

# ITIL V4 Foundation - sample questions quiz 01

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

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

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

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

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

◎

- 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 provide automated matching of incidents to problems or known errors
- It can ensure that incidents are resolved within agreed times

4 What should be included in every service level agreement?

◎

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

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 provisioning the service, and the cost of improving the service
- The cost of purchasing software, and the cost of purchasing hardware
- The cost of creating the service, and the cost charged for the service

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

◎

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

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

◎

- By initiating standard changes to fulfil service requests
- By collecting user-specific request requirements

- By providing service request trend and quality information
- By acquiring pre-approved service components

8 Which describes outcomes?

◎

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

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

◎

- Plan
- Obtain/build
- Engage
- Improve

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

◎

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

◎

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

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

◎

- Scripts for collecting initial information about incidents
- Use of specialized knowledge for complicated incidents
- Formalized processes for logging 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 helps direct the incident to the correct support area
- It determines how the service provider is perceived
- It ensures that incidents are resolved in times agreed with the customer

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

◎

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

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