Quiz High-quality ITIL - ITIL-4-Foundation Sample Questions Answers

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 4 Foundation certification exam covers a wide range of topics, including the ITIL 4 service value system, ITIL guiding principles, service management practices, and key concepts of ITIL 4. ITIL-4-Foundation exam is designed to test an individual's understanding of the ITIL 4 framework and their ability to apply it in practical situations. ITIL-4-Foundation Exam consists of 40 multiple-choice questions and the duration of the exam is 60 minutes.

ITIL 4 Foundation Exam Sample Questions (Q78-Q83):

NEW QUESTION # 78
Which statement about a 'continual improvement register' is CORRECT?

- A. There should only be one for the whole organization
- B. It should be used to capture user demand
- C. It should be re-prioritized as ideas are documented
- D. It should be managed at the senior level of the organization

Answer: C

NEW QUESTION # 79
Which practice's purpose includes creating closer more collaborative relationships?

- A. Supplier management
- B. Release management
- C. Service configuration management
- D. Information security management

Answer: A

NEW QUESTION # 80
Which of the following is the MOST important for effective incident management?

- A. Automated pipelines
- B. Balanced scorecard review
- C. Collaboration tools and techniques
- D. A variety of access channels

Answer: C

Explanation:
Explanation
Effective incident management often requires a high level of collaboration within and between teams as this can facilitate information-sharing and learning, as well as helping to solve the incident more efficiently and effectively. There may also be a need for good collaboration tools so that people working on an incident can work together effectively. One technique that takes advantage of collaboration is termed swarming. This brings many different stakeholders together to work on the issue. Management of incidents may require frequent interaction with third party suppliers, and routine management of this aspect of supplier contracts is often part of the incident management practice.
https://www.bmc.com/blogs/itil-incident-management/

NEW QUESTION # 81

Which guiding principle recommends collecting data before deciding what can be re-used?

- A. Keep it simple and practical
- B. Progress interactively with feedback
- C. Focus on value
- D. Start where you are

Answer: D

NEW QUESTION # 82

Which is an input to the service value system?

- 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: B

Explanation:
The key inputs to the SVS are opportunity and demand. The output of the SVS is value delivered by products and services.
Opportunity refers to options or possibilities to add value for stakeholders or otherwise improve the organization
https://www.bmc.com/blogs/itil-service-value-
system/#:~:text=The%20key%20inputs%20to%20the,or%20otherwise%20improve%20the%20organization.

NEW QUESTION # 83

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