

ITIL V4 Foundation - sample questions quiz 01

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Ignore the questions' coefficients:

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

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

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

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

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

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

4 What should be included in every service level agreement?

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- 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?

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

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

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

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

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

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

8 Which describes outcomes?

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

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

-
- Plan
- Engage
- Improve
- Obtain/build

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

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- Select a single method for all improvements that the organization handles
- 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

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

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

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

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



- All improvements should be managed as multi-phase projects
- 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

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

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