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ITIL 4 Foundation Practice Exam 6 Exam Questions with Complete Solutions

How does 'service request management' contribute to the 'deliver and support' value chain activity?

- a) It ensures that users continue to be productive when they need assistance from the service provider
- b) It collects user-specific requirements, sets expectations, and provides status updates
- c) It analyzes data to identify opportunities to provide new service request options
- d) By acquiring pre-approved service components - Answer-It ensures that users continue to be productive when they need assistance from the service provider

-Explanation-

This is the 'deliver and support' activity. Deliver and support ensures that users continue to be productive when they need assistance from the service provider.

Which is a recommendation of the 'service desk' practice?

- a) Service desks should never use technologies such as SMS and chat functions
- b) Service desks should be highly technical functions
- c) Service desks should have a practical understanding of the wider business
- d) Service desks should always be a physical team in a single fixed location - Answer-Service desks should have a practical understanding of the wider business

-Explanation-

A good service desk should have a practical understanding of the wider organization, the business processes, and the users.

What does a centralized service desk require?

- a) Walk-in service hours
- b) Robotic process automation
- c) Good workflow systems for routing and escalation
- d) Outsourced employees - Answer-Good workflow systems from routing and escalation

-Explanation-

A centralized service desk requires supporting technologies like workflow systems for routing and escalation, workforce management and resource planning systems, a centralized knowledge base, intelligent telephony systems, automatic call distribution, and remote access tools.

How does 'service level management' contribute to the 'deliver and support' value chain activity?

- a) Provides objectives for component and service performance for products and services

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EXIN ITIL Foundation (V4) Sample Questions (Q135-Q140):

NEW QUESTION # 135

Which guiding principle recommends assessing the current state and deciding what can be reused?

- A. Start where you are
- B. Progress iteratively with feedback
- C. Focus on value
- D. Collaborate and promote visibility

Answer: A

NEW QUESTION # 136

Which process would seek to understand levels of customer satisfaction and communicate what action plans have been put in place to deal with dissatisfaction?

- A. Capacity management
- B. Availability management
- C. Service catalogue management
- D. Business relationship management

Answer: D

NEW QUESTION # 137

What three elements make up the Service Portfolio?

- A. Service pipeline, service catalogue and retired services
- B. Customer portfolio, configuration management system and service catalogue
- C. Customer portfolio, service catalogue and retired services
- D. Service pipeline, configuration management system and service catalogue

Answer: A

Explanation:

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NEW QUESTION # 138

Why should incidents be prioritized?

- A. To encourage a high level of collaboration within and between teams
- B. To identify which support team the incident should be escalated to
- C. To help automated matching of incidents to problems or known errors
- D. To ensure that incidents with the highest business impact are resolved first

Answer: D

NEW QUESTION # 139

Which 'service level management' activity helps staff to deliver a more business-focused service?

- A. Using complex technical terminology in service level agreements (SLAs)
- B. Measuring low-level operational activities
- C. Understanding the ongoing requirements of customers
- D. Creating targets based on the percentage of uptime of a service

Answer: C

NEW QUESTION # 140

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