

# ITIL V4 Foundation - sample questions quiz 01

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Point added for a correct answer:

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

☒

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

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

☒

- ☐ 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

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