



Free Questions for [ITIL-4-Foundation](#) by [go4braindumps](#)

Shared by [Butler](#) on [07-06-2022](#)

For More Free Questions and Preparation Resources

[Check the Links on Last Page](#)

Question 1

Question Type: MultipleChoice

Which practice minimizes the impact on normal service operation by managing resources in response to unplanned reductions in service quality?

Options:

- A) Incident management
- B) Change enablement
- C) Service level management
- D) Continual improvement

Answer:

A

Question 2

Question Type: MultipleChoice

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

Options:

- 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

Question 3

Question Type: MultipleChoice

Which is the CORRECT of the 'R' role in a RACI matrix?

Options:

- A) This role ensures that activities are executed correctly
- B) This role has ownership of the end result
- C) This role is involved in providing knowledge and input
- D) This role ensures the flow of information to stakeholders

Answer:

B

Question 4

Question Type: MultipleChoice

Which is a purpose of the 'relationship management' practice?

Options:

- A) To systematically observe services and service components

- B) To protect the information needed by the organization to conduct its business
- C) To be the entry point and single point of contact for the service provider with all of its users
- D) To identify, analyze, monitor, and continually improve links with stakeholders

Answer:

D

Question 5

Question Type: MultipleChoice

Which is a recommendation of the guiding principle 'think and work holistically'?

Options:

- A) Conduct a review of existing service management practices and decide what to keep and what to discard
- B) Review how an improvement initiative can be organized into smaller, manageable sections that can be completed in a timely manner
- C) Review service management practices and remove any unnecessary complexity
- D) Use the four dimensions of service management to ensure coordination of all aspects of an improvement initiative

Answer:

D

Question 6

Question Type: MultipleChoice

Which statement about IT service management is CORRECT?

Options:

- A) It is performed by customers using a mix of IT systems, services and processes
- B) It is performed by IT service providers using a mix of suppliers and their products
- C) It is performed by the service desk using a mix of people, process and technology
- D) It is performed by IT service providers using a mix of people, process and technology

Answer:

D

Question 7

Question Type: MultipleChoice

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

Options:

- 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

Question 8

Question Type: MultipleChoice

Which practice minimizes the impact on normal service operation by managing resources in response to unplanned reductions in service quality?

Options:

- A) Incident management
- B) Change enablement
- C) Service level management
- D) Continual improvement

Answer:

A

To Get Premium Files for ITIL-4-Foundation Visit

<https://www.p2pexams.com/products/itil-4-foundation>

For More Free Questions Visit

<https://www.p2pexams.com/peoplecert/pdf/itil-4-foundation>

