



PeopleCert ITIL-4-Foundation Mock Exam

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Question 1

Question Type: MultipleChoice

Which practice has a purpose that includes managing risks to confidentiality, integrity and availability?

Options:

- A- Information security management
- B- Continual improvement
- C- Monitoring and event management
- D- Service level management

Answer:

A

Explanation:

To protect the information needed by the organization to conduct its business. This includes understanding and managing risks to the confidentiality, integrity, and availability of information, as well as other aspects of information security such as authentication and non-repudiation.

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

Question 2

Question Type: MultipleChoice

Which statement about the purpose of the Monitoring and event management practice is TRUE?

Options:

- A- Minimize the negative impact of incidents by restoring normal service operation as quickly as possible
- B- Support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner
- C- Systematically observe services and service components, and record and report selected

changes of state identified as events

D- Maximize the number of successful service and product changes by ensuring that risks have been properly assessed, authorized and managed within a schedule

Answer:

C

Question 3

Question Type: MultipleChoice

How can service consumers contribute to risk mitigation?

Options:

A- Through the provision of services according to predefined needs

B- By ensuring that the service provider has configured correctly its resources

C- By being fully aware of their own requirements for the service

D- By controlling the specific level of risk on the service provider's behalf

Answer:

C

Question 4

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:

ITIL defines a problem as a cause, or potential cause, of one or more incidents. A known error is a problem that has been analyzed but not resolved.

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

Question 5

Question Type: MultipleChoice

Identify the missing word in the following sentence.

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of [?], and the relationships that support them, is available when and where it is needed.

Options:

- A- organizations
- B- outcomes
- C- IT assets
- D- services

Answer:

C

Explanation:

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of IT assets, and the relationships that support them, is available when and where it is needed. 1. IT assets are any financially valuable components that can contribute to the delivery of an IT product or service. 2. Configuration items are any component that needs to be managed in order to deliver an IT service. 3. Reference: ITIL Foundation - ITIL 4 Edition, page 15; ITIL 4 -- A Pocket Guide, page 36; ITIL 4 Practice Guide: Service Configuration Management, page 7.

Question 6

Question Type: MultipleChoice

For which purpose would the continual improvement practice use a SWOT analysis?

Options:

- A- Understanding the current state
- B- Defining the future desired state
- C- Tracking and managing ideas
- D- Ensuring everyone actively participates

Answer:

A

Explanation:

A SWOT (also known as SLOT) analysis is a powerful strategic planning tool used to evaluate the Strengths, Weaknesses/Limitations, Opportunities and Threats to a project or business

<http://steppingstonesforbusiness.co.uk/wp-content/uploads/2012/07/FS116-SWOT-Analysis-for-Continuous-Improvement.pdf>

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