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NEW QUESTION: 1

Identify the missing word in the following sentence.

A service is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific [?] and risks.

- A. information
- B. costs
- C. utility
- D. warranty

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 2

Which statement BEST describes the value of service strategy to the business?

- A. It reduces unplanned costs through optimized handling of service outages
- B. It allows higher volumes of successful change
- C. It reduces the duration and frequency of service outages
- D. It enables the service provider to understand what levels of service will make their customers successful

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 3

Which list includes information that would be collected when any incident is first logged?

- A. Escalation activity, closure category, resolution date and time
- B. Unique reference number, incident priority, description of symptoms
- C. Unique reference number, escalation activity, incident priority
- D. Closure category, description of symptoms, resolution date and time

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 4

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. Continual improvement
- B. A service
- C. Service management
- D. An IT asset

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 5

What are the three phases of 'problem management'?

- A. Incident management, problem management, change enablement
- B. Problem logging, problem classification, problem resolution
- C. Problem analysis, error identification, incident resolution
- D. Problem identification, problem control, error control

Answer: D [\(LEAVE A REPLY\)](#)

NEW QUESTION: 6

Identify the missing word in the following sentence.

A change is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on [?].

- A. values
- B. elements
- C. assets
- D. services

Answer: D [\(LEAVE A REPLY\)](#)

NEW QUESTION: 7

Which BEST describes the purpose of the CSI register?

- A. To capture, record and prioritize all improvement opportunities
- B. To record details of all live services and their service targets
- C. To store details of all component CIs and their interfaces
- D. To be a central repository for all IT service management related information

Answer: A [\(LEAVE A REPLY\)](#)

NEW QUESTION: 8

Which statement about stakeholders is TRUE?

- A. Internal customers purchase services from third party suppliers by means of a legally binding contract or agreement
- B. Customers, users and suppliers are examples of stakeholders who are can be external to the service provider organization

- C. Internal customers are always charged for the IT services they receive from the IT service provider organization
- D. External customers are those who work for the same organization as the IT service provider

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 9

Which practice has a purpose that includes observing a service to report selected changes of state identified as events?

- A. Information security management
- B. Incident management
- C. Change control
- D. Monitoring and event management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 10

Identify the missing word in the following sentence.

The use of [?] should support, not replace what is observed, when using the 'start where you are' guiding principle.

- A. tools
- B. measurement
- C. process
- D. plans

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 11

Who is responsible for defining metrics for change management?

- A. The change management process owner
- B. The service owner
- C. The change advisory board (CAB)
- D. The continual service improvement manager

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 12

Which is handled as a service request?

- A. An investigation to identify the cause of an incident
- B. The failure of an IT service
- C. An emergency change to implement a security patch
- D. A compliment about an IT support team

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 13

Why should some service requests be fulfilled with no additional approvals?

- A. To ensure that spending is properly accounted for
- B. To streamline the fulfillment workflow
- C. To set user expectations for fulfillment times
- D. To ensure that information security requirements are met

Answer: (SHOW ANSWER)

NEW QUESTION: 14

Which statement about outcomes is CORRECT?

- A. Service providers help service consumers achieve outcomes
- B. Helping service consumers achieve outcomes reduces service provider costs
- C. Outcomes are one or more services that fulfill the needs of a service consumer
- D. Outcomes help service consumers achieve outputs

Answer: A (LEAVE A REPLY)

NEW QUESTION: 15

Which describes normal changes?

- A. Changes that are low-risk and pre-authorized
- B. Changes that need to be scheduled and assessed following a process
- C. Changes that must be implemented as soon as possible
- D. Changes that are typically initiated as service requests

Answer: B (LEAVE A REPLY)

NEW QUESTION: 16

What can be used to help determine the impact level of a problem?

- A. Definitive media library (DML)
- B. Statement of requirements (SOR)
- C. Configuration management system (CMS)
- D. Standard operating procedures (SOP)

Answer: C (LEAVE A REPLY)

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NEW QUESTION: 17

What are 'engage', 'plan' and 'improve' examples of?

- A. Service level management
- B. Service value chain activities
- C. Change control
- D. Service value chain inputs

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 18

Which is NOT a component of the service value system?

- A. Governance
- B. The four dimensions of service management
- C. Practices
- D. The guiding principles

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 19

What includes governance as a component?

- A. Practices
- B. The service value chain
- C. The service value system
- D. The guiding principles

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 20

Which statement about emergency changes is CORRECT?

