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Question 1

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 time 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 2

Question Type: MultipleChoice

Which service value chain activity deals with the purchase of new products?

Options:

- A- Engage
- B- Obtain/build
- C- Plan
- D- Improve

Answer:

B

Explanation:

In ITIL, there are six activities in the service value chain which represent the steps an organization takes in the creation of value:

Plan

Engage

Design and Transition

Obtain/Build

Deliver and Support

Improve

<https://www.bmc.com/blogs/itil-service-value-chain/>

Question 3

Question Type: MultipleChoice

Which practice performs reviews to ensure that services continue to meet the needs of the customers?

Options:

- A- Monitoring and event management
- B- Service level management
- C- Change enablement
- D- Service desk

Answer:

B

Explanation:

To set clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets.

<https://www.bmc.com/blogs/itil-management-practices/>

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.

Outputs are 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.

Outcomes are more challenging to verify because they are both qualitative 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 of the following includes configuring components and activities to facilitate outcomes for stakeholders?

Options:

- A- Service relationship management
- B- Service consumption
- C- The service value system
- D- The release management' practice

Answer:

C

Explanation:

Organizations maximize co-creation of value with their customers by facilitating the outcomes they want to achieve. The four dimensions of service management have shown that a holistic approach is the best way for an organization to:

Achieve its goals in delivering quality and cost effective services

Meet the needs of its customers

Satisfy the requirements of its stakeholders

<https://www.bmc.com/blogs/itil-service-value-system/>

Question 6

Question Type: MultipleChoice

What type of change is often used for resolving incidents or implementing security patches?

Options:

- A- Standard change
- B- Normal change
- C- Emergency change
- D- Change model

Answer:

C

Explanation:

A change that must be implemented as soon as possible without strictly following the standard process e.g. to resolve an incident or implement a security patch.

The process for assessment and authorization is expedited to ensure quick implementation, so scheduling and documentation is not a priority.

The change authority may be separate from what is standard or normal practice, typically smaller in number but with greater capacity to expedite approval.

<https://www.bmc.com/blogs/itil-change-enablement/>

Question 7

Question Type: MultipleChoice

What ensures that a service provider and a service consumer continually co-create value?

Options:

- A- Service consumption
- B- Service offerings
- C- Change enablement
- D- Service relationship management

Answer:

D

Explanation:

A service relationship is defined as the cooperation between a service provider and service consumer. Service relationships are established between two or more organizations to co-create value. An organization can play the role of provider or consumer

interchangeably, depending on the situation.

<https://www.bmc.com/blogs/itil-key-concepts-service-management/#:~:text=and%20stakeholder%20management.-,Service%20Relationships,interchangeably%2C%20depending%20on%20the%20situation.>

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