

➤ **Vendor: EXIN**

➤ **Exam Code: ITIL-4-Foundation**

➤ **Exam Name: ITIL 4 Foundation**

➤ **New Updated Questions from Braindump2go (Updated in August/2022)**

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QUESTION 951

Which TWO are inputs to the service value system?

1. Demand
2. Products
3. Value
4. Opportunity

- A. 1 and 2
- B. 2 and 3
- C. 3 and 4
- D. 1 and 4

Answer: D

QUESTION 952

What role would be MOST suitable for someone with lots of experience working in IT and business roles? They also have experience of managing relationships with various stakeholders, including suppliers and business managers.

- A. Service level manager
- B. Service desk agent
- C. Change authority
- D. Problem analyst

Answer: A

QUESTION 953

Which is the addition, modification or removal of anything that could have an effect on services?

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

Answer: A

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QUESTION 954

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. Think and work holistically
- D. Optimize and automate

Answer: D

QUESTION 955

Which practice is MOST LIKELY to make use of artificial intelligence, robotic process automation, and chatbots?

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

Answer: A

QUESTION 956

What is a problem that has been analysed but has not been resolved?

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

Answer: C

QUESTION 957

Which facilitates outcomes that customers want to achieve?

- A. Service
- B. Warranty
- C. Organization
- D. IT asset

Answer: A

QUESTION 958

Which practice recommends that organizations develop competencies and techniques such as strength, weakness, opportunity, and threat (SWOT) analysis, and balanced scorecards?

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

Answer: B

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QUESTION 959

Which ITIL concept helps an organization to make good decisions?

- A. Four dimensions of service management
- B. Guiding principles
- C. Service value chain
- D. Practices

Answer: B

QUESTION 960

Which is a recommendation for applying the guiding principle 'keep it simple and practical'?

- A. Communicate in a way the audience can hear
- B. Sometimes nothing from the current state can be re used
- C. If a practice is easier to follow it is more likely to be adopted
- D. Fast does not mean incomplete

Answer: C

QUESTION 961

Which practice has a purpose that includes responding to conditions that could lead to potential faults or incidents?

- A. Incident management
- B. Service request management
- C. Monitoring and event management
- D. Change enablement

Answer: C

QUESTION 962

What role would be MOST suitable for a new graduate with great levels of empathy and understanding of business issues? They also have good communication skills, high emotional intelligence, and a broad understanding of IT technology.

- A. Service level manager
- B. Service desk agent
- C. Change authority
- D. Problem analyst

Answer: B

QUESTION 963

Which practice nurtures links with stakeholders at strategic and tactical levels'?

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

Answer: B

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QUESTION 964

Which is a way of applying the guiding principle 'focus on value'?

- A. Understanding how service consumers use services
- B. Comprehending the whole, but doing something
- C. Recognizing the complexity of systems
- D. Doing fewer things, but doing them better

Answer: A

QUESTION 965

Which of the following is NOT recommended by the guiding principle 'start where you are'?

- A. Asking questions that appear to be stupid
- B. Identifying what is available to be leveraged
- C. Building something completely new
- D. Collecting data directly from the source

Answer: C

QUESTION 966

Which is a use of a continual improvement register?

- A. Planning changes, assisting in communication, avoiding conflicts, and assigning resources
- B. Selecting the right method, model or technique for identifying improvements
- C. Tracking and managing improvement ideas from identification through to final action
- D. Describing the services designed to meet the needs of a consumer group

Answer: C

QUESTION 967

Which practice uses pre-defined, standardized procedures to enable fulfilment times to be clearly communicated?

- A. Incident management
- B. Service level management
- C. Problem management
- D. Service request management

Answer: D

QUESTION 968

Which TWO of the following are considerations of change enablement?

1. Managing the people aspects of change
2. Ensuring that organizational transformations are successful
3. Maximizing the number of successful service changes
4. Ensuring that changes are properly assessed

- A. 1 and 2
- B. 2 and 3
- C. 3 and 4
- D. 1 and 4

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Answer: A

QUESTION 969

How can a service consumer contribute to the reduction of risk?

- A. By providing the service in accordance with requirements
- B. By ensuring that the service provider's resources are correctly configured
- C. By fully understanding their own requirements for the service
- D. By managing the detailed level of risk on behalf of the service provider

Answer: C

QUESTION 970

In which case would a problem be logged?

- A. When the cause is identified but not resolved
- B. After analysis of error information from a supplier
- C. When a user reports an unplanned service interruption
- D. After a workaround is identified and documented

Answer: A

QUESTION 971

Which practice helps to ensure that the services delivered to customers are aligned with their needs?

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

Answer: D

QUESTION 972

Which service request management decisions require that policies are established?

- A. Deciding how degradations of service are resolved
- B. Deciding how to handle service requests where the steps are unknown
- C. Deciding which service requests require approval
- D. Deciding when workarounds should be used

Answer: C

QUESTION 973

Which dimension of service management considers how activities are coordinated?

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

Answer: D

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QUESTION 974

A user contacts the service desk to ask how they can create a report. Which practice is MOST LIKELY to contribute to resolving this issue?

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

Answer: C

QUESTION 975

Which practices is MOST associate with the use of empathy to understand users?

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

Answer: A

QUESTION 976

Identify the missing word in the following sentence.

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

- A. Requirements
- B. Resources
- C. Suppliers
- D. products

Answer: A

QUESTION 977

Which of the following is included in the purpose of the 'continual improvement' printer?

- A. The restoration of normal service operation as quickly as possible
- B. The establishment of Inks between the organization and its stakeholders at strategic and tactical levels
- C. The alignment of the organization's practices and services with changing business needs
- D. The reduction of the likelihood and impact of incidents

Answer: C

QUESTION 978

Which is an example are problem control activity?

- A. Reviewing incident records to identify trends
- B. Implementing a technical fix to resolve an issue
- C. Re-assessing a known error to understand the ongoing impact
- D. Documenting the steps in a workaround

Answer: D

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QUESTION 979

Which of the following is the MOST important 'or effective incident management?

- A. Collaboration tools and techniques
- B. Balanced scorecard review
- C. Automated pipelines
- D. A variety of access channels

Answer: A

QUESTION 980

Which practice handles all pre-defined user-initiated service actions?

- A. Deployment management
- B. Incident management
- C. Service level management
- D. Service request management

Answer: D

QUESTION 981

Which is an example o' a service request?

- A. A request for normal operation to be restored
- B. A request to implement a security patch
- C. A request for access to a file
- D. A request to investigate the cause of an incident

Answer: C

QUESTION 982

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

Answer: D

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