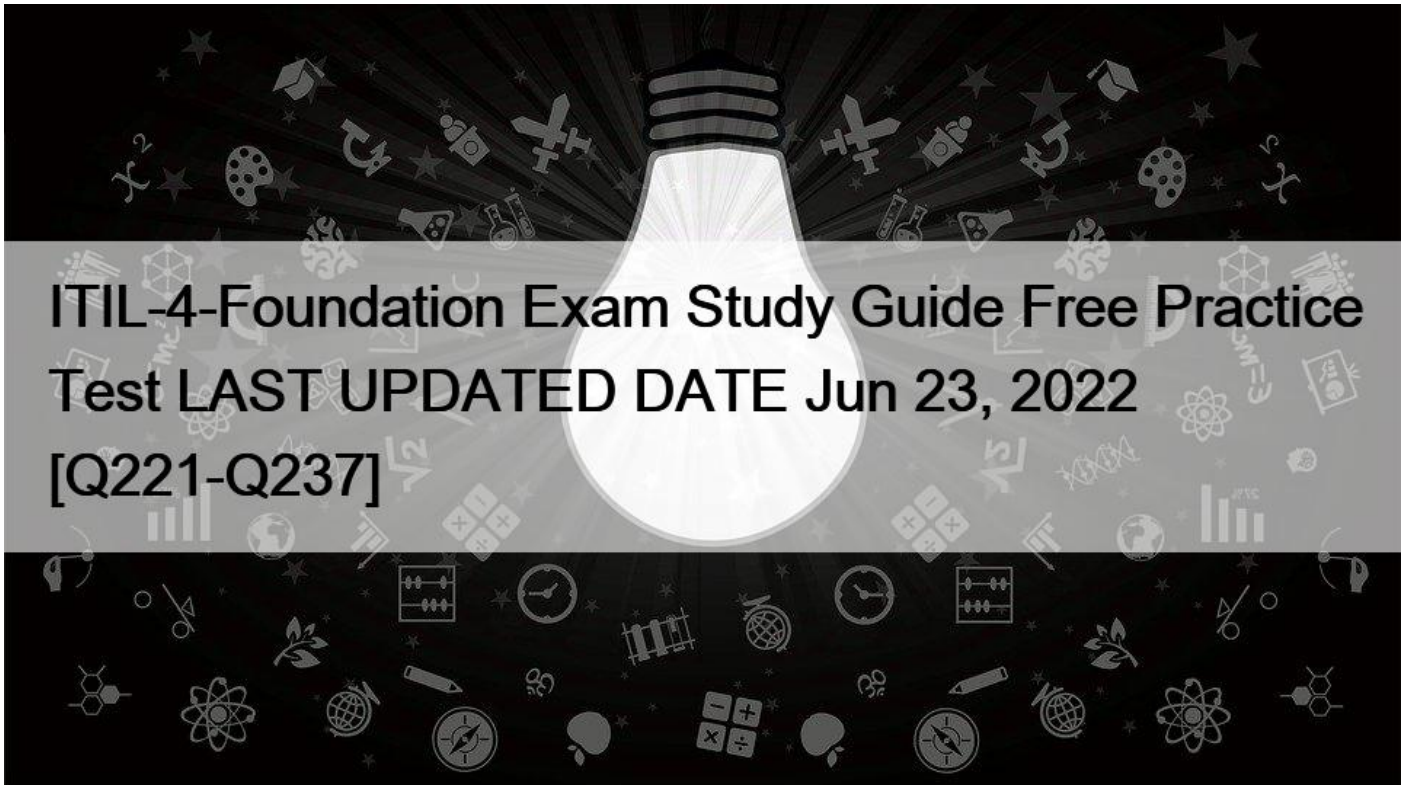# ITIL-4-Foundation Exam Study Guide Free Practice Test LAST UPDATED DATE Jun 23, 2022 [Q221-Q237

ITIL-4-Foundation Exam Study Guide Free Practice Test LAST UPDATED DATE Jun 23, 2022 The New ITIL-4-Foundation 2022 Updated Verified Study Guides & Best Courses NO.221 Which is provided by the ‘engage’ value chain activity?

* Ensuring that stakeholder expectations for quality are met
* Ensuring that stakeholder needs are understood by the organization
* Ensuring that service components are available when needed
* Ensuring that services are operated to meet agreed specifications

NO.222 What should be used to set user expectations for request fulfilment times?

