



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

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Question 1

Question Type: MultipleChoice

Which dimension of service management includes consideration of the type of relationship required with other organizations involved in the design and delivery of services?

Options:

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

Answer:

D

Question 2

Question Type: MultipleChoice

Identify the missing word(s) in the following sentence.

The purpose of the problem management practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and [?].

Options:

- A- events
- B- charges
- C- IT assets
- D- known errors

Answer:

D

Question 3

Question Type: MultipleChoice

What term is used to describe the functionality of a service?

Options:

A- Output

B- Outcome

C- Utility

D- Warranty

Answer:

A

Question 4

Question Type: MultipleChoice

Which is CORRECT about change authorization?

Options:

- A- A change authority is assigned each time a standard change is requested
- B- Emergency changes are authorized by the technician making the change
- C- Assignment of the change authority is based on the charge type and model
- D- The change authority will ensure changes are authorized after they are deployed

Answer:

C

Question 5

Question Type: MultipleChoice

Which TWO types of competence are MOST important for service desk staff?

1. Knowledge of business processes
2. Collaboration skills
3. Advanced technical knowledge
4. Workflow design skills

Options:

A- 1 and 2

B- 2 and 3

C- 3 and 4

D- 1 and 4

Answer:

A

Question 6

Question Type: MultipleChoice

A user contacts the service desk to ask how they can create a report. Which practice is MOST LIKELY to contribute to resolving this issue?

Options:

A- Incident management

- B- Service level management
- C- Service request management
- D- Change enablement

Answer:

C

Question 7

Question Type: MultipleChoice

Which dimension of service management considers how activities are coordinated?

Options:

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

Answer:

D

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