

➤ **Vendor: EXIN**

➤ **Exam Code: ITILFNDv4**

➤ **Exam Name: ITIL 4 Foundation**

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QUESTION 771

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 772

Which practice has a purpose that includes managing risks to confidentiality, integrity and availability?

- A. Information security management
- B. Continual improvement
- C. Monitoring and event management
- D. Service level management

Answer: A

QUESTION 773

What is a change schedule used for?

- A. To help plan emergency changes
- B. To help authorize standard changes
- C. To help assign a change authority
- D. To help manage normal changes

Answer: D

QUESTION 774

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: C

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QUESTION 775

Which role approves the cost of services?

- A. User
- B. Change authority
- C. Sponsor
- D. Customer

Answer: C

QUESTION 776

What actions does a service desk take for all issues, queries and requests that are reported to them?

- A. Schedule, assess, authorize
- B. Diagnose, investigate, resolve
- C. Initiate, approve, fulfill
- D. Acknowledge, classify, own

Answer: C

QUESTION 777

Which is an external input to the service value chain?

- A. The 'improve' value chain activity
- B. An overall plan
- C. Customer requirements
- D. Feedback loops

Answer: C

QUESTION 778

Which is included in the purpose of the 'service level management' practice?

- A. To maximize the number of successful service and product changes
- B. To ensure accurate information about the configuration of services is available
- C. To set clear business-based targets for service levels
- D. To ensure that suppliers and their performance are managed appropriately

Answer: C

QUESTION 779

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 780

Which value chain activity ensures that service components meet agreed specifications?

- A. Plan
- B. Design and transition

- C. Obtain/build
- D. Deliver and support

Answer: C

QUESTION 781

Which ITIL practice has the purpose to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels?

- A. Supplier management
- B. Change enablement
- C. Relationship management
- D. Service desk

Answer: C

QUESTION 782

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 783

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

Answer: D

QUESTION 784

What is the definition of a known error?

- A. An unplanned interruption to a service, or reduction in the quality of a service
- B. A cause, or potential cause, of one or more incidents
- C. A problem that has been analyzed and has not been resolved
- D. Any change of state that has significance for the management of a service or other configuration item (CI)

Answer: C

QUESTION 785

Which will NOT be handled as a service request?

- A. The degradation of a service
- B. The replacement of a toner cartridge
- C. The provision of a laptop
- D. A complaint about a support team

Answer: A

