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ITIL 4 Practice Test 3 With Questions and Answers

What is the definition of a customer? - ANSWER A person who defines the requirements for a service and takes responsibility for the outcomes of service consumption

A sponsor is a person who authorizes _____ for service consumption. - ANSWER Budget

What is the definition of a problem? - ANSWER A cause, or potential cause, of one or more incidents

What is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on services? - ANSWER Change

The _____ is the practice of capturing demand for incident resolution and service requests. - ANSWER Service desk

What is the purpose of the 'service configuration management' practice? - ANSWER Ensuring that accurate and reliable information about the configuration of services and the configuration items that support them are available when and where needed

What is the purpose of the 'service request management' practice? - ANSWER Supporting the agreed quality of a service by handling all the pre-defined, user-initiated service requests in an effective and user-friendly manner

What is defined as the practice of protecting an organization by understanding and managing risks to the confidentiality, integrity, and availability of information? - ANSWER Information security management

_____ is the practice of ensuring that risks are properly assessed, authorizing changes to proceed, and managing a change schedule in order to maximize the number of successful IT changes. - ANSWER Change enablement

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EXIN ITIL Foundation (V4) Sample Questions (Q314-Q319):

NEW QUESTION # 314

Which is the BEST definition of a supplier?

- A. It is a third party with responsibility for supplying goods or services that is agreed through an operational level agreement
- B. It is a shared services unit that is responsible for supplying goods or services that are required to deliver IT services
- C. It is a mixture of internal and external parties that are responsible for providing goods and services to its customer group
- D. It is a third party responsible for supplying goods or services that are required to deliver IT services

Answer: C

NEW QUESTION # 315

Which is described by the 'organizations and people' dimension of service management?

- A. Workflows and controls
- B. Communication and collaboration
- C. Inputs and outputs
- D. Contracts and agreements

Answer: B

Explanation:

The organizations and people dimension sets out the people aspects of service management to be considered when designing, operating and changing service offerings. People include employees, managers, executives, customers, supplier employees, or anybody else who is involved in the creation or consumption of services.

<https://assyst.ifs.com/blog/itil4-organizations-and-people#:~:text=The%20organizations%20and%20people%20dimension%20sets%20out%20the%20people%20aspects,creation%20or%20consumption%20of%20services.>

NEW QUESTION # 316

Which of the following is an example of capabilities?

- A. Calls to the service desk to register standard changes
- B. Menu driven range of facilities used to access service requests
- C. Software to allow programmers to debug code
- D. A software update downloaded automatically to all laptops in an organization

Answer: A

Explanation:

Reference: <http://www.knowledgetransfer.net/dictionary/ITIL/en/Capability.htm>

NEW QUESTION # 317

Which of the following are benefits to the business of implementing service transition?

1. Better reuse and sharing of assets across projects and resources
2. Reduced cost to design new services
3. Result in higher volume of successful changes

- A. None of the above
- B. 1 and 2 only
- C. 2 and 3 only
- D. 1 and 3 only

Answer: D

NEW QUESTION # 318

The consideration of business outcomes and value creation are principles of which part of the Service Lifecycle?

- **A. Service Strategy**
- B. Continual Service Improvement
- C. Service Design
- D. Service Transition

Answer: A

NEW QUESTION # 319

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