- A. Emergency changes must be fully documented before authorization and implementation
- B. The assessment and authorization of emergency changes is expedited to ensure they can be implemented quickly
- C. The testing of emergency can be eliminated in order to implement the change quickly
- D. Emergency changes should be authorized and implemented as service requests

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 21

What is the expected outcome from using a service value chain?

- A. Service value streams
- B. Customer engagement
- C. Value realization
- D. The application of practices

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

NEW QUESTION: 22

Service transition contains detailed descriptions of which processes?

- A. Change management, capacity management, event management, service request management
- B. Change management, service asset and configuration management, release and deployment management
- C. Service asset and configuration management, release and deployment management, request fulfillment
- D. Service level management, service portfolio management, service asset and configuration management

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 23

Which process is responsible for managing all service requests from users?

- A. Event management
- B. Request fulfillment
- C. Incident management
- D. Change fulfillment

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 24

What should be used to set user expectations for request fulfillment times?

- A. The service levels of the supplier
- B. The time needed to realistically deliver the service
- C. The time that the customer indicates for service delivery
- D. The consumer demand for the service

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 25

Which of the following should IT service continuity strategy be based on?

- 1. Design of the service metrics
 - 2. Business continuity strategy
 - 3. Business impact analysis (BIA)
 - 4. Risk assessment
- A. 1, 2 and 3 only
 - B. 1, 3 and 4 only
 - C. 2, 3 and 4 only
 - D. 1, 2 and 4 only

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 26

Which practice uses techniques such as SWOT analysis, balanced scorecard reviews, and maturity assessments?

- A. Problem management
- B. Service request management
- C. Continual improvement
- D. Incident management

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 27

What does the 'C' in 'RACI' refer to?

- A. Customer
- B. Configure
- C. Consult
- D. Communicate

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 28

Which is a supplier category?

- A. Customer
- B. Resource
- C. Commodity
- D. Technical

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 29

Which process is used to compare the value that new services offer with the value of the services they have replaced?

- A. Availability management
- B. Service portfolio management
- C. Service catalogue management
- D. Capacity management

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 30

Which ITIL practice has a purpose that includes reducing the likelihood of incidents?

- A. Continual improvement
- B. Change control
- C. Problem management
- D. Service desk

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 31

Which is included in the purpose of the 'design and transition' value chain activity?

- A. Supporting services according to specifications
- B. Ensuring that service components are available when needed
- C. Providing transparency and good stakeholder relationships
- D. Continually meeting stakeholder expectations for costs

Answer: D (LEAVE A REPLY)

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NEW QUESTION: 32

Which practice makes new services available for use?

- A. Deployment management
- B. Release management
- C. IT asset management
- D. Change enablement

Answer: B (LEAVE A REPLY)

NEW QUESTION: 33

Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

- A. Prioritization
- B. Escalation
- C. Detection
- D. Categorization

Answer: D (LEAVE A REPLY)

NEW QUESTION: 34

Which is an objective of the design coordination process?

- A. To gather and document new service level requirements from the customer
- B. To document the initial structure and relationship between services and customers
- C. To assess and evaluate all changes and their impact on service designs

D. To produce service design packages and ensure they are handed over to service transition

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 35

What is a set of specialized organizational capabilities for enabling value for customers in the form of services?

- A. Service consumption
- B. Service provision
- C. Service offering
- D. Service management

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 36

What is NOT within the scope of service catalogue management?

- A. Interfaces between all services and supporting services
- B. Interfaces between the service catalogue and service portfolio
- C. Fulfilment of business service requests
- D. Contribution to the definition of services

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 37

What should a release policy include?

- A. The naming convention and expected frequency of each type of release
- B. The process owner and process manager for each type of release
- C. The roles and responsibilities for incident and problem resolution
- D. The naming convention for all configuration items (CI) recorded in the configuration management system (CMS)

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 38

Identify the missing word in the following sentence.

The purpose of the supplier management practice is to ensure that the organization's suppliers and their [?] are managed appropriately to support the seamless provision of quality products and services.

- A. costs
- B. users
- C. performances
- D. value

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 39

What is defined as a cause, or potential cause, of one or more incidents?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 40

Which statement about the 'four Ps' of service design is CORRECT?

- A. Partners refers to suppliers and vendors
- B. People refers to technology and tools
- C. Products refers to producers and metrics
- D. Processes refers to skill and training

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 41

Which is NOT a sub-process of capacity management?

- A. Business capacity management
- B. Component capacity management
- C. People capacity management
- D. Service capacity management

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 42

Which is the CORRECT description of an outcome?

