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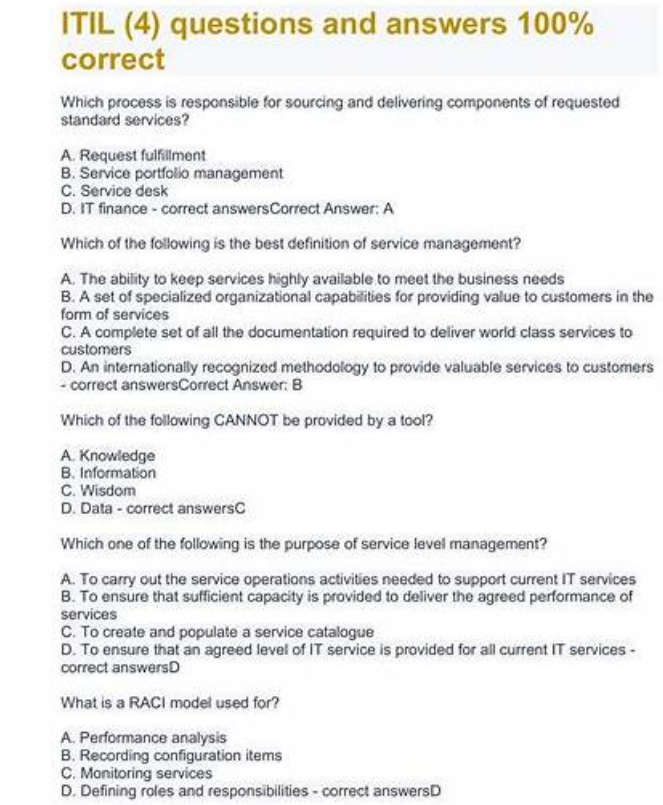

ITIL (4) questions and answers 100% correct

Which process is responsible for sourcing and delivering components of requested standard services?

A. Request fulfillment
B. Service portfolio management
C. Service desk
D. IT finance - correct answersCorrect Answer: A

Which of the following is the best definition of service management?

A. The ability to keep services highly available to meet the business needs
B. A set of specialized organizational capabilities for providing value to customers in the form of services
C. A complete set of all the documentation required to deliver world class services to customers
D. An internationally recognized methodology to provide valuable services to customers - correct answersCorrect Answer: B

Which of the following CANNOT be provided by a tool?

A. Knowledge
B. Information
C. Wisdom
D. Data - correct answersC

Which one of the following is the purpose of service level management?

A. To carry out the service operations activities needed to support current IT services
B. To ensure that sufficient capacity is provided to deliver the agreed performance of services
C. To create and populate a service catalogue
D. To ensure that an agreed level of IT service is provided for all current IT services - correct answersD

What is a RACI model used for?

A. Performance analysis
B. Recording configuration items
C. Monitoring services
D. Defining roles and responsibilities - correct answersD

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EXIN ITIL Foundation (V4) Sample Questions (Q66-Q71):

NEW QUESTION # 66
Remediation planning is BEST described in which of the following ways?

- A. Planning how to recover the cost of a change
- B. Planning how to compensate a user for a failed change
- C. Planning how to advise the change request of a failed change
- D. Planning the steps required to be taken if a Change is unsuccessful

Answer: D

NEW QUESTION # 67
Consider the following list:
1.Change authority
2.Change manager
3.Change advisory board (CAB)
Which one of the following is the BEST description of the items above?

- A. Job descriptions
- B. Functions
- C. Roles, people or groups
- D. Teams

Answer: C

NEW QUESTION # 68
Which of the following is one of the primary objectives of Service Strategy?

- A. To transform Service Management into a strategic asset
- B. To design and build processes that will meet business needs
- C. To provide detailed specifications for the design of IT services
- D. To underscore the importance of services in the global economy

Answer: C

NEW QUESTION # 69
Which practice minimizes the impact on normal service operation by managing resources in response to unplanned reductions in service quality?

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

Answer: A

NEW QUESTION # 70
Which of the following types of service should be included in the scope of service portfolio management?
1.Those planned to be delivered
2.Those being delivered
3.Those that have been withdrawn from service

- A. 1 and 2 only
- B. 2 and 3 only
- C. 1 and 3 only

- D. All of the above

Answer: D

NEW QUESTION # 71
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