Vendor:ITIL

Exam Code:ITILFND

Exam Name:ITIL V4 Foundation

Version: Demo

QUESTION 1

What is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks?

A. Service management

B. Continual improvement

C. A service

D. An IT asset

Correct Answer: C

QUESTION 2

Can service operation improve efficiency in the business operation by automating common routines?

A. No, automating common routines improves effectiveness but not efficiency

B. Yes, through automating common routines and introducing the service knowledge management System (SKMS)

C. Yes, through automating common routines, more productive work can be carried out

D. No, automating common routines only results in preventing common problems

Correct Answer: B

QUESTION 3

Why are public frameworks, such as 1TIL, attractive when compared to proprietary knowledge?

A. Proprietary knowledge may be difficult to adopt, replicate or transfer since it is often undocumented

B. Public frameworks are always cheaper to adopt

C. Public frameworks are prescriptive and tell you exactly what to do

D. Proprietary knowledge has been tested in a wide range of environments

Correct Answer: A

QUESTION 4

A single Release unit, or a structured set of Release units can be defined within:

A. The RACI Model

B. A Release Package

C. A Request Model

D. The Plan, Do, Check, Act (PDCA) cycle

Correct Answer: B

QUESTION 5

Which BEST describes a situation in which the emergency change advisory board (ECAB) is used?

A. Following a full change advisory board (CAB) to resolve any outstanding agenda items

B. During peak or holiday periods when emergencies are more likely to occur

C. In an emergency situation when it is not possible to convene a full CAB

D. Outside the normal working hours of the business unit

Correct Answer: C

QUESTION 6

Which of the following would commonly be in a contract underpinning an IT service?

(1)

 Marketing information

(2)

 Contract description and scope

(3)

 Responsibilities and dependencies

A.

1 and 2 only

B.

1 and 3 only

C.

2 and 3 only

D.

None of the above

Correct Answer: C

QUESTION 7

Which statement about `continual improvement\\' is CORRECT?

A. All improvement ideas should be logged in a single `continual improvement register\\'

B. A single team should carry out `continual improvement\\' across the organization

C. `Continual improvement\\' should have minimal interaction with other practices

D. Everyone in the organization is responsible for some aspects of `continual improvement\\'

Correct Answer: D

QUESTION 8

What is the BEST description of an operational level agreement (OLA)?

A. An agreement between the service provider and another part of the same organization

B. An agreement between the service provider and an external organization

C. A document that describes to a customer how services will be operated on a day-to-day basis

D. A document that describes business services to operational staff

Correct Answer: A

QUESTION 9

Which of the following is the BEST definition of a Risk?

A. Something that won\\'t happen

B. Something that will happen

C. Something that has happened

D. Something that might happen

Correct Answer: D

QUESTION 10

Which value chain activity ensures that service components meet agreed specifications?

A. Plan

B. Design and transition

C. Obtain/build D. Deliver and support

Correct Answer: C

QUESTION 11

Which of the following are reasons why ITIL is successful?

1.

 ITIL is vendor neutral

2.

 It does not prescribe actions

3.

 ITIL represents best practice

A. All of the above

B. 1 and 3 only

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: A

QUESTION 12

Which one of the following activities does application management perform?

A. Defining where the vendor of an application should be located

B. Ensuring that the required functionality is available to achieve the required business outcome

C. Deciding who the vendor of the storage devices will be

D. Agreeing the service levels for the service supported by the application

Correct Answer: B