns and manages issues, queries and requests from users?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 32
What defines the requirements for a service and takes responsibility for the outcomes of service consumption?

A. An IT asset
B. A customer
C. A configuration item (CI)
D. A user

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33
Which skill is an essential part of the 'service level management' practice?

A. Technical knowledge
B. Listening
C. Diagnosis
D. Problem analysis

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 34
Which practice requires that staff demonstrate excellent customer service skills, such as empathy and emotional intelligence?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 35
Which guiding principle recommends using the minimum number of steps necessary to achieve an objective?

A. Progress iteratively with feedback
B. Focus on value
C. Think and work holistically
D. Keep it simple and practical

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 36
Which two statements about the 'service request management' practice are CORRECT?

1. Service requests are part of normal service delivery
2. Complaints can be handled as service requests
3. Service requests result from a failure in service
4. Normal changes should be handled as service requests

A. 1 and 2
B. 2 and 3
C. 3 and 4
D. 1 and 4

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 37
What is an IT asset?

A. Any financially valuable component that can contribute to delivery of an IT product or service
B. Any component that needs to be managed in order to deliver a service
C. A request from a user mat initiates a service action
D. The removal of anything that could have a direct or indirect effect on services

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 38
Which dimension includes a workflow management system?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 39
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. costs
C. utility
D. warranty

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 40
Which of these should be logged and managed as a problem?

A. A user requests delivery of a laptop
B. A monitoring tool detects a change of state for a service

C. Trend analysis shows a large number of similar incidents
D. 'Continual improvement' needs to prioritize an improvement opportunity

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 41
In which two situations should the ITIL guiding principles be considered?

1. In every initiative
2. In relationships with all stakeholders
3. Only in specific initiatives where the principle is relevant
4. Only in specific stakeholder relationships where the principle is relevant

A. 1 and 2
B. 2 and 3
C. 3 and 4
D. 1 and 4

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 42
Which guiding principle recommends coordinating all dimensions of service management?

A. Start where you are
B. Progress iteratively with feedback
C. Think and work holistically
D. Keep it simple and practical

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 43
How should the workflow for a new service request be designed?

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

Correct Answer: D
Section: (none)

Explanation

Explanation/Reference:

QUESTION 44
What is the purpose of the 'information security management' practice?

A. To protect the information needed by the organization to conduct its business
B. To observe services and service components
C. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed
D. To plan and manage the full lifecycle of all IT assets

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 45
Identify the missing word in the following sentence.

The use of [?] should support, not replace what is observed, when using the 'start where you are' guiding principle.

A. measurement
B. tools
C. plans
D. process

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 46
How should automation be implemented?

A. By replacing human intervention wherever possible
B. By replacing the existing tools first
C. By initially concentrating on the most complex tasks
D. By optimizing as much as possible first

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 47
Which statement about costs is CORRECT?

A. Costs imposed on the consumer are costs of service utility
B. Costs removed from the consumer are part of the value proposition
C. Costs imposed on the consumer are costs of service warranty
D. Costs removed from the consumer are part of service consumption

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 48
Which practice has a purpose that includes aligning the organization's practices and services with changing business needs?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 49
A major incident has been closed, but there is a risk that it might happen again. How should this be logged and managed?

A. As a change request
B. As a service request
C. As an event
D. As a problem

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 50
Which dimension includes activities and workflows?

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

Correct Answer: D
Section: (none)

Explanation

Explanation/Reference:

QUESTION 51
Which statement about IT service management is CORRECT?

A. It is performed by customers using a mix of IT systems, services and processes
B. It is performed by IT service providers using a mix of suppliers and their products
C. It is performed by the service desk using a mix of people, process and technology
D. It is performed by IT service providers using a mix of people, process and technology

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 52
Which is the CORRECT explanation of the 'R' role in a RACI matrix?

A. This role ensures that activities are executed correctly
B. This role has ownership of the end result
C. This role is involved in providing knowledge and input
D. This role ensures the flow of information to stakeholders

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 53
Which statement about change management is CORRECT?

A. It optimizes overall business risk
B. It optimizes financial exposure
C. It ensures that all changes are authorized by the change advisory board (CAB)
D. It ensures that service requests follow the normal change management process

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 54
What is the primary focus of business capacity management?

A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology

B. Review of all capacity supplier agreements and underpinning contracts with supplier management
C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 55
Which service transition process provides guidance about converting data into information?

A. Change evaluation
B. Knowledge management
C. Service validation and testing
D. Service asset and configuration management

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 56
Which service catalogue view is considered beneficial when constructing the relationship between services, SLAs, OLAs, and other underpinning agreements?

A. Service-based SLA view
B. Wholesale customer view
C. Retail customer view
D. Supporting services view

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 57
Which is an objective of the design coordination process?

A. To produce service design packages and ensure they are handed over to service transition
B. To assess and evaluate all changes and their impact on service designs
C. To document the initial structure and relationship between services and customers
D. To gather and document new service level requirements from the customer

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 58
Where should all master copies of controlled software and documentation be stored?

A. In the definitive capacity library
B. In the definitive media library
C. In the definitive security library
D. In the definitive production library

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 59
What is NOT within the scope of service catalogue management?

A. Contribution to the definition of services
B. Interfaces between all services and supporting services
C. Interfaces between the service catalogue and service portfolio
D. Fulfilment of business service requests

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 60
Which is a supplier category?

A. Technical
B. Commodity
C. Customer
D. Resource

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 61
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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 62
What do customer perceptions and business outcomes help to define?

A. The value of a service
B. Service metrics
C. The total cost of a service
D. Key performance indicators (KPIs)

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 63
Which statement about metrics is CORRECT?

A. Process metrics can be used to measure end-to-end service performance
B. Technology metrics can be used to measure component performance and availability
C. Process metrics can be used to measure the utilization of a supplier's network
D. Technology metrics can be used to determine the overall health of a process

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 64
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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 65
Which is an example of improving service utility using service management automation?

A. Pre-determined routing of a service request
B. Reducing the time to compile service data
C. Monitoring service availability
D. Faster resource allocation

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 66
Which is the correct combination of items that makes up an IT service?

A. Customers, providers and documents
B. Information technology, people and processes
C. Information technology, networks and people
D. People, processes and customers

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 67
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 68
Which are phases of the release and deployment process?

1. Release build and test
2. Review and close
3. Categorize and record
4. Change authorization and schedule

A. 1 and 2
B. 1 and 3

C. 2 and 4
D. 3 and 4

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 69
Which function is responsible for the management of a data centre?

A. Technical management
B. Service desk
C. Application management
D. Facilities management

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 70
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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 71
What is a definition of a service improvement plan (SIP)?

A. A formal plan to implement improvements to a customer's business processes
B. An input from availability management to service level management, detailing the service design plan
C. A formal plan to implement improvements to a service or process
D. An input from financial management for IT services to service level management, detailing the budget plan

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 72
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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference: