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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 (Q174-Q179):

NEW QUESTION # 174

Which is the FIRST thing to consider when focusing on value?

- A. Defining customer experience and user experience
- **B. Identifying the service customer who will receive value**
- C. Ensuring value is co-created by improvement initiatives.
- D. Understanding what is valuable to the service consumer

Answer: B

Explanation:

When focusing on value, the first step is to know who are the customers and key stakeholders being served.

Next, it is important to have an understanding of what constitutes value from the consumer's perspective.

<https://www.bmc.com/blogs/itil-guiding-principles/#:~:text=When%20focusing%20on%20value%2C%20the,value%20from%20the%20consumer's%20perspective.>

NEW QUESTION # 175

In which core ITIL publication can you find detailed descriptions of service catalogue management, information security management, and supplier management?

- A. Service transition
- B. Service strategy
- **C. Service design**
- D. Service operation

Answer: C

NEW QUESTION # 176

Where would all the possible service improvement opportunities be recorded?

- **A. CSI register**
- B. Capacity management information system
- C. Configuration management database
- D. Known error database

Answer: A

NEW QUESTION # 177

Access management is responsible for implementing policies defined in which process?

- A. Service portfolio management
- B. Problem management
- C. Change management
- **D. Information security management**

Answer: D

NEW QUESTION # 178

Which Practice includes management of workarounds and known errors?

- **A. Problem management**
- B. Incident management
- C. Service configuration management
- D. Monitoring and event management

Answer: A

Explanation:

What is problem management?

The purpose of problem management is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors.

Problems are related to incidents, but it is important to differentiate them in the way they are managed:

* Incidents have an impact on users or business processes, and must be resolved so that normal business activity can take place.

* Problems are the causes of incidents therefore they require investigation and analysis to identify the causes, develop workarounds, and recommend longer-term resolution. This reduces the number and impact of future incidents.

NEW QUESTION # 179

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