- A. The result of carrying out an activity, following a process, or delivering an IT service
- B. The design and development of the activities that make up a process or IT service
- C. The prediction of the future demand requirements for an activity, process or IT service
- D. The inputs that trigger an action for an activity, process or IT service

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 43

Which dimension includes the knowledge needed for the management of services?

- A. Organizations and people
- B. Partners and suppliers
- C. Value streams and processes
- D. Information and technology

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 44

Which practice has a purpose that includes ensuring that risks have been properly assessed?

- A. Problem management
- B. Change control
- C. Service level management
- D. Service configuration management

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 45

Which term is used to describe the prediction and control of income and expenditure within an organization?

- A. Budgeting
- B. Governance
- C. Charging
- D. Accounting

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 46

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

- A. To support the agreed quality of a service handling all agreed, user-initiated service requests
- B. To align the organization's practices and services with changing business needs
- C. To set clear business-based targets for service performance
- D. To establish and nurture the links between the organization and its stakeholders

Answer: D ([LEAVE A REPLY](#))

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NEW QUESTION: 47

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

- A. To move new or changed components to live environments
- B. To make new or changed services available for use
- C. To ensure services achieve agreed and expected performance
- D. To set clear business-based targets for service performance

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 48

Which describes a set of defined steps for implementing improvements?

- A. The 'continual improvement register'
- B. The 'engage' value chain activity
- C. The 'continual improvement model'
- D. The 'improve' value chain activity

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 49

What three elements make up the Service Portfolio?

- A. Service pipeline, service catalogue and retired services
- B. Service pipeline, configuration management system and service catalogue
- C. Customer portfolio, configuration management system and service catalogue
- D. Customer portfolio, service catalogue and retired services

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 50

Which are phases of the release and deployment process?

- 1. Release build and test
- 2. Review and close
- 3. Categorize and record
- 4. Change authorization and schedule

- A. 1 and 2
- B. 3 and 4
- C. 2 and 4
- D. 1 and 3

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 51

Which statement about outcomes is CORRECT?

- A. An outcome can be enabled by more than one output
- B. An output can be enabled by one or more outcomes
- C. An outcome is a tangible or intangible activity
- D. Outcomes are how the service performs

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 52

Which is an example of a business related measurement?

- A. The number of problems resolved

- B. The average resolution time for incidents
- C. The average time to response to change requests
- D. The number of passengers checked in

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 53

Which is an important principle of communication in service operation?

- A. Meetings are always the best method of communication
- B. It is stored in the configuration management system
- C. It has an intended purpose or a resultant action
- D. Information should always be communicated

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 54

Which statement about metrics is CORRECT?

- A. Technology metrics can be used to measure component performance and availability
- B. Process metrics can be used to measure end-to-end service performance
- C. Process metrics can be used to measure the utilization of a supplier's network
- D. Technology metrics can be used to determine the overall health of a process

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 55

Which processes are responsible for the regular review of underpinning contracts?

- A. Availability management and service level management
- B. Supplier management and service level management
- C. Supplier management and availability management
- D. Supplier management and change management

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 56

Which guiding principle recommends eliminating activities that do not contribute to the creation of value?

- A. Start where you are
- B. Keep it simple and practical
- C. Optimize and automate
- D. Collaborate and promote visibility

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 57

Identify the missing word(s) in the following sentence.

The service desk should be the entry point and single point of contact for the [?] with all of its users.

- A. Customer
- B. Service provider
- C. Supplier
- D. Service consumer

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 58

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

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 59

Which is a responsibility of a customer within the service level management process?

- A. Negotiate third party contracts
- B. Measure service availability
- C. Agree Service level targets
- D. Supply good or services

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 60

Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

- A. Progress iteratively with feedback
- B. Keep it simple and practical
- C. Start where you are
- D. Focus on value

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 61

Which is included in the purpose of the 'design and transition' value chain activity?

- A. Ensuring that service components are available when needed
- B. Continually meeting stakeholder expectations for costs
- C. Providing transparency and good stakeholder relationships
- D. Supporting services according to specifications

Answer: B ([LEAVE A REPLY](#))

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NEW QUESTION: 62

What is typically needed to assign complex incidents to support groups?

- A. A change schedule
- B. A self-help tool
- C. The incident priority
- D. The incident category

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 63

Which statement about service desks is CORRECT?

- A. The service desk should remain isolated from technical support teams
- B. The service desk should escalate all technical issues to support and development teams
- C. The service desk should work in close collaboration with support and development teams
- D. The service desk should rely on self-service portals instead of escalation to support teams

Answer: C ([LEAVE A REPLY](#))

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