

# ITIL-4-Foundation Dumps

## ITIL 4 Foundation

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**NEW QUESTION 1**

Which dimension considers how knowledge assets should be protected?

- A. Organizations and people
- B. Partners and suppliers
- C. Information and technology
- D. Value streams and processes

**Answer: C**

**NEW QUESTION 2**

Which of the following is an example of workaround?

- A. A defective network switch is replaced with a new one
- B. An email server is restored after an incident is reported
- C. Server memory is increased when the server is unresponsive
- D. A server is restarted to resolve an incident

**Answer: D**

**NEW QUESTION 3**

Which is NOT a structure of service desk that is described in the ITIL service operation guidance?

- A. Local
- B. Centralized
- C. Outsourced
- D. Virtual

**Answer: C**

**NEW QUESTION 4**

Which term is used to describe the prediction and control of income and expenditure within an organization?

- A. Charging
- B. Governance
- C. Budgeting
- D. Accounting

**Answer: C**

**NEW QUESTION 5**

Why should service desk staff detect recurring issues?

- A. To help identify problems
- B. To escalate incidents to the correct support team
- C. To ensure effective handling of service requests
- D. To engage the correct change authority

**Answer: A**

**NEW QUESTION 6**

Which dimension of service management considers governance, management, and communication?

- A. Organizations and people
- B. Information and technology
- C. Partners and suppliers
- D. Value streams and processes

**Answer: A**

**NEW QUESTION 7**

Which ITIL practice has a purpose that includes reducing the likelihood of incidents?

- A. Change control
- B. Continual improvement
- C. Problem management
- D. Service desk

**Answer: C**

**NEW QUESTION 8**

How does customer engagement contribute to the 'service level management' practice?

\* 1.It captures information that metrics can be based on

- \* 2.It ensures the organization meets defined service levels
- \* 3.It defines the workflows for service requests
- \* 4. It supports progress discussions

- A. 1 and 4
- B. 3 and 4
- C. 2 and 3
- D. 1 and 2

**Answer:** A

**NEW QUESTION 9**

Which guiding principle recommends standardizing and streamlining manual tasks?

- A. Optimize and automate
- B. Collaborate and promote visibility
- C. Focus on value
- D. Think and work holistically

**Answer:** A

**NEW QUESTION 10**

What is the purpose of the 'relationship management' practice?

- A. To support the agreed quality of a service handling all agreed, userinitiated service requests
- B. To set clear business-based targets for service performance
- C. To establish and nurture the links between the organization and its stakeholders
- D. To align the organization's practices and services with changing business needs

**Answer:** C

**NEW QUESTION 10**

What is an IT asset?

- A. The removal of anything that could have a direct or indirect effect on services
- B. Any component that needs to be managed in order to deliver a service
- C. A request from a user that initiates a service action
- D. Any financially valuable component that can contribute to delivery of an IT product or service

**Answer:** D

**NEW QUESTION 14**

What type of change is pre-authorized, low risk, relatively common, and follows a procedure or work instruction?

- A. A standard change
- B. An emergency change
- C. An internal change
- D. A normal change

**Answer:** A

**NEW QUESTION 15**

Which guiding principle recommends eliminating activities that do not contribute to the creation of value?

- A. Start where you are
- B. Collaborate and promote visibility
- C. Keep it simple and practical
- D. Optimize and automate

**Answer:** C

**NEW QUESTION 16**

How do all value chain activities transform inputs to outputs?

- A. By using a combination of practices
- B. By using a single functional team
- C. By determining service demand
- D. By implementing process automation

**Answer:** A

**NEW QUESTION 19**

Which practice owns and manages issues, queries and requests from users?

- A. Service desk

- B. Problem management
- C. Incident management
- D. Change control

**Answer:** A

**NEW QUESTION 22**

Which practice has a purpose to support the quality of the service by handling all agreed user initiated service requests?

- A. Change control
- B. IT asset management
- C. Service desk
- D. Service request management

**Answer:** D

**NEW QUESTION 27**

What does the 'service request management' practice depend on for maximum efficiency?

- A. Self-service tools
- B. Compliments and complaints
- C. Processes and procedures
- D. Incident management

**Answer:** C

**NEW QUESTION 31**

Which value chain activity communicates the current status of all four dimensions of service management?

