

➤ **Vendor: EXIN**

➤ **Exam Code: ITIL-4-Foundation**

➤ **Exam Name: ITIL 4 Foundation**

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QUESTION 919

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: B

QUESTION 920

Which describe a 'change authority'?

- A. a model used to determine who will assess a change
- B. A person who approves a change
- C. A tool used to help plan changes
- D. A way to manage the people aspects of change

Answer: C

QUESTION 921

Which statement about output is correct?

- A. They consist of several outcomes.
- B. They capture customer demand for services
- C. They contribute to the achievement of outcomes
- D. They describes how the service performs.

Answer: C

QUESTION 922

Which statement about outcomes is CORRECT?

- A. Outcomes rely on outputs to deliver results for a stakeholder.
- B. Outcomes use activities to produce tangible or intangible deliverables.
- C. Outcomes gives service consumers assurance of products or services

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D. Outcomes help a service consumers to assess the cost of a specific activity

Answer: A

QUESTION 923

Which is an activity of the 'problem management' practice?

- A. Restoration of normal service operation as quickly as possible
- B. Prioritization of problems based on the risk that they pose
- C. Authorization of changes to resolve the cause of problems.
- D. Resolution of incidents in a time that meet customer expectations

Answer: B

QUESTION 924

Which practice has the purpose of ensuring that the organization's suppliers and their performance and managed appropriately to support the provision of seamless, quality products and services?

- A. Release management
- B. Supplier management
- C. Service management
- D. Relationship management

Answer: B

QUESTION 925

Which will help solve incidents more quickly?

- A. Target resolution times
- B. Escalating all incidents to support teams
- C. Collaboration between teams
- D. Detailed procedural steps for incident investigation

Answer: C

QUESTION 926

Which practice is most likely to benefit from the use of chatbots?

- A. Service level management
- B. Change enablement
- C. Continual improvement
- D. Service desk

Answer: D

QUESTION 927

Where are the details of the required performance outcomes of a service denned?

- A. Service level agreements
- B. Service requests
- C. Service components
- D. Service offerings

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Answer: A

QUESTION 928

Which value chain activity ensures a shared understanding of the current status and required direction for all products and services?

- A. Plan
- B. Improve
- C. Design and transition
- D. Deliver and support

Answer: A

QUESTION 929

Which two practices interact the MOST with the service desk practice?

- A. Incident management and service request management
- B. Service request management and deployment management
- C. Deployment management and change enablement
- D. Change enablement and incident management

Answer: A

QUESTION 930

What type of change is MOST likely to be managed as a service request?

- A. A standard change
- B. A normal change
- C. An emergency change
- D. An organizational change

Answer: B

QUESTION 931

Which is an activity of the 'incident management' practice?

- A. Assessing and prioritizing improvement opportunities
- B. Performing service reviews with customers
- C. Providing good-quality updates when expected
- D. Automating service requests to the greatest degree possible

Answer: A

QUESTION 932

Which principle concentrates on service consumers?

- A. Start where you are
- B. Optimize and automate
- C. Keep it simple
- D. Focus on value

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Answer: D

QUESTION 933

Which is included in the purpose of the 'change enablement' practice?

- A. Make new and changed services available for use
- B. Ensure that risks have been properly assessed
- C. Record and report selected changes of state
- D. Plan and manage the full lifecycle of all IT assets

Answer: B

QUESTION 934

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

- A. Identifying the cause of incidents and recommending related improvements
- B. Authorizing changes to implement improvements
- C. Logging and managing incidents that result in improvement opportunities
- D. Making business cases for improvement action

Answer: A

QUESTION 935

Which practice ensures that any addition, modification, or removal of anything that could have an effect on services is assessed and authorized?

- A. Deployment management
- B. Release management
- C. Change enablement
- D. Service configuration management

Answer: C

QUESTION 936

Which is the BEST example of a standard change?

- A. The review and authorization of a change requested by a customer
- B. The implementation of a critical software patch in response to a vendor security issue
- C. The installation of a software application in response to a service request
- D. The replacement of a component in response to a major incident

Answer: C

QUESTION 937

Which can act as an operating model for an organization?

- A. The four dimensions of service management
- B. The service value chain
- C. The ITIL guiding principles
- D. Continual improvement

Answer: B

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QUESTION 938

Which practice recommends the use of event-based surveys to gather feedback from customers?

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

Answer: A

QUESTION 939

Which guiding principle leads to a faster response to customer needs by timeboxing activities and learning from the outputs of previous activities?

- A. Focus on value
- B. Progress iteratively with feedback
- C. Collaborate and promote visibility
- D. Optimize and automate

Answer: B

QUESTION 940

Which practice has a purpose that deludes maximizing the number of successful additions modifications, or removals of anything that could have an effect on a service?

- A. Service request management
- B. Incident management
- C. Service desk
- D. Change enablement

Answer: D

QUESTION 941

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

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

Answer: D

QUESTION 942

Which practice minimizes the impact on normal service operation by managing resources in response to unplanned reductions in service quality?

- A. Incident management
- B. Change enablement
- C. Service level management
- D. Continual improvement

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Answer: A

QUESTION 943

Which practice makes use of methods from Lean, Agile and DevOps?

- A. Service desk
- B. Continual improvement
- C. Problem management
- D. Incident management

Answer: B

QUESTION 944

Which statement about service offerings is CORRECT?

- A. The same product can be used as a basis for more than one service offering
- B. Service offerings include the transfer of goods from the consumer to the provider
- C. Service offerings describe how providers and consumers cooperate to co-create value
- D. Each service should be described to consumers as a single service offering

Answer: A

QUESTION 945

Which is a use of a change schedule?

- A. Speeding up the planning and authorization of emergency changes
- B. Providing information about deployed changes to help manage incidents and problems
- C. Providing a means of initiating and assessing normal changes
- D. Tracking and managing improvement ideas from identification through to final action

Answer: B

QUESTION 946

Which statement about value streams is CORRECT?

- A. Each value stream must include all six value chain activities
- B. Each value stream must be designed for a specific scenario
- C. Each value stream must include all 34 ITIL practices
- D. Each value stream must include suppliers or partners

Answer: B

QUESTION 947

Why should a service level manager carry out regular service reviews?

- A. To ensure that agreements are written simply and are easy to understand
- B. To collect information about service consumer goals and objectives
- C. To capture information about service issues and performance against agreed goals
- D. To ensure continual improvement of services, so that they meet the evolving needs of service consumers

Answer: C

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QUESTION 948

A flaw in an application could cause a service to fail IT staff are actively analysing the application to try and understand what is going on. What is the correct name for this type of flaw?

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

Answer: A

QUESTION 949

Which value chain activity ensures that ongoing service activity meets user expectations?

- A. Plan
- B. Engage
- C. Obtain/build
- D. Deliver and support

Answer: D

QUESTION 950

Which practice's purpose includes creating closer more collaborative relationships?

- A. Supplier management
- B. Information security management
- C. Release management
- D. Service configuration management

Answer: A

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