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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:**

| Section                         | Weight | Objectives                                                                |
|---------------------------------|--------|---------------------------------------------------------------------------|
| Service Management Key Concepts | 25%    | - Value and Value Co-creation<br>- Service Relationships and Stakeholders |

|                                       |     |                                                                                                                                                                                                                                                                                                               |
|---------------------------------------|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Four Dimensions of Service Management | 20% | <ul style="list-style-type: none"> <li>- Value Streams and Processes</li> <li>- Partners and Suppliers</li> <li>- Information and Technology</li> <li>- Organizations and People</li> </ul>                                                                                                                   |
| ITIL Guiding Principles               | 25% | <ul style="list-style-type: none"> <li>- Keep It Simple and Practical</li> <li>- Optimize and Automate</li> <li>- Start Where You Are</li> <li>- Think and Work Holistically</li> <li>- Focus on Value</li> <li>- Collaborate and Promote Visibility</li> <li>- Progress Iteratively with Feedback</li> </ul> |
| ITIL Service Value System (SVS)       | 15% | <ul style="list-style-type: none"> <li>- Practices Overview</li> <li>- Governance</li> <li>- Service Value Chain</li> </ul>                                                                                                                                                                                   |
| ITIL Practices Overview               | 15% | <ul style="list-style-type: none"> <li>- Incident Management</li> <li>- Service Desk</li> <li>- Service Level Management</li> <li>- Problem Management</li> <li>- Change Enablement</li> </ul>                                                                                                                |

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### ITIL 4 Foundation Exam Sample Questions (Q62-Q67):

#### NEW QUESTION # 62

Which statement about the input and output of the value chain activities is CORRECT?

- A. The organization's governance will determine the inputs and outputs of each value chain activity
- B. Some value chain activities only have input, whereas others only have outputs
- C. Input and output are fixed for each value chain activity
- **D. Each value chain activity receives inputs and provides outputs**

**Answer: D**

Explanation:

Each activity contributes to the value chain by transforming specific inputs into outputs. The inputs could be demand from outside the value chain, or outputs of other activities, while the transformation is facilitated by ITIL practices, undertaken using internal or third-party resources, processes, skills, and competencies.

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

#### NEW QUESTION # 63

Which is described by the 'organizations and people' dimension of service management?

- A. Workflows and controls
- B. Inputs and outputs
- C. Contracts and agreements
- **D. Communication and collaboration**

**Answer: D**

Explanation:

Explanation

The organizations and people dimension sets out the people aspects of service management to be considered when designing, operating and changing service offerings. People include employees, managers, executives, customers, supplier employees, or anybody else who is involved in the creation or consumption of services.

<https://assyst.ifs.com/blog/itil4-organizations-and-people#:~:text=The%20organizations%20and%20people%20d>

#### NEW QUESTION # 64

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

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

- A. configuration items
- B. changes
- C. workarounds
- D. events

**Answer: C**

#### NEW QUESTION # 65

A good way to apply the ITIL guiding principle 'focus on value' is to:

- A. Understand why services are used by service consumers
- B. Understand the whole, but do something
- C. Do less tasks but in a better way with higher quality
- D. Be aware of system complexity

**Answer: A**

Explanation:

The ITIL guiding principle 'focus on value' states that everything an organization does should link back, directly or indirectly, to value for itself, its customers, and other stakeholders<sup>1</sup>. A good way to apply this principle is to understand why services are used by service consumers, what outcomes they enable, and how they contribute to value creation<sup>2</sup>. This helps to align the service provider's activities and resources with the needs and preferences of the service consumers<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page

6; ITIL 4 - A Pocket Guide, page 24; ITIL 4 Practice Guide: Focus on Value, page 9.

#### NEW QUESTION # 66

Which practice performs reviews to ensure that services continue to meet the needs of the customers?

- A. Service desk
- B. Monitoring and event management
- C. Change enablement
- D. Service level management

**Answer: D**

Explanation:

To set clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets.

<https://www.bmc.com/blogs/itil-management-practices/>

#### NEW QUESTION # 67

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