- A. Improve
- B. Engage
- C. Obtain/build
- D. Plan

**Answer:** D

**NEW QUESTION 32**

Which practice has a purpose that includes helping the organization to maximize value, control costs and manage risks?

- A. Relationship management
- B. IT asset management
- C. Release management
- D. Service desk

**Answer:** B

**NEW QUESTION 33**

Identify the missing words in the following sentence.

The management of information security incidents usually requires [?].

- A. Immediate escalation
- B. Specialist teams
- C. A separate process
- D. Third party support

**Answer:** C

**NEW QUESTION 38**

How does a service consumer contribute to the reduction of risk?

- A. By paying for the service
- B. By managing server hardware
- C. By communicating constraints
- D. By managing staff availability

**Answer:** C

**NEW QUESTION 43**

A customer is a person who defines the requirements for a service and takes responsibility for the [?] of service consumption.

- A. outputs
- B. outcomes
- C. costs
- D. risks

**Answer:** B

**NEW QUESTION 48**

Which statement about a 'continual improvement register' is CORRECT?

- A. It should be managed at the senior level of the organization
- B. It should be used to capture user demand
- C. There should only be one for the whole organization
- D. It should be re-prioritized as ideas are documented

**Answer:** D

**NEW QUESTION 50**

Which statement about metrics is CORRECT?

- A. Process metrics can be used to measure end-to-end service performance
- B. Technology metrics can be used to measure component performance and availability
- C. Process metrics can be used to measure the utilization of a supplier's network
- D. Technology metrics can be used to determine the overall health of a process

**Answer:** B

**NEW QUESTION 54**

What is the expected outcome from using a service value chain?

- A. Service value streams
- B. Value realization
- C. Customer engagement
- D. The application of practices

**Answer:** B

**NEW QUESTION 59**

Which statement about the known error database (KEDB) is CORRECT?

- A. It is maintained by the service desk and updated with the details of each new incident
- B. It is a part of the configuration management database (CMDB) and contains workarounds
- C. It is maintained by problem management and is used by the service desk to help resolve incidents
- D. It is maintained by incident management and contains solutions to be implemented by problem management

**Answer:** C

**NEW QUESTION 64**

Which statement about outcomes is CORRECT?

- A. Outcomes help service consumers achieve outputs
- B. Outcomes are one or more services that fulfil the needs of a service consumer
- C. Service providers help service consumers achieve outcomes
- D. Helping service consumers achieve outcomes reduces service provider costs

**Answer:** C

**NEW QUESTION 67**

How does categorization of incidents assist the 'incident management' practice?

- A. It determines the priority assigned to the incident
- B. It determines how the service provider is perceived
- C. It helps direct the incident to the correct support area
- D. It ensures that incidents are resolved in timescales agreed with the customer

**Answer:** C

**NEW QUESTION 70**

What is a recommendation of the 'focus on value' guiding principle?

- A. Make 'focus on value' a responsibility of the management
- B. Focus on the value of new and significant projects first
- C. Focus on value for the service provider first
- D. Focus on value at every step of the improvement

**Answer:** D

**NEW QUESTION 73**

What is a problem?

- A. An addition or modification that could have an effect on services
- B. Any change of state that has significance for the management of a configuration item
- C. A cause or potential cause of one or more incidents
- D. An unplanned reduction in the quality of a service

**Answer:** C

**NEW QUESTION 77**

Which is a key consideration for the guiding principle 'keep it simple and practical'?

- A. Try to create a solution for every exception
- B. Start with a complex solution, then simplify
- C. Understand how each element contributes to value creation
- D. Ignore the conflicting objectives of different stakeholders

**Answer:** C

**NEW QUESTION 80**

Which is the CORRECT approach for managing a large improvement initiative as smaller iterations?

- A. Each iteration should be designed before starting the initiative and implemented without feedback
- B. Feedback should only be taken into account when one iteration fails to meet its objective
- C. Feedback should be reduced for large improvements as it is unlikely that circumstances will change
- D. Each iteration should be continually re-evaluated based on feedback

**Answer:** D

**NEW QUESTION 81**

Which activity captures the demand for incident resolution and service requests?

