## ITIL V4 Foundation - sample questions quiz 01

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Point added for a Points for an inco Ignore the question Shuffle questions	ons' coefficients:
1 Which value cha  ●	in activity ensures people understand the organization's vision?
<ul><li>Plan</li><li>Deliver and sup</li><li>Obtain/build</li><li>Improve</li></ul>	pport
2 What is the first	step of the guiding principle 'focus on value'?
•	
O Identify the out	cost of providing the service tcomes that the service facilitates

O 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?
<ul> <li>It can ensure that incidents are resolved within agreed times</li> <li>It can provide automated resolution and closure of complex incidents</li> <li>It can provide automated matching of incidents to problems or known errors</li> <li>It can ensure that supplier contracts are aligned with the needs of the service provider</li> </ul>
4 What should be included in every service level agreement?
ullet
<ul> <li>A technical description of the service components</li> <li>Clearly defined service outcomes</li> <li>Details of the system-based metrics used</li> <li>Legal language</li> </ul>
5 What are the two types of cost that a service consumer should evaluate?
lacktriangle
<ul> <li>The cost of purchasing software, and the cost of purchasing hardware</li> <li>The cost of creating the service, and the cost charged for the service</li> <li>The cost of provisioning the service, and the cost of improving the service</li> <li>The costs removed by the service, and the costs imposed by the service</li> </ul>
6 Which practice has the purpose of making new and changed services and features available for use?
lacktriangle
<ul> <li>Release management</li> <li>Deployment management</li> <li>Service request management</li> <li>Change control</li> </ul>
7 How does 'service request management' contribute to 'design and transition' activity?
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<ul> <li>By acquiring pre-approved service components</li> <li>By initiating standard changes to fulfil service requests</li> </ul>

<ul><li>O By providing service request trend and quality information</li><li>O By collecting user-specific request requirements</li></ul>
8 Which describes outcomes?
•
<ul> <li>Results for a stakeholder</li> <li>Functionality offered by a product or service</li> <li>Configuration of an organization's resources</li> <li>Tangible or intangible deliverables</li> </ul>
9 Which value chain activity includes presenting workarounds to users via a service portal?
<ul> <li>Engage</li> <li>Obtain/build</li> <li>Improve</li> <li>Plan</li> </ul>
10 How should an organization adopt 'continual improvement' methods?
<ul> <li>Build the capability to use as many improvement methods as possible</li> <li>Use a new method for each improvement that the organization handles</li> <li>Select a few key methods to suit the types of improvement that the organization handles</li> <li>Select a single method for all improvements that the organization handles</li> <li>Which guiding principle recommends organizing work into smaller, manageable sections that can be executed and completed in a timely manner?</li> <li>•</li> </ul>
<ul> <li>Focus on value</li> <li>Progress iteratively with feedback</li> <li>Collaborate and promote visibility</li> <li>Start where you are</li> </ul>
12 Which is NOT usually included as part of 'incident management'?
ullet

<ul> <li>Scripts for collecting initial information about incidents</li> </ul>
Formalized processes for logging incidents
O Detailed procedures for the diagnosis of incidents
<ul> <li>Use of specialized knowledge for complicated incidents</li> </ul>
13 How does categorization of incidents assist incident management?
It determines how the service provider is perceived
○ It determines the priority assigned to the incident
○ It helps direct the incident to the correct support area
$\circ$ It ensures that incidents are resolved in times agreed with the customer
14 Which is a recommendation of the 'continual improvement' practice?
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O Continual improvement should be isolated from other practices
• External suppliers should be excluded from improvement initiatives
O All improvements should be managed as multi-phase projects
<ul> <li>There should be a small team dedicated to leading continual improvement efforts</li> </ul>
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
lacktriangle
0 1 and 2
0 1 and 4
O 3 and 4
○ 2 and 3
Submit