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ITIL® 4 Foundation (Practice Exam #4) **questions with correct answers**

Identify the missing word(s) in the following sentence. Service management is a set of specialized organizational [?] for enabling value for customers in the form of services. - Answer Capabilities

What is the definition of a configuration item? - Answer Any component that needs to be managed in order to deliver an IT service

Identify the missing word(s) in the following sentence. An incident is a(n) [?] interruption to a service or reduction in the quality of a service. - Answer Unplanned

What is the purpose of the 'change enablement' practice? - Answer Ensuring that risks are properly assessed, authorizing changes to proceed and managing a change schedule in order to maximize the number of successful IT changes.

What is the purpose of the 'deployment management' practice? - Answer Moving new or changed hardware, software, documentation, processes, or any other service component to live environments.

What is the purpose of the 'service level management' practice? - Answer Setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets.

What is defined as the practice of planning and managing the full lifecycle of all IT assets? - Answer IT asset management

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ITIL ITIL-4-Foundation Exam Syllabus Topics:

Topic	Details
Topic 1	Guiding principles: This topic covers seven guiding principles of ITIL 4. It focuses on developing a mindset to adopt ITIL practices and adapting them to your specific needs .
Topic 2	ITIL practices: Improvement of the process of service development and supporting users is discussed. It also covers those ITIL 4 practices that enable working methods.

Topic 3	• Service Value Chain: It gives an understanding of those ways through which the Service Value Chain helps organizations create value.
Topic 4	• Continuous improvement: ITIL 4 concepts related to continuous improvement are addressed by this topic. It also discusses the ways through which organizations iterate and adapt their processes and services.
Topic 5	• Four dimensions of service management: Four dimensions of effective service management are discussed in this topic.
Topic 6	• Service value system: A Framework that helps to create, deliver, and manage services, such as Service Value Chain, governance, and guiding principles is discussed in this topic.
Topic 7	• Service Level Agreements: It highlights the role of SLAs in defining and managing service quality. The topic also explains the role of service-level management in this context.

ITIL-4-Foundation (ITIL 4 Foundation) Certification Exam is a highly sought-after certification in the IT industry. ITIL stands for Information Technology Infrastructure Library and is a framework for IT service management. The ITIL 4 Foundation certification is the entry-level certification in the ITIL 4 certification scheme and provides a fundamental understanding of the key concepts, terminology, and elements of ITIL 4.

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ITIL 4 Foundation Exam Sample Questions (Q70-Q75):

NEW QUESTION # 70

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. 1 and 4
- C. 2 and 3
- D. 3 and 4

Answer: A

NEW QUESTION # 71

Which directly assists with the diagnosis and resolution of simple incidents?

- A. Scripts for collecting user information
- B. Creation of a temporary team
- C. Fulfillment of service requests
- D. Use of shift working patterns

Answer: A

NEW QUESTION # 72

What is defined as "any component that needs to be managed in order to deliver an IT service"?

- A. A configuration item
- B. An IT asset
- C. An event
- D. A change

Answer: A

Explanation:

Explanation

CI's are simply any component that needs to be managed in order to deliver an IT service. A server, a virtual server, or even the configuration of an application could be considered a CI, for example

<https://www.bmc.com/blogs/itil-asset-configuration-management/#:~:text=among%20your%20CIs-,Configuratio>

NEW QUESTION # 73

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

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

Answer: C

Explanation:

Service desks provide a variety of channels for access including:

Phone calls, which can include specialized technology, such as interactive voice response (IVR), conference calls, voice recognition, and others.

Service portals and mobile applications, supported by service and request catalogues, and knowledge bases.

Chat, through live chat and chatbots.

Email for logging and updating, and for follow-up surveys and confirmations.

Walk-in service desk (which are becoming more prevalent in some sectors, such as higher education, where there are high peaks of activity that demand physical presence)., Text and social media messaging, which are useful for notifications in case of major incidents and for contacting specific stakeholder groups, but can also be used to allow users to request support.

Public and corporate social media and discussion forums for contacting the service provider and for peer-to-peer support.

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

NEW QUESTION # 74

Which of the following is NOT recommended by the guiding principle 'start where you are'?

- A. Building something completely new
- B. Identifying what is available to be leveraged
- C. Asking questions that appear to be stupid
- D. Collecting data directly from the source

Answer: A

NEW QUESTION # 75

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