- A. Change control
- B. Problem management
- C. Service desk
- D. Service catalogue management

**Answer:** C

**NEW QUESTION 84**

Which service transition process provides guidance about converting data into information?

- A. Change evaluation D18912E1457D5D1DDCB40AB3BF70D5D
- B. Knowledge management
- C. Service validation and testing
- D. Service asset and configuration management

**Answer:** B

**NEW QUESTION 85**

Which practice provides support for managing feedback, compliments and complaints from users?

- A. Change control
- B. Service request management
- C. Problem management
- D. Incident management

**Answer:** B

**NEW QUESTION 87**

Identify the missing words in the following sentence.

The purpose of the [?] is to ensure that the organization continually co-creates value with all stakeholders in line with the organization's objectives.

- A. 'focus on value' guiding principle
- B. service value system
- C. 'service request management' practice
- D. four dimensions of service management

**Answer:** B

**NEW QUESTION 90**

What is the CORRECT definition of service management?

- A. A set of specialized assets for transitioning services into the live operational environment
- B. A set of specialized organizational capabilities for delivering value to customers in the form of services
- C. The capability of supplier to deliver services to providers in exchange for money
- D. The capability of service providers to minimize their costs without reducing the value of the services

**Answer:** B

**NEW QUESTION 93**

Identify the missing word in the following sentence.

A change is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on [?].

- A. assets
- B. values
- C. elements
- D. services

**Answer:** D

**NEW QUESTION 97**

Which statement about the steps to fulfill a service request is CORRECT?

- A. They should be complex and detailed
- B. They should be well-known and proven
- C. They should include incident handling
- D. They should be brief and simple

**Answer:** B

**NEW QUESTION 99**

Which value chain activity ensures the availability of service components?

- A. Improve
- B. Deliver and support
- C. Engage
- D. Obtain/build

**Answer:** D

**NEW QUESTION 100**

Which is NOT a component of the service value system?

- A. The guiding principles
- B. Governance
- C. Practices
- D. The four dimensions of service management

**Answer:** D

**NEW QUESTION 103**

Which stage of the service lifecycle has the purpose of looking for ways to improve process efficiency and cost effectiveness?

- A. Service operation
- B. Service transition
- C. Continual service improvement D18912E1457D5D1DDCBD40AB3BF70D5D
- D. Service strategy

**Answer:** C

**NEW QUESTION 105**

Which activity is part of the 'continual improvement' practice?

- A. Populating and maintaining the asset register
- B. Providing a clear path for users to report issues, queries, and requests
- C. Delivering tactical and operational engagement with customers
- D. Identifying and logging opportunities

**Answer:** D

**NEW QUESTION 106**

What is the purpose of the 'information security management1 practice?

- A. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed
- B. To observe services and service components
- C. To protect the information needed by the organization to conduct its business
- D. To plan and manage the full lifecycle of all IT assets

**Answer:** C

**NEW QUESTION 111**



Which statement about change authorization is CORRECT?

- A. A change authority should be assigned to each type of change and change model
- B. Centralizing change authorization to a single person is the most effective means of authorization
- C. The authorization of normal changes should be expedited to ensure they can be implemented quickly
- D. Standard changes are high risk and should be authorized by the highest level of change authority

**Answer:** A

**NEW QUESTION 116**

Which service catalogue view is considered beneficial when constructing the relationship between services, SLAs, OLAs, and other underpinning agreements?

- A. Service-based SLA view
- B. Wholesale customer view
- C. Retail customer view
- D. Supporting services view

**Answer:** D

**NEW QUESTION 117**

Which practice has a purpose that includes aligning the organization's practices and services with changing business needs?

- A. Relationship management
- B. Continual improvement
- C. Service configuration management
- D. Service level management

**Answer:** B

**NEW QUESTION 121**

Which TWO statements about an organization's culture are CORRECT? (Choose two.)

- \* 1. It is created from shared values based on how it carries out its work
- \* 2. It is determined by the type of technology used to support services
- \* 3. It should be based on the culture of prospective suppliers
- \* 4. It should be based on the objectives of the organization

- A. 1 and 2
- B. 2 and 3
- C. 3 and 4
- D. 1 and 4

**Answer:** D

**NEW QUESTION 122**

What should be done first when applying the 'focus on value' guiding principle?

