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Question 1

What is defined as a change of state that has significance for the management of an IT service?

Options:

- A. Event
- B. Incident
- C. Problem
- D. Known error

Answer: A

Question 2

Which practice has a purpose that includes maximizing success by ensuring that risks have been properly assessed?

Options:

- A. Relationship management
- B. Change control
- C. Release management
- D. Monitoring and event management

Answer: B

Question 3

A service offering may include, access to resources, and service actions, which is an example of a service action?

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ITIL 4 Foundation Exam Sample Questions (Q183-Q188):

NEW QUESTION # 183

What is defined as "the role that uses services?"

- A. Sponsor
- B. Service consumer
- C. Customer
- **D. User**

Answer: D

Explanation:

Explanation

User: A person who uses services; e.g. the company employees.

<https://www.bmc.com/blogs/itil-key-concepts-service-management/>

NEW QUESTION # 184

Which of the following includes configuring components and activities to facilitate outcomes for stakeholders?

- **A. The service value system**
- B. The release management' practice
- C. Service consumption
- D. Service relationship management

Answer: A

Explanation:

Organizations maximize co-creation of value with their customers by facilitating the outcomes they want to achieve. The four dimensions of service management have shown that a holistic approach is the best way for an organization to:

Achieve its goals in delivering quality and cost effective services

Meet the needs of its customers

Satisfy the requirements of its stakeholders

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

NEW QUESTION # 185

Which value chain activity is concerned with the availability of service components?

- A. Deliver and support
- B. Design and transition
- C. Plan
- **D. Obtain/build**

Answer: D

Explanation:

Explanation

The Obtain/Build activity is responsible for ensuring that all service components are available when and where needed, and that they meet the agreed specifications.

<https://www.beyond20.com/blog/what-is-the-itsil-4-service-value-chain/#:~:text=The%20Obtain%2FBuild%20ac>

NEW QUESTION # 186

What is the purpose of the 'incident management' practice?

- A. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents
- B. To capture demand for incident resolution and service requests
- **C. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible**
- D. To support the agreed service quality by effective handling of all agreed user-initiated service requests

Answer: C

NEW QUESTION # 187

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

- A. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible
- B. To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels
- **C. To be the entry point and single point of contact for the service provider with all of its users**
- D. To support the agreed quality of a service by handling all pre-defined, user-initiated service requests

Answer: C

NEW QUESTION # 188

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