* The consumer demand for the service
* The time that the customer indicates for service delivery
* The service levels of the supplier
* The time needed to realistically deliver the service

NO.223 Which statement about outcomes is CORRECT?

* Outcomes help service consumers achieve outputs
* Outcomes are one or more services that fulfil the needs of a service consumer
* Service providers help service consumers achieve outcomes
* Helping service consumers achieve outcomes reduces service provider costs

NO.224 How should automation be implemented?

* By initially concentrating on the most complex tasks
* By optimizing as much as possible first
* By replacing human intervention wherever possible
* By replacing the existing tools first

NO.225 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 [?], and the CIs that support them, is available when and where it is needed.
* relationships with suppliers
* configuration of services
* skills of people
* authorization of changes
Explanation/Reference: https://wiki.process-symphony.com.au/framework/lifecycle/process/service-configuration-management-itil-4/

NO.226 What are the three phases of 'problem management'?
* Problem logging, problem classification, problem resolution
* Incident management, problem management, change enablement
* Problem identification, problem control, error control
* Problem analysis, error identification, incident resolution

NO.227 Which is the CORRECT explanation of the 'R' role in a RACI matrix?
* This role ensures that activities are executed correctly
* This role has ownership of the end result
* This role is involved in providing knowledge and input
* This role ensures the flow of information to stakeholders

NO.228 Which type of change is MOST LIKELY to be initiated as part of the 'service request management' practice?
* A normal change
* An emergency change
* A standard change
* A change model

NO.229 What considerations influence the supplier strategy of an organization?
* Contracts and agreements
* Type of cooperation with suppliers
* Corporate culture of the organization
* Level of formality

NO.230 Which statement about change authorization is CORRECT?
* A change authority should be assigned to each type of change and change model
* Centralizing change authorization to a single person is the most effective means of authorization
* The authorization of normal changes should be expedited to ensure they can be implemented quickly
* Standard changes are high risk and should be authorized by the highest level of change authority

NO.231 Identify the missing words in the following sentence.

When an organization has decided to improve a service, it should start by considering [?].

* existing information
* new methods
* additional measurements
* revised processes

NO.232 Which statement about the ‘change enablement’ practice is CORRECT?
* Standard changes are those that need to be scheduled, assessed and authorized following a standard process
* Normal changes are triggered by the creation of a change request which can be created manually or automated
* Assessment and authorization of normal changes should be expedited to ensure they can be implemented quickly
* There should be a separate change authority for standard changes which includes senior managers who understand the risks involved

NO.233 Which practice ensures that accurate and reliable information is available about configuration items and the relationships between them?
* Service configuration management
* Service desk
* IT asset management
* Monitoring and event management

NO.234 Which is the addition, modification or removal of anything that could have an effect on services?
* A change
* An event
* An incident
* A problem

NO.235 Which guiding principle recommends collecting data before deciding what can be re-used?
* Focus on value
* Keep it simple and practical
* Start where you are
* Progress interactively with feedback

NO.236 Which activity is NOT recommended by the start where you are’ guiding principle?
* Involving people who are not familiar with a service when observing and assessing its activities
* Applying risk management when considering to introduce new processes
* Using source data to avoid any unintentional data distortion found in reports
* Discarding existing processes before assessing their usefulness

NO.237 Which practice provides a communications point for users to report operational issues, queries and requests?
* Incident management
* Continual improvement
* Service desk
* Relationship management
The purpose of the service desk practice is to capture demand for incident resolution and service requests. It should also be the entry point and single point of contact for the service provider with all of its users. It provides a clear path for users to report issues, queries, and requests, and have them acknowledged, classified, owned, and actioned.

https://www.bmc.com/blogs/itil-service-desk/

ITIL ITIL-4-Foundation Exam Syllabus Topics:

TopicDetailsTopic 1- Key Concepts From Lean, Agile, Devops, And Why These Are Important To Deliver Business ValueTopic 2- A Holistic Approach To The Facilitation Of Co-Creation Of Value With Customers And Other Stakeholders In The Form Of Products And ServicesTopic 3- The Guiding Principles Of ITIL 4- The Four Dimensions Of Service ManagementTopic 4- Whilst At The Same Time Expand To Be Integrated To Different Areas Of Service Management And IT, From Demand To ValueTopic 5- How ITIL Practices Described In ITIL 4 Will Maintain The Value And Importance Provided By The Current ITIL Processes

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