- A. Identify all suppliers and partners involved in the service
- B. Determine the cost of providing the service
- C. Identify the outcomes that the service facilitates
- D. Determine who the service consumer is in each situation

**Answer:** D

**NEW QUESTION 125**

Which is included in the purpose of the 'design and transition' value chain activity?

- A. Ensuring that service components are available when needed
- B. Providing transparency and good stakeholder relationships
- C. Supporting services according to specifications
- D. Continually meeting stakeholder expectations for costs

**Answer:** D

**NEW QUESTION 129**

What is the purpose of service level management?

- A. To obtain/build activity that ensures the service components are available when and where they are needed and meet agreed specifications.
- B. To ensure that all current and planned IT services are delivered to agreed achievable targets.
- C. To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels.
- D. To track and manage improvement ideas from identification to final action, organizations use a database or structured document called a continual improvement register (CIR).

**Answer:** B

**NEW QUESTION 133**



Which describes a set of defined steps for implementing improvements?

- A. The 'improve' value chain activity
- B. The 'continual improvement register'
- C. The 'continual improvement model'
- D. The 'engage' value chain activity

**Answer:** C

**NEW QUESTION 137**

What is a definition of a service improvement plan (SIP)?

- A. A formal plan to implement improvements to a customer's business processes
- B. An input from availability management to service level management, detailing the service design plan
- C. A formal plan to implement improvements to a service or process
- D. An input from financial management for IT services to service level management, detailing the budget plan

**Answer:** C

**Explanation:**

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**NEW QUESTION 139**

Which practice provides visibility of the organization's services by capturing and reporting on service performance?

- A. Service desk
- B. Service level management
- C. Service request management
- D. Service configuration management

**Answer:** B

**NEW QUESTION 144**

Which is the BEST example of an emergency change?

- A. The implementation of a planned new release of a software application
- B. A low-risk computer upgrade implemented as a service request
- C. The implementation of a security patch to a critical software application
- D. A scheduled major hardware and software implementation

**Answer:** C

**NEW QUESTION 149**

What three elements make up the Service Portfolio?

- A. Customer portfolio, service catalogue and retired services
- B. Customer portfolio, configuration management system and service catalogue
- C. Service pipeline, service catalogue and retired services
- D. Service pipeline, configuration management system and service catalogue

**Answer:** C

**Explanation:**

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**NEW QUESTION 153**

Which is an example of improving service utility using service management automation?

- A. Pre-determined routing of a service request
- B. Reducing the time to compile service data
- C. Monitoring service availability
- D. Faster resource allocation

**Answer:** D

**NEW QUESTION 155**

Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

- A. Categorization
- B. Detection
- C. Prioritization
- D. Escalation

**Answer:** A

**Explanation:**

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**NEW QUESTION 160**

Which term describes the functionality offered by a service?

- A. cost
- B. Utility
- C. Warranty
- D. Risk

**Answer: B**

**NEW QUESTION 161**

Which practice has a purpose that includes observing a service to report selected changes of state identified as events?

- A. Incident management
- B. Monitoring and event management
- C. Change control
- D. Information security management

**Answer: D**

**NEW QUESTION 162**

Which are phases of the release and deployment process?

- \* 1. Release build and test
- \* 2. Review and close
- \* 3. Categorize and record
- \* 4. Change authorization and schedule

- A. 1 and 2
- B. 1 and 3
- C. 2 and 4
- D. 3 and 4

**Answer: A**

**NEW QUESTION 164**

Which joint activity performed by a service provider and service consumer ensures continual value co-creation?

- A. Service offering
- B. Service provision
- C. Service relationship management
- D. Service consumption

**Answer: C**

**NEW QUESTION 168**

Which dimension includes activities and workflows?

- A. Value streams and processes
- B. Partners and suppliers
- C. Information and technology
- D. Organizations and people

**Answer: A**

**NEW QUESTION 169**

What do customer perceptions and business outcomes help to define?

- A. The value of a service
- B. Service metrics
- C. The total cost of a service
- D. Key performance indicators (KPIs)

**Answer: A**

**NEW QUESTION 174**

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