

ITIL V4 Foundation - sample questions quiz 01

ITIL V4 Foundation - sample questions quiz 01

Source: DataSource

Language: [English](#)

Topic: [ITIL](#)

SubTopic: [Quiz](#)

Last Edit By: [DochyJP](#)

LastEdit: 2021-04-14

Document type: [Training](#)

Status: [Active](#)

Access: free

Point added for a correct answer:

Points for an incorrect answer:

Ignore the questions' coefficients: ☐

1 Which value chain activity ensures people understand the organization's vision?

☒

- ☐ Deliver and support
- ☐ Plan
- ☐ Obtain/build
- ☐ Improve

2 What is the first step of the guiding principle 'focus on value'?

☒

- ☐ Determine who the service consumer is in each situation
- ☐ Determine the cost of providing the service
- ☐ Identify the outcomes that the service facilitates
- ☐ Identify all suppliers and partners that are involved in the service

3 Which is a benefit of using an IT service management tool to support incident management?

- ☒ It can provide automated matching of incidents to problems or known errors
- ☐ It can provide automated resolution and closure of complex incidents
- ☐ It can ensure that supplier contracts are aligned with the needs of the service provider
- ☐ It can ensure that incidents are resolved within agreed times

4 What should be included in every service level agreement?

- ☒ A technical description of the service components
- ☐ Legal language
- ☐ Clearly defined service outcomes
- ☐ Details of the system-based metrics used

5 What are the two types of cost that a service consumer should evaluate?

- ☒ The cost of creating the service, and the cost charged for the service
- ☐ The cost of purchasing software, and the cost of purchasing hardware
- ☐ The costs removed by the service, and the costs imposed by the service
- ☐ The cost of provisioning the service, and the cost of improving the service

6 Which practice has the purpose of making new and changed services and features available for use?

- ☒ Release management
- ☐ Change control
- ☐ Deployment management
- ☐ Service request management

7 How does 'service request management' contribute to 'design and transition' activity?

- ☒ By collecting user-specific request requirements
- ☐ By acquiring pre-approved service components

- By initiating standard changes to fulfil service requests
- By providing service request trend and quality information

8 Which describes outcomes?



- Functionality offered by a product or service
- Configuration of an organization's resources
- Tangible or intangible deliverables
- Results for a stakeholder

9 Which value chain activity includes presenting workarounds to users via a service portal?



- Plan
- Engage
- Obtain/build
- Improve

10 How should an organization adopt 'continual improvement' methods?



- Select a single method for all improvements that the organization handles
- Build the capability to use as many improvement methods as possible
- Select a few key methods to suit the types of improvement that the organization handles
- Use a new method for each improvement that the organization handles

11 Which guiding principle recommends organizing work into smaller, manageable sections that can be executed and completed in a timely manner?



- Progress iteratively with feedback
- Focus on value
- Start where you are
- Collaborate and promote visibility

12 Which is NOT usually included as part of 'incident management'?



- Scripts for collecting initial information about incidents
- Formalized processes for logging incidents
- Use of specialized knowledge for complicated incidents
- Detailed procedures for the diagnosis of incidents

13 How does categorization of incidents assist incident management?



- It determines the priority assigned to the incident
- It ensures that incidents are resolved in times agreed with the customer
- It determines how the service provider is perceived
- It helps direct the incident to the correct support area

14 Which is a recommendation of the 'continual improvement' practice?



- There should be a small team dedicated to leading continual improvement efforts
- External suppliers should be excluded from improvement initiatives
- All improvements should be managed as multi-phase projects
- Continual improvement should be isolated from other practices

15 Which two needs should 'change enablement' balance? 1. The need to assess risks and expected benefits 2. The need to manage a change schedule 3. The need to make beneficial changes 4. The need to protect customers and users



- 1 and 4
- 2 and 3
- 3 and 4
- 1 and 2

Submit