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ITIL 4 Foundation

ITIL ITILFND-V4

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QUESTION NO: 1

Which statement about problems is CORRECT?

- A. Problems are not related to incidents.
- B. Problems must be resolved quickly in order to restore normal business activity.
- C. Problem analysis should focus on one of the four dimensions to achieve a fast diagnosis.
- D. Problem prioritization involves risk assessment.

ANSWER: B

Explanation:

Reference: <https://www.bmc.com/blogs/itil-problem-management/>

QUESTION NO: 2

Which guiding principle recommends consideration of the four dimensions in order to make something as effective and as useful as it needs to be?

- A. Focus on value
- B. Start where you are
- C. Optimize and automate
- D. Think and work holistically

ANSWER: C

Explanation:

Reference: <https://www.sysaid.com/blog/itil/the-7-guiding-principles-of-itil-4-practical-advice-to-help-you-make-decisions>

7. Optimize and automate

You need to use all of your resources as effectively and efficiently as you can. This means that you should automate wherever you can, and use people only for tasks that can't be automated. It also means that you need to think carefully about what you can automate and about the circumstances where only a person will do; and about simplifying those processes you do decide to automate to eliminate wasteful or inefficient steps.

You should always optimize the work BEFORE you automate it, as automating something that is inefficient or ineffective may just result in you doing the wrong thing faster!

QUESTION NO: 3

When using the ITIL continual improvement model, which information should be produced by an organization in order to understand where the organization is now?

- A. KPI reports
- B. Improvement plans
- C. Assessment results
- D. Business objectives

ANSWER: A

QUESTION NO: 4

What MAIN factors are considered to assess the priority of an incident?

- A. The urgency and impact
- B. The impact and complexity
- C. The cost and urgency
- D. The complexity and cost

ANSWER: A

QUESTION NO: 5

Which are elements of the service value system?

- A. Service provision, service consumption, service relationship management
- B. Governance, service value chain, practices
- C. Outcomes, utility, warranty
- D. Customer value, stakeholder value, organization

ANSWER: B

QUESTION NO: 6

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. configuration of relationships
- B. configuration of services
- C. configuration of organizations
- D. configuration of outcomes

ANSWER: B

Explanation:

Reference: <https://wiki.process-symphony.com.au/framework/lifecycle/process/service-configuration-management-iti1-4/>

Description

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of services, and the CIs that support them, is available when and where it is needed. This includes information on how CIs are configured and the relationships between them.

Configuration item: Any component that needs to be managed in order to deliver an IT service

Configuration management provides information on the CIs that contribute to each service and their relationships: how they interact, relate, and depend on each other to create value for customers and users. This includes information about dependencies between services. This high-level view is often called a service map or service model, and forms part of the service architecture.

QUESTION NO: 7

What is the purpose of the 'monitoring and event management' practice?

- A. To restore normal service operation as quickly as possible
- B. To manage workarounds and known errors
- C. To capture demand for incident resolution and service requests
- D. To systematically observe services and service components

ANSWER: D

QUESTION NO: 8

A flaw in an application could cause a service to fail. IT staff are actively analyzing the application to try and understand what is going on.

What is the correct name for this type of flaw?

- A. Known error
- B. Incident
- C. Problem
- D. Event

ANSWER: C

Explanation:

Reference: <https://www.manageengine.com/products/service-desk/itil/what-is-problem-management.html>

QUESTION NO: 9

Which is a use of the change schedule?

- A. Assigning resources to changes
- B. Deciding the approval authority for changes
- C. Automating the change process
- D. Creating change models

ANSWER: A

Explanation:

Reference: <https://www.bmc.com/blogs/itil-change-enablement/>

The **change schedule** is used to help plan changes, assist in communication, avoid conflicts, and assign resources. It can also be used after changes have been deployed to provide information needed for incident management, problem management, and improvement planning. It is important to expose the change schedule to all key stakeholders involved in the changes, through communication channels which are likely to get the message to them in a timely manner.

QUESTION NO: 10

What is the purpose of the 'information security management' practice?

- A. To protect the information needed by the organization to conduct its business
- B. To observe services and service components
- C. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed
- D. To plan and manage the full lifecycle of all IT assets

ANSWER: A

QUESTION NO: 11

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: 12

Identify the missing word in the following sentence.

A customer defines the [?] for a service and takes responsibility for the outcomes of service consumption.

- A. requirements
- B. products
- C. suppliers
- D. resources

ANSWER: A

Explanation:

Reference:

<https://www.bmc.com/blogs/itil-key-concepts-service-management/#:~:text=Stakeholders%20in%20Service%20Management,-This%20new%20perspective&text=Customer%3A%20A%20person%20who%20defines,%3B%20e.g.%2C%20the%20IT%20Manager.&text=Sponsor%3A%20A%20person%20who%20authorizes,%3B%20e.g.%2C%20the%20Finance%20Manager>

The term service consumer is generic by nature, so we can further delineate roles such as:

- **Customer:** A person who defines the requirements for a service and takes responsibility for the outcomes of service consumption; e.g., the **IT Manager**.
- **User:** A person who uses services; e.g. the company employees.
- **Sponsor:** A person who authorizes budget for service consumption; e.g., the Finance Manager.

QUESTION NO: 13

What can a service remove from the consumer and impose on the consumer?

- A. Utility
- B. Asset
- C. Cost
- D. Outcome

ANSWER: C

QUESTION NO: 14

Which dimension considers how knowledge assets should be protected?

- A. Organizations and people
- B. Partners and suppliers
- C. Information and technology
- D. Value streams and processes

ANSWER: C

QUESTION NO: 15

In which situation will incident management USUALLY use a separate process?

- A. Where the cause must be diagnosed
- B. For information security incidents
- C. Where no target resolution time exists
- D. For low impact incidents

ANSWER: B