

ITIL Reliable Test Questions & Valid Test ITIL Bootcamp

ITIL 4 Practice Test 3 With Questions and Answers

What is the definition of a customer? - ANSWER A person who defines the requirements for a service and takes responsibility for the outcomes of service consumption

A sponsor is a person who authorizes _____ for service consumption. - ANSWER Budget

What is the definition of a problem? - ANSWER A cause, or potential cause, of one or more incidents

What is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on services? - ANSWER Change

The _____ is the practice of capturing demand for incident resolution and service requests. - ANSWER Service desk

What is the purpose of the 'service configuration management' practice? - ANSWER Ensuring that accurate and reliable information about the configuration of services and the configuration items that support them are available when and where needed

What is the purpose of the 'service request management' practice? - ANSWER Supporting the agreed quality of a service by handling all the pre-defined, user-initiated service requests in an effective and user-friendly manner

What is defined as the practice of protecting an organization by understanding and managing risks to the confidentiality, integrity, and availability of information? - ANSWER Information security management

_____ is the practice of 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. - ANSWER Change enablement

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EXIN ITIL Foundation (V4) Sample Questions (Q51-Q56):

NEW QUESTION # 51

What BEST describes the customers and users of an IT service provider?

- A. Customers buy IT services; users use IT services
- B. Customers agree the service levels; users buy IT services
- C. Customers design IT services; users test IT services
- D. Customers sell IT services; users improve IT services

Answer: A

NEW QUESTION # 52

Which of the following is the BEST definition of the term service management?

- A. The management of functions within an organization to perform certain activities
- B. A set of specialized organizational capabilities for providing value to customers in the form of services
- C. A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose
- D. Units of organizations with roles to perform certain activities

Answer: B

NEW QUESTION # 53

Which of the following activities are performed by a desk?

1. Logging details of incidents and service requests
2. Providing first-line investigation and diagnosis
3. Restoring service
4. Implementing all standard changes

- A. 3 and 4 only
- B. 2 and 4 only
- C. 1, 2 and 3 only
- D. All of the above

Answer: C

NEW QUESTION # 54

Which practice uses technologies such as intelligent telephony systems, a knowledge base and monitoring tools?

- A. Service configuration management
- B. Deployment management
- C. Problem management
- D. Service desk

Answer: D

NEW QUESTION # 55

Which is considered by the 'partners and suppliers' dimension?

- A. Using formal roles and responsibilities
- B. Working with an integrator to manage relationships
- C. Defining controls and procedures
- D. Using artificial intelligence

Answer: B

NEW QUESTION # 56

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