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# ITIL 4 Foundation Exam

## ITIL ITIL-4-Foundation

## Version Demo

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## QUESTION NO: 1

What is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks?

**A.** Service management

**B.** Continual improvement

**C.** A service

**D.** An IT asset

**ANSWER: C**

## QUESTION NO: 2

Which statement about standard changes is CORRECT?

**A.** A full assessment should be completed each time the change is implemented

**B.** The change can be implemented with less testing if necessary

**C.** The appropriate change authority should be assigned to each type of change

**D.** The change does not require additional authorization

**ANSWER: D**

## QUESTION NO: 3

Which describes the utility of a service?

**A.** A service that is fit for use

**B.** A service that meets its service level targets

**C.** A service that increases constraints on the consumer

**D.** A service that supports the performance of the consumer

**ANSWER: D**

## QUESTION NO: 4

What is defined as any component that needs to be managed in order to deliver an IT service?

**A.** A service request

**B.** A configuration item (CI)

**C.** An incident

**D.** An IT asset

**ANSWER: B**

## QUESTION NO: 5

Which service catalogue view is considered beneficial when constructing the relationship between services, SLAs, OLAs, and other underpinning agreements?

**A.** Service-based SLA view

**B.** Wholesale customer view

**C.** Retail customer view

**D.** Supporting services view

**ANSWER: D**

## QUESTION NO: 6

Which of the following should IT service continuity strategy be based on?

1. Design of the service metrics

2. Business continuity strategy

3. Business impact analysis (BIA)

4. Risk assessment

**A.** 1, 2 and 4 only

**B.** 1, 2 and 3 only

**C.** 2, 3 and 4 only

**D.** 1, 3 and 4 only

**ANSWER: C**

## QUESTION NO: 7

Which of these activities is carried out as part of 'problem management'?

**A.** Creating incident records

**B.** Diagnosing and resolving incidents

**C.** Escalating incidents to a support team for resolution

**D.** Trend analysis of incident records

**ANSWER: D**

## QUESTION NO: 8

What includes governance as a component?

**A.** Practices

**B.** The service value chain

**C.** The service value system

**D.** The guiding principles

**ANSWER: C**

## QUESTION NO: 9

What must always be done before an activity is automated?

**A.** Check that the activity has already been optimized

**B.** Check that suitable new technology has been purchased

**C.** Ensure that DevOps has been successfully implemented

**D.** Ensure the solution removes the need for human intervention

**ANSWER: A**

## QUESTION NO: 10

Which is part of service provision?

**A.** The management of resources configured to deliver the service

**B.** The management of resources needed to consume the service

**C.** The grouping of one or more services based on one or more products

**D.** The joint activities performed to ensure continual value co-creation

**ANSWER: A**

## QUESTION NO: 11

Identify the missing word in the following sentence.

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the [?], and the CIs that support them, is available when and where it is needed.

**A.** relationships with suppliers

**B.** configuration of services

**C.** skills of people

**D.** authorization of changes

**ANSWER: B**

**Explanation:**

Reference: https://wiki.process-symphony.com.au/framework/lifecycle/process/service-configuration-management-itil-4/

## QUESTION NO: 12

Which usually requires a team of representatives from many stakeholder groups?

**A.** Fulfilling a service request

**B.** Authorizing an emergency change

**C.** Logging a new problem

**D.** Investigating a major incident

**ANSWER: D**

## QUESTION NO: 13

What is defined as a cause, or potential cause, of one or more incidents?

**A.** Change

**B.** Event

**C.** Known error

**D.** Problem

**ANSWER: D**

## QUESTION NO: 14

Where should all master copies of controlled software and documentation be stored?

**A.** In the definitive capacity library

**B.** In the definitive media library

**C.** In the definitive security library

**D.** In the definitive production library

**ANSWER: B**

## QUESTION NO: 15

Which is a service request?

**A.** Requesting a workaround for an issue

**B.** Requesting information about how to create a document

**C.** Requesting an enhancement to an application

**D.** Requesting investigation of a degraded service

**ANSWER: B**