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ITILFND_V4 Real Exam Questions and Answers;ITIL
4 Foundation 200 Q&As Updated 2024/2025
Solved 100%

2) Which term describes the functionality offered by a service?

- A. Cost
- B. Utility
- C. Warranty

D. Risk Ans ✓ - A. Incorrect. Cost is "The amount of money spent on a specific activity or resource." Ref 2.5.2

B. Correct. Utility is "The functionality offered by a product or service." Ref 2.5.4

C. Incorrect. Warranty is "Assurance that a product or service will meet agreed requirements". Ref 2.5.4

D. Incorrect. A risk is "A possible event that could cause harm or loss, or make it more difficult to achieve objectives". Ref 2.5.3

5) How do all value chain activities transform inputs to outputs?

- A. By determining service demand
- B. By using a combination of practices
- C. By using a single functional team

D. By implementing process automation Ans ✓ - A. Incorrect. Demand is the input to the service value chain. Value chain activities "represent the steps an organization takes in the creation of value. Each activity contributes to the value chain by transforming specific inputs into outputs." Ref 4.5

B. Correct. "To convert inputs into outputs, the value chain activities use different combinations of ITIL practices." Ref 4.5

C. Incorrect. It uses various resources from different practices when needed. "To convert inputs into outputs, the value chain activities use different combinations of ITIL practices (sets of resources for

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EXIN ITILFND_V4 Exam Syllabus Topics:

Section	Objectives
Service Management Key Concepts	- Value and Value Co-creation - Service Offerings - Service Relationships

ITIL Service Value System (SVS)	- Practices Overview - Service Value Chain - Governance - Continual Improvement - Guiding Principles
The Four Dimensions of Service Management	- Information and Technology - Organizations and People - Value Streams and Processes - Partners and Suppliers

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EXIN ITIL 4 Foundation Sample Questions (Q320-Q325):

NEW QUESTION # 320

What is the customer of a service responsible for?

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

Answer: C

NEW QUESTION # 321

Which value chain activity ensures that service components meet agreed specifications?

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

Answer: C

NEW QUESTION # 322

Which practice ensures that a variety of access channels are available for users to report issues?

- A. Service desk
- B. Incident management
- C. Service level management
- D. Change enablement

Answer: A

NEW QUESTION # 323

Which practice is MOST LIKELY to make use of artificial intelligence, robotic process automation, and chatbots?

- A. Service desk

- B. Incident management
- C. Problem management
- D. Continual improvement

Answer: A

NEW QUESTION # 324

Identify the missing word in the following sentence:

A customer defines the [?] for a service and takes responsibility for the outcomes of service consumption.

- A. resources
- **B. requirements**
- C. products
- D. suppliers

Answer: B

NEW QUESTION # 325

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