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ITIL 4 Foundation Exam Sample Questions (Q311-Q316):

NEW QUESTION # 311

Which is handled as a service request?

- A. The failure of an IT service
- B. An emergency change to implement a security patch
- C. An investigation to identify the cause of an incident
- D. A compliment about an IT support team

Answer: A

NEW QUESTION # 312

Which of the following is a necessity to a successful service level agreement (SLAs)?

- A. Vague targets, such as those related to user experience should be avoided
- B. In order to promote consistent service, they should be carried forward, unchanged, from one year to the next
- C. Base the SLA on system-based metrics that are useful to the service provider
- D. The language and terms used in the SLA should be commonly understood by all parties

Answer: D

Explanation:

A service level agreement (SLA) is a documented agreement between a service provider and a customer that identifies both services required and the expected level of service¹. A necessity to a successful SLA is that the language and terms used in the SLA should be commonly understood by all parties, to avoid ambiguity, confusion, and disputes². The other statements are not true because: Base the SLA on system-based metrics that are useful to the service provider: The SLA should be based on customer-based metrics that are meaningful to the customer and reflect the value of the service².

In order to promote consistent service, they should be carried forward, unchanged, from one year to the next: The SLA should be reviewed and updated regularly to reflect changing business needs, customer expectations, and service performance².

Vague targets, such as those related to user experience should be avoided: The SLA should include both quantitative and qualitative targets, such as those related to user experience, satisfaction, and perception, as well as availability, reliability, and security².

Reference: ITIL Foundation - ITIL 4 Edition, page 16; ITIL 4 - A Pocket Guide, page 37; ITIL 4 Practice Guide: Service Level Management, page 8.

NEW QUESTION # 313

Which practice uses technologies such as intelligent telephony systems, a knowledge base and monitoring tools?

- A. Service desk
- B. Problem management
- C. Service configuration management
- D. Deployment management

Answer: A

NEW QUESTION # 314

What three elements make up the Service Portfolio?

- A. Customer portfolio, service catalogue and retired services
- **B. Service pipeline, service catalogue and retired services**
- C. Customer portfolio, configuration management system and service catalogue
- D. Service pipeline, configuration management system and service catalogue

Answer: B

Explanation:

Explanation

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NEW QUESTION # 315

Which is the definition of an IT asset?

- A. Any component that needs to be managed to deliver a service
- B. Any request from a user that is a normal part of service delivery
- C. Any change of state that has significance for the management of a service
- **D. Any financially valuable component that contributes to a service**

Answer: D

Explanation:

IT asset is any financially valuable component that can contribute to the delivery of an IT product or service.

The scope of IT asset management typically includes all software, hardware, networking, cloud services, and client devices

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NEW QUESTION # 316

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