



Free Questions for [ITIL-4-Foundation](#) by [certsdeals](#)

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Question 1

Question Type: MultipleChoice

When using the 'continual improvement model, which information should be produced by an organization to understand where the organization is now?

Options:

- A- Business objectives
- B- Improvement plans
- C- Assessment results
- D- Measureable Targets

Answer:

C

Explanation:

The second step is to conduct an objective current-state assessment of existing services and service management practices. This should include consideration of the users' perception of the value being received, along with a review of people's competencies and skills, the processes and procedures involved, the capabilities of the available technological solutions and the prevailing organizational culture. The success of an improvement initiative depends on a clear and accurate understanding of the starting point and the required impact of the initiative.

For example, an organization can measure the current net promoter score (NPS) from a customer satisfaction survey, conduct a benchmark survey against its competitors or review findings of operational statistics or audit reports to understand its current state. If this step is skipped, the current state will not be understood and there will not be an objective baseline measurement against which improvement can be measured.

<https://www.bmc.com/blogs/itil-continual-improvement/>

Question 2

Question Type: MultipleChoice

Which of the four dimensions focuses on managing data in compliance with industry regulations?

Options:

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

Answer:

D

Explanation:

ITIL has defined four dimensions that collectively are critical to the effective and efficient delivery of value to customers and other stakeholders in the form of products and services. These dimensions are:

Organizations and People

Information and Technology

Partners and Suppliers

Value Streams and Processes

<https://www.bmc.com/blogs/itil-four-dimensions-service-management/>

Question 3

Question Type: MultipleChoice

Which is a key requirement for successful service level agreements (SLAs)?

Options:

- A- They should be written using language and terms which all parties will understand
- B- They should be based on system-based metrics which are useful to the service provider
- C- They should be carried forward, unchanged, from one year to the next to enable consistent service
- D- They should avoid ambiguous targets such as those relating to user experience

Answer:

A

Explanation:

An SLA is defined as a documented agreement between a service provider and a customer that identifies both services required and the expected level of service.

SLAs are used to measure the performance of services from the customer's point of view, and it is important that they are agreed in the wider business context.

Some of the key requirements for successful SLAs include:

They must be related to a defined 'service' in the service catalogue. Individual metrics without a specified service context are unhelpful.

They should relate to defined outcomes and not simply operational metrics. This can be achieved with balanced bundles of metrics, such as customer satisfaction and key business outcomes.

They should reflect an 'agreement': an engagement and discussion between the service provider and the service consumer. It is important to involve all stakeholders, including partners, sponsors, users, and customers.

They must be simply written and easy to understand and use for all parties.

[https://www.bmc.com/blogs/itil-service-level-](https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20(SLAs)&text=Some%20of%20the%20key%20requirements,and%20not%20simply%20)

[management/#:~:text=Service%20Level%20Agreements%20\(SLAs\)&text=Some%20of%20the%20key%20requirements,and%20not%20simply%20](https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20(SLAs)&text=Some%20of%20the%20key%20requirements,and%20not%20simply%20)

Question 4

Question Type: MultipleChoice

Which of the following is included in the purpose of the 'continual improvement' practice?

Options:

- A- The restoration of normal service operation as quickly as possible
- B- The establishment of links between the organization and its stakeholders at strategic and tactical levels
- C- The alignment of the organization's practices and services with changing business needs
- D- The reduction of the likelihood and impact of incidents

Answer:

C

Explanation:

Continual improvement encompasses all elements of the ITIL SVS. It involves aligning an organization's practices and services with changing business needs, through the ongoing assessment and improvement of each element involved in the management of products and services. Continual improvement applies to the SVS in its entirety, as well as to all of the organization's products, services, service components, and relationships, and is the responsibility of every individual involved in service management.

<https://www.bmc.com/blogs/itil-continual-improvement/>

Question 5

Question Type: MultipleChoice

Which is described by the 'organizations and people' dimension of service management?

Options:

- A- Workflows and controls
- B- Communication and collaboration
- C- Inputs and outputs
- D- Contracts and agreements

Answer:

B

Explanation:

The organizations and people dimension sets out the people aspects of service management to be considered when designing, operating and changing service offerings. People include employees, managers, executives, customers, supplier employees, or anybody else who is involved in the creation or consumption of services.

[https://assyst.ifs.com/blog/itil4-organizations-and-](https://assyst.ifs.com/blog/itil4-organizations-and-people#:~:text=The%20organizations%20and%20people%20dimension%20sets%20out%20the%20people%20aspects,creation%20or%20consump)

[people#:~:text=The%20organizations%20and%20people%20dimension%20sets%20out%20the%20people%20aspects,creation%20or%20consump](https://assyst.ifs.com/blog/itil4-organizations-and-people#:~:text=The%20organizations%20and%20people%20dimension%20sets%20out%20the%20people%20aspects,creation%20or%20consump)

Question 6

Question Type: MultipleChoice

Identify the missing word in the following sentence.

Sponsor is the role that authorizes budget for service [?]

Options:

A- value

B- consumption

C- management

D- provision

Answer:

B

Explanation:

Sponsor: A person who authorizes budget for service consumption; e.g., the Finance Manager

[https://www.bmc.com/blogs/itil-key-concepts-service-](https://www.bmc.com/blogs/itil-key-concepts-service-management/#:~:text=Sponsor%3A%20A%20person%20who%20authorizes,%3B%20e.g.%2C%20the%20Finance%20Manager.)

[management/#:~:text=Sponsor%3A%20A%20person%20who%20authorizes,%3B%20e.g.%2C%20the%20Finance%20Manager.](https://www.bmc.com/blogs/itil-key-concepts-service-management/#:~:text=Sponsor%3A%20A%20person%20who%20authorizes,%3B%20e.g.%2C%20the%20Finance%20Manager.)

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