

ITIL-4-Foundation Valid Real Test - Test ITIL-4-Foundation Questions Vce

ITIL 4 Foundation Practice Exam with complete Questions and Answers

How does prioritization of incidents assist in incident Management? - answerIt ensures that incidents are resolved as quickly as possible

Which value chain activity provides information about service Improvements to all value chain activities - answerImprove

Which is the a purpose of the "Information security" practice - answerProtect the information needed by the organization to conduct business

Which are the key activities of governance - answerEvaluate Direct Monitor

Which is NOT one of the steps of the Continual improvement model - answerWhat Improvement Method Will We Use

What is the Utility of a service? - answerService functionality

What is the definition of an output? - answerA tangible or intangible deliverable of an activity

Which of the following could be part of a service offering:

- 1 Goods
- 2 Policies
- 3 Access to resources
- 4 Service Actions - answer1,3,4

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ITIL 4 Foundation Exam Sample Questions (Q105-Q110):

NEW QUESTION # 105

Which process is used to compare the value that new services offer with the value of the services they have replaced?

- A. Availability management
- B. Service catalogue management
- C. Capacity management
- **D. Service portfolio management**

Answer: D

NEW QUESTION # 106

Which activity contributes to the 'where are we now?' step of the 'continual improvement' model?

- A. Executing improvement actions
- **B. Performing baseline assessments**
- C. Understanding the business mission
- D. Defining the improvement plan

Answer: B

NEW QUESTION # 107

A good way to apply the ITIL guiding principle 'focus on value' is to:

- A. Be aware of system complexity
- **B. Understand why services are used by service consumers**
- C. Understand the whole, but do something
- D. Do less tasks but in a better way with higher quality

Answer: B

Explanation:

The ITIL guiding principle 'focus on value' states that everything an organization does should link back, directly or indirectly, to value for itself, its customers, and other stakeholders¹. A good way to apply this principle is to understand why services are used by service consumers, what outcomes they enable, and how they contribute to value creation². This helps to align the service provider's activities and resources with the needs and preferences of the service consumers³. Reference: ITIL Foundation - ITIL 4 Edition, page 6; ITIL 4 - A Pocket Guide, page 24; ITIL 4 Practice Guide: Focus on Value, page 9.

NEW QUESTION # 108

Which of the four dimensions focuses on roles, responsibilities, and systems of authority?

- A. Information and technology
- B. Value streams and processes
- **C. Organizations and people**
- D. Partners and suppliers

Answer: C

NEW QUESTION # 109

Which does the ITIL service value system discourage?

- A. Coordinated authorities and responsibilities
- **B. Organizational silos**
- C. Interfaces among practices
- D. Organizational agility

Answer: B

Explanation:

Architecture of the ITIL SVS specifically enables flexibility and discourages siloed working. This is because the service value chain and practices do not form a fixed, rigid structure, but rather they can be combined in multiple value streams to address the needs of the organization in a variety of scenarios, with open flow of communication across the many interfaces.

NEW QUESTION # 110

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