

➤ **Vendor: EXIN**

➤ **Exam Code: ITILFNDv4**

➤ **Exam Name: ITIL 4 Foundation**

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QUESTION 873

Which statement about a service value stream is CORRECT?

- A. it uses inputs and outputs prescribed by ITIL
- B. It is a service value chain activity
- C. It integrates practices for a specific scenario
- D. It provides an operating model for service providers

Answer: C

QUESTION 874

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

- A. Outcomes
- B. Value
- C. Utility
- D. Warranty

Answer: D

QUESTION 875

Identify the missing word in the following sentences. A service is a means of enabling value co-creation by facilitating [?] that customers want to achieve, without the customer having to manage specific costs and risks

- A. utility
- B. warranty
- C. outcomes
- D. outputs

Answer: C

QUESTION 876

A service offering may include, access to resources, and service actions, which is an example of a service action?

- A. A mobile phone enables a user to work remotely
- B. A password allows a user connect to a Wifi network
- C. A license allows a user to install a software product
- D. A service desk agent provides support to user.

Answer: D

QUESTION 877

Which activity is part of the `continual improvement practice?

- A. handing compliments and complaints from user to identify improvements.
- B. Improving relationships with and between stakeholders.
- C. Prioritizing and creating business cases for improvement initiatives.
- D. Identifying the cause unplanned interruptions to service.

Answer: C

QUESTION 878

Which Practice includes management of workarounds and known errors?

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

Answer: C

QUESTION 879

Which Guid ng principle says that it is not usually necessary to build something new?

- A. Focus on value
- B. start where you are
- C. Progress iteratively with feedback
- D. Think and work holistically

Answer: B

QUESTION 880

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: A

QUESTION 881

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 requ red is reduced
- D. Incidents with the lowest impact should be resolved first

Answer: C

QUESTION 882

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: B

QUESTION 883

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: A

QUESTION 884

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: B

QUESTION 885

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: A

QUESTION 886

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: D

QUESTION 887

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 centralised location

Answer: A

QUESTION 888

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: A

QUESTION 889

What can be used to determine if a service is 'fit for purpose'?

- A. Availability
- B. Warranty
- C. Outcome
- D. Utility

Answer: D

QUESTION 890

In service relationships, what is a benefit of identifying consumer roles?

- A. It enables effective stakeholder management
- B. It provides shared service expectations
- C. It removes constraints from the customer
- D. It enables a common definition of value

Answer: A

QUESTION 891

What varies in size and complexity, and uses functions to achieve its objectives?

- A. A risk
- B. An organization
- C. A practice
- D. An outcome

Answer: B

QUESTION 892

Which includes governance, management practices, and continual improvement?

- A. The service value system
- B. The 'deliver and support' value chain activity
- C. The 'focus on value' guiding principle
- D. The 'value stream and processes' dimension

Answer: A

QUESTION 893

Which statement about service requests is CORRECT?

- A. Complex service requests should be dealt with as normal changes
- B. Service requests that require simple workflows should be dealt with as incidents
- C. Service requests require workflows that should use manual procedures and avoid automation
- D. Service requests are usually formalized using standard procedures for initiation, approval and fulfilment

Answer: D

QUESTION 894

Which dimension focuses on relationships with other organizations that are involved in the design, development, deployment and delivery of services?

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

Answer: C

QUESTION 895

What is defined as a change of state that has significance for the management of an IT service?

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

Answer: A