PEOPLECERT

ITIL-4-Foundation

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QUESTION & ANSWERS

QUESTION 1

What is an IT asset?

A. The removal of anything that could have a direct or indirect effect on services
B. Any component that needs to be managed in order to deliver a service
C. A request from a user that initiates a service action
D. Any financially valuable component that can contribute to delivery of an IT product or service

Correct Answer: D

Explanation/Reference:

Reference: https://www.bmc.com/blogs/itil-service-request-management/

QUESTION 2

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

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

Correct Answer: D

QUESTION 3

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

Correct Answer: C

QUESTION 4

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

A. By paying for the service
B. By managing server hardware
C. By communicating constraints
D. By managing staff availability

Correct Answer: C

QUESTION 5

Which practice provides visibility of the organization's services by capturing and reporting on service performance?

A. Service desk
B. Service level management
C. Service request management
D. Service configuration management

Correct Answer: B

QUESTION 6

Which directly assists with the diagnosis and resolution of simple incidents?

A. Scripts for collecting user information
B. Use of shift working patterns
C. Fulfillment of service requests
D. Creation of a temporary team

Correct Answer: A

QUESTION 7

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

Correct Answer: B

QUESTION 8

Which practice is responsible for moving new or changed components to live or other environments?

A. Release management
B. Deployment management
C. Change enablement
D. Supplier management

Correct Answer: B

Explanation/Reference:

Reference: https://www.sysaid.com/blog/entry/itil-4-practices-whats-new-and-changed

QUESTION 9

Which practice needs people who understand complex systems and have creative and analytical skills?

A. Change enablement
B. Service level management
C. Service request management
D. Problem management

Correct Answer: D

QUESTION 10

Which practice has a purpose that includes aligning the organization's practices and services with changing business needs?

A. Relationship management
B. Continual improvement

C. Service configuration management

D. Service level management

Correct Answer: B

QUESTION 11

What term is used to describe whether a service will meet availability, capacity and security requirements?

A. Outcomes

B. Value

C. Utility

D. Warranty

Correct Answer: D

QUESTION 12

Which competencies are required by the 'service level management' practice?

A. Problem investigation and resolution

B. Incident analysis and prioritization

C. Business analysis and commercial management

D. Balanced scorecard reviews and maturity assessment

Correct Answer: C

QUESTION 13

Which activity is part of the 'continual improvement' practice?

A. Populating and maintaining the asset register

B. Providing a clear path for users to report issues, queries, and requests

C. Delivering tactical and operational engagement with customers

D. Identifying and logging opportunities

QUESTION 14

Which helps to streamline the fulfilment of service requests?

A. Understanding which service requests can be accomplished with limited approvals
B. Creating new workflows for every service request
C. Separating requests relating to service failures from the degradation of services
D. Eliminating service requests which have complex workflows

QUESTION 15

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

QUESTION 16

Which statement about service desks is CORRECT?

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

QUESTION 17

Which Practice includes management of workarounds and known errors?

- A. Monitoring and event management
- B. Service configuration management
- C. Problem management
- D. Incident management

Correct Answer: C

Explanation/Reference:

What is problem management?
The purpose of problem management is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors.
Problems are related to incidents, but it is important to differentiate them in the way they are managed:
Incidents have an impact on users or business processes, and must be resolved so that normal business
activity can take place.
Problems are the causes of incidents therefore they require investigation and analysis to identify the causes, develop workarounds, and recommend longer-term resolution. This reduces the number and impact of future incidents.

QUESTION 18

Which are the elements of process control?

- A. Inputs, outputs and triggers
- B. Work instructions, procedures and roles
- C. Resources, capabilities and metrics
- D. Process owner, policy and objectives

Correct Answer: D

QUESTION 19

Which practice provides users with a way to get various requests arranged, explained and coordinated?

- A. Service level management
- B. Relationship management
- C. Continual improvement

D. Service desk

Explanation/Reference:

Over time, the focus of service desks has broadened from simply logging and resolving technical issues, to
proving more comprehensive support for people and the business. They are increasingly being used to get
various matters arranged, explained, and coordinated. The service desk has a major influence on user
experience and how the service provider is perceived by the users. By understanding and acting on the
business context of transactional activity (i.e. logging tickets), the service desk is better placed to add value to
the organization.
Reference: https://www.bmc.com/blogs/itil-service-desk/

QUESTION 20

What is an output?

A. A possible event that could cause harm or loss
B. Something created by carrying out an activity
C. A result for a stakeholder
D. A change of state that has significance for the management of a configuration item

QUESTION 21

Which statement about change authorities is CORRECT?

A. Change authorities are only required for authorizing emergency changes
B. Change authorities are assigned when each change is deployed
C. Change authorities are only required for authorizing normal changes
D. Change authorities are assigned for each type of change and change model

QUESTION 22

Which guiding principle says that services and processes should NOT provide a solution for every exception?

- A. Keep it simple and practical
- B. Think and work holistically
- C. Optimize and automate
- D. Collaborate and promote visibility

Correct Answer: A

QUESTION 23

Identify the missing word in the following sentence.
A [?] is the addition, modification, or removal of anything that could have a direct or indirect effect on services

- A. problem
- B. risk
- C. change
- D. configuration item

Correct Answer: C

QUESTION 24

What is required by all service desk staff?

- A. Excellent technical knowledge
- B. Root cause analysis skills
- C. Demonstration of emotional intelligence
- D. Knowledge of telephony technology

Correct Answer: C

QUESTION 25

What is defined as an unplanned interruption or reduction in the quality of a service?

A. An incident
B. A problem
C. A change
D. An event

Correct Answer: A

QUESTION 26

Which practice provides support for managing feedback, compliments and complaints from users?

A. Change control
B. Service request management
C. Problem management
D. Incident management

Correct Answer: B

QUESTION 27

Which statement about IT service management is CORRECT?
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A. It is performed by customers using a mix of IT systems, services and processes
B. It is performed by IT service providers using a mix of suppliers and their products
C. It is performed by the service desk using a mix of people, process and technology
D. It is performed by IT service providers using a mix of people, process and technology

Correct Answer: D

QUESTION 28

Which describes a CORRECT approach to change authorization?

A. Changes included in the change schedule are pre-authorized and do not need additional authorization
B. formal changes should be assessed and authorized before they are deployed
C. Emergency changes should be authorized by as many people as possible to reduce risk
D. formal changes are typically implemented as service requests and authorized by the service desk

QUESTION 29

Which is a purpose of the 'service desk' practice?

A. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents
B. To capture demand for incident resolution and service requests
C. To set clear business-based targets for service performance
D. To maximize the number of successful IT changes by ensuring risks are properly assessed

QUESTION 30

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

QUESTION 31

Which statement about outcomes is CORRECT?

A. An outcome can be enabled by more than one output
B. Outcomes are how the service performs
C. An output can be enabled by one or more outcomes
D. An outcome is a tangible or intangible activity

QUESTION 32

Which guiding principle helps an organization to understand the impact of an altered element on other elements in a system?

A. Focus on value
B. Start where you are
C. Think and work holistically
D. Keep it simple and practical

Correct Answer: C

QUESTION 33

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

Correct Answer: B