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ITIL ITIL-4-Foundation

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QUESTION NO: 1

Which of the following should IT service continuity strategy be based on?

1. Design of the service metrics
 2. Business continuity strategy
 3. Business impact analysis (BIA)
 4. Risk assessment
- A.** 1, 2 and 4 only
- B.** 1, 2 and 3 only
- C.** 2, 3 and 4 only
- D.** 1, 3 and 4 only

ANSWER: C

QUESTION NO: 2

What is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks?

- A.** Service management
- B.** Continual improvement
- C.** A service
- D.** An IT asset

ANSWER: C

QUESTION NO: 3

Identify the missing word in the following sentence.

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the [?], and the CIs that support them, is available when and where it is needed.

- A.** relationships with suppliers

- B. configuration of services
- C. skills of people
- D. authorization of changes

ANSWER: B

Explanation:

Reference: <https://wiki.process-symphony.com.au/framework/lifecycle/process/service-configuration-management-iti1-4/>

QUESTION NO: 4

What is defined as a cause, or potential cause, of one or more incidents?

- A. Change
- B. Event
- C. Known error
- D. Problem

ANSWER: D

QUESTION NO: 5

What includes governance as a component?

- A. Practices
- B. The service value chain
- C. The service value system
- D. The guiding principles

ANSWER: C

QUESTION NO: 6

Where should all master copies of controlled software and documentation be stored?

- A. In the definitive capacity library

- B. In the definitive media library
- C. In the definitive security library
- D. In the definitive production library

ANSWER: B

QUESTION NO: 7

What must always be done before an activity is automated?

- A. Check that the activity has already been optimized
- B. Check that suitable new technology has been purchased
- C. Ensure that DevOps has been successfully implemented
- D. Ensure the solution removes the need for human intervention

ANSWER: A

QUESTION NO: 8

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

QUESTION NO: 9

What is defined as any component that needs to be managed in order to deliver an IT service?

- A. A service request
- B. A configuration item (CI)
- C. An incident

D. An IT asset

ANSWER: B

QUESTION NO: 10

Which statement about standard changes is CORRECT?

- A. A full assessment should be completed each time the change is implemented
- B. The change can be implemented with less testing if necessary
- C. The appropriate change authority should be assigned to each type of change
- D. The change does not require additional authorization

ANSWER: D

QUESTION NO: 11

Which is a service request?

- A. Requesting a workaround for an issue
- B. Requesting information about how to create a document
- C. Requesting an enhancement to an application
- D. Requesting investigation of a degraded service

ANSWER: B

QUESTION NO: 12

Which usually requires a team of representatives from many stakeholder groups?

- A. Fulfilling a service request
- B. Authorizing an emergency change
- C. Logging a new problem
- D. Investigating a major incident

ANSWER: D

QUESTION NO: 13

Which describes the utility of a service?

- A. A service that is fit for use
- B. A service that meets its service level targets
- C. A service that increases constraints on the consumer
- D. A service that supports the performance of the consumer

ANSWER: D

QUESTION NO: 14

Which is part of service provision?

- A. The management of resources configured to deliver the service
- B. The management of resources needed to consume the service
- C. The grouping of one or more services based on one or more products
- D. The joint activities performed to ensure continual value co-creation

ANSWER: A

QUESTION NO: 15

Which of these activities is carried out as part of 'problem management'?

- A. Creating incident records
- B. Diagnosing and resolving incidents
- C. Escalating incidents to a support team for resolution
- D. Trend analysis of incident records

ANSWER: D