ITIL V4 Foundation - sample questions quiz 01

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Shuffle questions

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

◉

○ Plan
○ Obtain/build
○ Improve
○ Deliver and support

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

◉

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

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 incidents are resolved within agreed times
- ○ It can ensure that supplier contracts are aligned with the needs of the service provider

4 What should be included in every service level agreement?

⦿

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

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

⦿

- ○ The costs removed by the service, and the costs imposed by the service
- ○ 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 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?

⦿

- ○ Service request management
- ○ Release management
- ○ Change control
- ○ Deployment management

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

⦿

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

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

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?

◉

○ Improve
○ Obtain/build
○ Engage
○ Plan

10 How should an organization adopt ‘continual improvement’ methods?

◉

○ Select a single method for all improvements that the organization handles
○ Use a new method for each improvement 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

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
○ Start where you are
○ Collaborate and promote visibility
○ Focus on value

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

◉

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

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
- ○ It ensures that incidents are resolved in times agreed with the customer

14 Which is a recommendation of the ‘continual improvement’ practice?

- ◉

- ○ Continual improvement should be isolated from other practices
- ○ 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

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

- ◉

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

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