ITIL 4 Foundation

1. How are target resolution times used in the 'incident management' practice?

A. They are agreed, documented, and communicated to help set user expectations

B. They are established, reviewed, and reported to ensure that customers are happy with the service

C. They are initiated, approved, and managed to ensure that predictable responses are achieved

D. They are scheduled, assessed and authorized to reduce the risk of service failures

Answer(s): A

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2. Why should some service requests be fulfilled with no additional approvals?

A. To ensure that spending is properly accounted for

B. To ensure that information security requirements are met

C. To streamline the fulfilment workflow

D. To set user expectations for fulfilment times

Answer(s): C

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3. What is a set of specialized organizational capabilities for enabling value for customers in the form of services?

A. Service offering

B. Service provision

C. Service management

D. Service consumption

Answer(s): C

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4. Which gives a user access to a system?

A. Service requirement

B. Service agreement

C. Service consumption

D. Service provision

Answer(s): D

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5. Which statement about managing incidents is CORRECT?

A. Low impact incidents should be resolved efficiently, making logging unnecessary

B. The 'incident management' practice should use a single process regardless of the impact of the incident

C. Low impact incidents should be resolved efficiently so the resource required is reduced

D. Incidents with the lowest impact should be resolved first

Answer(s): C

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6. Which statement about the service value chain is CORRECT?

A. The service value chain converts value into demand

B. Each value chain activity uses different combinations of practices to convert inputs into outputs

C. Each value chain activity identifies a requirement for resources from an external supplier

D. The service value chain uses value streams to describe a combination of consumers and providers

Answer(s): B

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7. What describes how components and activities work together to facilitate value creation?

A. The ITIL service value system

B. The ITIL guiding principles

C. The four dimensions of service management

D. A service relationship

Answer(s): A

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8. Which practice involves the management of vulnerabilities that were not identified before the service went live?

A. Service request management

B. Problem management

C. Change control

D. Service level management

Answer(s): B

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9. Which statement about the use of measurement in the 'start where you are' guiding principle is CORRECT?

A. It should always be used to support direct observation

B. It should always be used instead of direct observation

C. Measured data is always more accurate than direct observation

D. The act of measuring always positively impacts results

Answer(s): A

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10. Which ITIL practice recommends performing service reviews to ensure that services continue to meet the needs of the organization?

A. Service desk

B. Service request management

C. Service level management

D. Service configuration management

Answer(s): C

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11. What should be considered as part of the 'partners and suppliers' dimension?

A. The level of integration and formality involved in the relationships between organizations

B. The activities, workflows, controls and procedures needed to achieve the agreed objectives

C. The information created, managed and used in the course of service provision and consumption

D. The required skills and competencies of teams and individual members of the organization

Answer(s): A

12. Which practice makes new services available for use?

A. Change enablement

B. Release management

C. Deployment management

D. IT asset management

Answer(s): B

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13. Which activity contributes to the 'where are we now?' step of the 'continual improvement' model?

A. Executing improvement actions

B. Performing baseline assessments

C. Defining the improvement plan

D. Understanding the business mission

Answer(s): B

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14. Which guiding principle considers the importance of customer loyalty?

A. Progress iteratively with feedback

B. Focus on value

C. Optimize and automate

D. Start where you are

Answer(s): B

15. Which is a recommendation of the guiding principle 'think and work holistically'?

A. Conduct a review of existing service management practices and decide what to keep and what to discard

B. Review how an improvement initiative can be organized into smaller, manageable sections that can be completed in a timely manner

C. Review service management practices and remove any unnecessary complexity

D. Use the four dimensions of service management to ensure coordination of all aspects of an improvement initiative

Answer(s): D

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16. Which statement about 'continual improvement' is CORRECT?

A. All improvement ideas should be logged in a single 'continual improvement register'

B. A single team should carry out 'continual improvement' across the organization

C. 'Continual improvement' should have minimal interaction with other practices

D. Everyone in the organization is responsible for some aspects of 'continual improvement'

Answer(s): D

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17. What impact does automation have on a service desk?

A. Less low level work and a greater ability to focus on user experience

B. Increased phone contact and a reduced ability to focus on user experience

C. Ability to work from multiple locations, geographically dispersed

D. Ability to work from a single centralized location

Answer(s): A

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18. Identify the missing word(s) in the following sentence:

The service desk should be the entry point and single point of contact for the [?] with all of its users.

A. Service consumer

B. Service provider

C. Customer

D. Supplier

Answer(s): B

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19. What aspect of 'service level management' asks service consumers what their work involves and how technology helps them?

A. Customer engagement

B. Operational metrics

C. Business metrics

D. Customer feedback

Answer(s): A

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20. Which is a result of applying the guiding principle 'progress iteratively with feedback'?

A. The ability to discover and respond to failure earlier

B. Standardization of practices and services

C. Understanding the customer's perception of value

D. Understanding the current state and identifying what can be reused

Answer(s): A