[Apr 11, 2022 ITIL ITIL-4-Foundation Real Exam Questions and Answers FREE [Q59-Q75

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ITIL ITIL-4-Foundation Exam Syllabus Topics:

TopicDetailsTopic 1- Whilst At The Same Time Expand To Be Integrated To Different Areas Of Service Management And IT, From Demand To ValueTopic 2- Key Concepts From Lean, Agile, Devops, And Why These Are Important To Deliver Business ValueTopic 3- The Guiding Principles Of ITIL 4- The Four Dimensions Of Service ManagementTopic 4- How ITIL Practices Described In ITIL 4 Will Maintain The Value And Importance Provided By The Current ITIL ProcessesTopic

5   - A Holistic Approach To The Facilitation Of Co-Creation Of Value With Customers And Other Stakeholders In The Form Of Products And Services

NO.59 Identify the missing word in the following sentence.

A change is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on [?].
* assets

* values
* elements
* services

NO.60 Which practice is responsible for moving new or changed components to live or other environments?
* Release management
* Deployment management
* Change enablement
* Supplier management

NO.61 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
* 1 and2
* 2 and 3
* 3 and 4
* 1 and 4

NO.62 Which statement about outcomes is CORRECT?
* Outcomes help service consumers achieve outputs
* Outcomes are one or more services that fulfil the needs of a service consumer
* Service providers help service consumers achieve outcomes
* Helping service consumers achieve outcomes reduces service provider costs

NO.63 Which practices are typically involved in the implementation of a problem resolution?

1. Continual improvement

2. Service request management

3. Service level management

4. Change control
* 1 and 2
* 1 and 4
* 3 and 4
* 2 and 3

NO.64 Which practice facilitates operational communication between the service provider organization and users in the service consumer organization?
* Service level management
* Relationship management
* Service desk
* Monitoring and event management

NO.65 Which is a key requirement for successful service level agreements (SLAs)?

* They should be written using language and terms v/hich all parties will understand
* They should be based on system-based metrics which are useful to the service provider
* They should be carried forward, unchanged, ‘rom one year to the next to enable uunsisleni service
* They should avoid ambiguous targets such as those relating to user experience

NO.66 Which usually requires a team of representatives from many stakeholder groups?

* Fulfilling a service request
* Authorizing an emergency change
* Logging a new problem
* Investigating a major incident

NO.67 What happens if a workaround becomes the permanent way of dealing with a problem that cannot be resolved cost-effectively?

* The problem record is deleted
* The problem remains in the known error status
* A change request is submitted to change control
* Problem management restores the service as soon as possible

NO.68 Which describes normal changes?

* Changes that need to be scheduled and assessed following a process
* Changes that are low-risk and pre-authorized
* Changes that are typically initiated as service requests
* Changes that must be implemented as soon as possible

NO.69 What is a cause, or potential cause, of one or more incidents?

* A configuration item
* A workaround
* An incident
* A problem

NO.70 What is an incident?

* The planned removal of an item that might affect a service
* A result enabled by one or more outputs
* A possible future event that could cause harm
* A service interruption resolved by the use of self-help tools

NO.71 Which does the ITIL service value system discourage?

* Coordinated authorities and responsibilities
* Organizational silos
* Interfaces among practices
* Organizational agility

Explanation

Architecture of the ITIL SVS specifically enables flexibility and discourages siloed working. This is because the service value chain and practices do not form a fixed, rigid structure, but rather they can be combined in multiple value streams to address the needs of the organization in a variety of scenarios, with open flow of communication across the many interfaces.

Reference: https://www.bmc.com/blogs/itil-service-value-system/

NO.72 Which guiding principle considers how the steps of a process can be performed as efficiently as possible?

* Start where you are

* Focus on value

* Think and work holistically

* Optimize and automate

Reference: https://www.sysaid.com/blog/entry/the-7-guiding-principles-of-itil-4-practical-advice-to-help-you- make-decisions

NO.73 Which action is performed by a service provider?

* Requesting required service actions

* Authorizing budget for service consumption

* Ensuring access to agreed resources

* Receiving of the agreed goods

Reference: https://www.knowledgehut.com/tutorials/itil4-tutorial/it-service-management-concepts

NO.74 Which statement about costs is CORRECT?

* Costs removed from the consumer are part of service consumption

* Costs imposed on the consumer are costs of service utility

* Costs removed from the consumer are part of the value proposition

* Costs imposed on the consumer are costs of service warranty

NO.75 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.

* Requirements

* Resources

* Suppliers

* products

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