Free Questions for ITIL-4-Foundation

Shared by Hampton on 12-12-2023

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Question 1

Question Type: MultipleChoice

Which statement about emergency changes is CORRECT?

Options:

A- Emergency changes are low risk and well understood
B- Authorization of emergency changes may be deferred until after implementation
C- It is necessary to complete all documentation before an emergency charge is implemented
D- Emergency changes are not usually recorded in the change schedule

Answer:

D

Explanation:

Emergency changes.These are changes that must be implemented as soon as possible; for example, to resolve an incident or implement a security patch. Emergency changes are not typically included in a change schedule, and the process for assessment and authorization is expedited to ensure they can be implemented quickly. As far as possible, emergency changes should be subject to the same testing, assessment, and authorization as normal changes, but it may be acceptable to defer some documentation until after the change has been implemented, and sometimes it will be necessary to implement the change with less testing due to time constraints. There may also be a separate change authority for emergency changes, typically including a small number of senior managers who understand the business risks involved.''

https://itsm.tools/why-what-change-management/#:~:text=Emergency%20changes.&text=Emergency%20changes%20are%20not%20typically,they%20can%20be%20implemented%20quickly.

Question 2

Question Type: MultipleChoice

Which activity is NOT recommended by the start where you are' guiding principle?

Options:

A- Involving people who are not familiar with a service when observing and assessing its activities
B- Applying risk management when considering to introduce new processes
C- Using source data to avoid any unintentional data distortion found in reports
D- Discarding existing processes before assessing their usefulness

Answer:

D

Explanation:

Don't start from scratch and build something new without considering what you already have. It's almost always better to improve what you currently have than to throw it all away and start again, although you must also be able to recognise when a complete replacement is, in fact, needed.

Not only is this approach less wasteful than starting from scratch -- because it preserves value that you already have -- but it also helps you to keep your people on board. They're much more likely to support the changes you need if their previous contributions have been appropriately valued.

Don't rely on metrics and reports to tell you what the current situation is. When you carry out an assessment you should observe what is happening for yourself, and just use the metrics to support your observations.

https://www.sysaid.com/blog/itil/the-7-guiding-principles-of-itil-4-practical-advice-to-help-you-make-decisions

Question 3

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 chance authority will ensure changes are authorized after they are deployed

Answer:

C

Question 4

Question Type: MultipleChoice

Which statement about outcomes is CORRECT?

Options:

A- Outcomes enable products to be delivered to a stakeholder
B- An outcome defines the amount of money spent on technology for a service
C- An outcome depends on at least one output to deliver a result
D- Outcomes provide assurance to stakeholders on how a service performs

Answer:

C

Explanation:

It is important to understand the difference in these terms not just for clarity, but because outputs are much easier to measure than outcomes.

Outputsare nearly always quantitative, with data available to show whether these have been delivered. Outputs are easy to report on and to validate. There is no grey area.

Outcomesare more challenging to verify because they are bothqualitative and quantitative. Whether your outcomes have been achieved will rely, to a great extent, on the perception of the people who receive the service. Perceptions are not easy to measure or report on, but it is essential you find a way to do so.

https://www.bmc.com/blogs/outcomes-vs-outputs/

Question 5

Question Type: MultipleChoice

Which is included in the purpose of the 'improve' value chain activity?

Options:

A- Ensuring the continual improvement of practices across all value chain activities
B- Ensuring that services continually meet expectations for quality, costs, and lime to market
C- Ensuring a shared understanding of the improvement direction for services across the organization
D- Ensuring continual engagement and good relationships with all stakeholders

Answer:

A

Explanation:

The purpose of the improve value chain activity is to ensure continual improvement of products, services, and practices across all value chain activities and the four dimensions of service management.

https://wiki.process-symphony.com.au/framework/lifecycle/service-value-systemitil-4/#:~:text=The%20purpose%20of%20the%20improve,four%20dimensions%20of%20service%20management.

Question 6

Question Type: MultipleChoice

Identify the Missing word(s) in the following sentence

A(n) [?] cause, or potential cause, of one or more incidents?

Options:

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

Answer:

D

Explanation:

ITILdefines a problem as a cause, or potential cause, of one or more incidents. Aknown erroris a problem that has been analyzed but not resolved.

https://www.bmc.com/blogs/itil-problem-management/

Question 7

Question Type: MultipleChoice

Which is the definition of an IT asset?

Options:

A- Any financially valuable component that contributes to a service
B- Any request from a user that is a normal part of service delivery
C- Any component that needs to be managed to deliver a service
D- Any change of state that has significance for the management of a service

Answer:

A

Explanation:

IT assetis any financially valuable component that can contribute to the delivery of an IT product or service. The scope of IT asset management typically includes all software, hardware, networking, cloud services, and client devices

https://wiki.process-symphony.com.au/framework/lifecycle/process/it-asset-management-itil-4/#:~:text=IT%20asset%20is%20any%20financially,cloud%20services%2C%20and%20client%20devices.

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