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ITILFND

ITIL 4 Foundation

Score: 800/1000

Version:

Time Limit: 120 Minutes

Exam A (19 questions)

Question 1

Identify the missing word in the following sentence.

The purpose of the supplier management practice is to ensure that the organization's suppliers and their [?] are managed appropriately to support the seamless provision of quality products and services.

- ☐ costs
- ☐ users
- ☐ value
- ☐ performances

Question 2

Which is a key requirement for a successful service level agreement?

- ☐ It should be written in legal language
- ☐ It should be simply written and easy to understand
- ☐ It should be based on the service provider's view of the service
- ☐ It should relate to simple operational metrics

Question 3

When planning 'continual improvement', which approach for assessing the current state of a service is CORRECT?

- ☐ An organization should always use a single technique to ensure metrics are consistent
- ☐ An organization should always use a strength, weakness, opportunity and threat (SWOT) analysis
- ☐ An organization should always develop competencies in methodologies and techniques that will meet their needs
- ☐ An organization should always use an approach that combines Lean, Agile and DevOps methodologies

Question 4

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

- ☐ Change
- ☐ Event
- ☐ Known error
- ☐ Problem

Question 5

What is warranty?

- ☐ Assurance that a product or service will meet agreed requirements
- ☐ The amount of money spent on a specific activity or resource
- ☐ The functionality offered by a product or service to meet a particular need
- ☐ The perceived benefits, usefulness and importance of something

Question 6

When should the effectiveness of a problem workaround be assessed?

- ☐ Whenever the workaround is used
- ☐ Whenever the problem is resolved
- ☐ Whenever the workaround becomes a known error
- ☐ Whenever the problem is prioritized

Question 7

Which describes a set of defined steps for implementing improvements?

- ☐ The 'improve' value chain activity
- ☐ The 'continual improvement register'
- ☐ The 'continual improvement model'
- ☐ The 'engage' value chain activity

Question 8

Which guiding principle recommends standardizing and streamlining manual tasks?

- ☐ Optimize and automate
- ☐ Collaborate and promote visibility
- ☐ Focus on value
- ☐ Think and work holistically

Question 9

How does a service consumer contribute to the reduction of risk?

- ☐ By paying for the service
- ☐ By managing server hardware
- ☐ By communicating constraints
- ☐ By managing staff availability

Question 10

Which guiding principle recommends eliminating activities that do not contribute to the creation of value?

- ☐ Start where you are
- ☐ Collaborate and promote visibility
- ☐ Keep it simple and practical
- ☐ Optimize and automate

Question 11

Which statement about a 'continual improvement register' is CORRECT?

- ☐ It should be managed at the senior level of the organization
- ☐ It should be used to capture user demand
- ☐ There should only be one for the whole organization
- ☐ It should be re-prioritized as ideas are documented

Question 12

Which statement about service desks is CORRECT?

- ☐ The service desk should work in close collaboration with support and development teams
- ☐ The service desk should rely on self-service portals instead of escalation to support teams
- ☐ The service desk should remain isolated from technical support teams
- ☐ The service desk should escalate all technical issues to support and development teams

Question 13

Identify the missing word in the following sentence.

A change is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on [?].

- ☐ assets
- ☐ values
- ☐ elements
- ☐ services

Question 14

Which practice updates information relating to symptoms and business impact?

- ☐ Service level management
- ☐ Change control
- ☐ Service request management
- ☐ Incident management

Question 15

Which dimension considers how knowledge assets should be protected?

- ☐ Organizations and people
- ☐ Partners and suppliers
- ☐ Information and technology
- ☐ Value streams and processes

Question 16

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?

- ☐ Service management
- ☐ Continual improvement
- ☐ A service
- ☐ An IT asset

Question 17

What is a recommendation of the 'focus on value' guiding principle?

- ☐ Make 'focus on value' a responsibility of the management
- ☐ Focus on the value of new and significant projects first
- ☐ Focus on value for the service provider first
- ☐ Focus on value at every step of the improvement

Question 18

Which is a service request?

- ☐ Requesting a workaround for an issue
- ☐ Requesting information about how to create a document
- ☐ Requesting an enhancement to an application
- ☐ Requesting investigation of a degraded service

Question 19

Which is part of service provision?

- ☐ The management of resources configured to deliver the service
- ☐ The management of resources needed to consume the service
- ☐ The grouping of one or more services based on one or more products
- ☐ The joint activities performed to ensure continual value co-creation