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ITIL Practice Exam With Questions and Answers

What are the objectives of service level management? - ANSWER 1. Defining, documenting and agreeing the level of IT services to be provided.

2. Monitoring, measuring and reporting the actual level of services provided.

3. Monitoring and improving customer satisfaction.

What is the result of carrying out an activity, following a process or delivering an IT known as? - ANSWER Outcome

A process owner has been identified with an "I" in a RACI matrix. Which of the following is expected of them? - ANSWER Responsible, Accountable, Consulted, Informed.

Be kept up-to-date on the progress of an activity.

Which one of the following do technology metrics measure? - ANSWER Components

Which process includes business, service and component sub-processes? - ANSWER Capacity management

Which one of the following is NOT part of the service design stage of the service lifecycle? - ANSWER Designing and maintaining all necessary service transition packages.

Which process is responsible for managing relationships with vendors? - ANSWER Supplier management

Which of the following service desk organizational structures are described in service operation? - ANSWER Local service desk, virtual service desk, follow the sun

What are the categories of event described in the ITIL service operation book? - ANSWER Informational, warning, exception

What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management? - ANSWER

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EXIN ITIL Foundation (V4) Sample Questions (Q332-Q337):

NEW QUESTION # 332

The design of IT services requires the effective and efficient use of what?

- A. People, process, products, partners
- B. People, process, partners, performance
- C. Performance, process, products, plans
- D. People, products, plans, partners

Answer: A

NEW QUESTION # 333

Which one of the following is NOT a responsibility of the service transaction stage of the service lifecycle?

- A. To provide good-quality knowledge and information about services
- B. To plan the resources required to manage a release
- C. To design and develop capabilities for service management
- D. To ensure that a service managed and operated accordance with constraints specified during design

Answer: C

NEW QUESTION # 334

What can help to reduce resistance to a planned improvement when applying the guiding principle 'collaborate and promote visibility'?

- A. Increasing collaboration and visibility for the improvement.
- B. Engaging every stakeholder group in the same way, with the same communication.
- C. Involving customers after all planning has been completed.
- D. Restricting information about the improvement to essential stakeholders only.

Answer: C

Explanation:

Reference: <https://www.sysaid.com/blog/entry/the-7-guiding-principles-of-iti-4-practical-advice-to-help-you-make-decisions>

NEW QUESTION # 335

Which guiding principle emphasizes the need to understand the flow of work in progress, identify bottlenecks, and uncover waste?

- A. Keep it simple and practical
- B. Collaborate and promote visibility
- C. Think and work holistically
- D. Focus on value

Answer: B

NEW QUESTION # 336

Which is CORRECT about change authorization?

- A. A change authority is assigned each time a standard change is requested
- B. The change authority will ensure changes are authorized after they are deployed
- C. Assignment of the change authority is based on the change type and model
- D. Emergency changes are authorized by the technician making the change

Answer: C

NEW QUESTION # 337

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