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## **Valid Test ITIL-4-Foundation Test, Valid ITIL-4-Foundation Test Objectives**

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## **ITIL 4 Foundation Exam Sample Questions (Q200-Q205):**

### NEW QUESTION # 200

Which two statements about an organization's culture are CORRECT?

1. It is created from shared values based on how it carries out its work
2. It is determined by the type of technology used to support services
3. It should be based on the culture of prospective suppliers
4. It should be based on the objectives of the organization

- A. 1 and 2
- **B. 1 and 4**
- C. 2 and 3
- D. 3 and 4

**Answer: B**

### NEW QUESTION # 201

Staff in an IT organization are very busy, mostly carrying out tasks that add little or no value to the organization or its customers. Which guiding principle recommends that the unnecessary work should be eliminated?

- A. Start where you are
- **B. Keep it simple and practical**
- C. Progress iteratively with feedback
- D. Think and work holistically

**Answer: B**

Explanation:

Explanation

<https://assyst.ifs.com/blog/the-7-guiding-principles-of-its-4-0>

Don't over-engineer solutions. Think about what you can do

Like focus on value, this principle is heavily focused on the prevention of waste. Waste correlates with complexity. Higher complexity means there are more opportunities for waste to creep into a system.

Focus on delivering the desired outcome, not building the most elegant and elaborate solution. Use the minimum number of steps to deliver that outcome, ensuring you are not over-processing (delivering quality above and beyond what is required).

### NEW QUESTION # 202

A good way to apply the ITIL guiding principle 'keep it simple and practical' is to:

- A. Communicate so that the audience will hear
- **B. Adopt a practice which is easy to follow**
- C. Re-use nothing from the current state
- D. Understand that fast does not mean incomplete

**Answer: B**

Explanation:

The ITIL guiding principle 'keep it simple and practical' advises organizations to use the minimum number of steps and resources needed to accomplish an objective<sup>1</sup>. A good way to apply this principle is to adopt a practice which is easy to follow, understand, and communicate<sup>2</sup>. This helps to avoid unnecessary complexity, bureaucracy, and duplication<sup>3</sup>. Reference: ITIL Foundation - ITIL 4 Edition, page 7; ITIL 4 - A Pocket Guide, page 25; ITIL 4 Practice Guide: Keep It Simple and Practical, page 9.

### NEW QUESTION # 203

Which practice has a purpose that includes restoring normal service operation as quickly as possible?

- A. Deployment management
- B. Problem management
- **C. Incident management**
- D. Supplier management

**Answer: C**

#### NEW QUESTION # 204

Which is a description of service provision?

- **A. Activities that an organization performs to deliver services**
- B. A formal description of one or more services, designed to address the needs of a service consumer
- C. A way to help create value by facilitating outcomes that service consumers need
- D. Cooperation between two organizations to ensure that a service delivers value

**Answer: A**

Explanation:

Explanation

The ITIL SVS describes how all the components and activities of the organization work together as a system to enable value creation.

The SVS is made up of specific inputs, elements, and outputs relevant to service management. The key inputs to the SVS are opportunity and demand. The output of the SVS is value delivered by products and services.

Opportunity refers to options or possibilities to add value for stakeholders or otherwise improve the organization.

Demand refers to need or desire for products and services among internal and external consumers.

<https://www.bmc.com/blogs/itil-service-value-system/>

#### NEW QUESTION # 205

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