

## [Jun-2022 Newly Released Pass ITIL-4-Foundation Exam - Real Questions & Answers [Q129-Q143]



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Pass ITIL-4-Foundation Review Guide, Reliable ITIL-4-Foundation Test Engine

### ITIL ITIL-4-Foundation Exam Syllabus Topics:

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

### QUESTION 129

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

Explanation/Reference:

### QUESTION 130

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

- \* Information security management
- \* Change enablement
- \* Problem management
- \* Service configuration management

### QUESTION 131

Which guiding principle recommends coordinating all dimensions of service management?

- \* Start where you are
- \* Think and work holistically
- \* Keep it simple and practical
- \* Progress iteratively with feedback

### QUESTION 132

A user contacts the service desk to ask how they can create a report. Which practice is MOST LIKELY to contribute to resolving this issue?

- \* Incident management
- \* Service level management
- \* Service request management
- \* Change enablement

### QUESTION 133

What is the primary focus of business capacity management?

- \* Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology
- \* Review of all capacity supplier agreements and underpinning contracts with supplier management
- \* Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
- \* Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

### QUESTION 134

Which of the following includes configuring components and activities to facilitate outcomes for stakeholders?

- \* Service relationship management
- \* Service consumption
- \* The service value system
- \* The release management practice

### QUESTION 135

What should a release policy include?

- \* The process owner and process manager for each type of release

- \* The roles and responsibilities for incident and problem resolution
- \* The naming convention and expected frequency of each type of release
- \* The naming convention for all configuration items (CI) recorded in the configuration management system (CMS)

#### QUESTION 136

Which practice has a purpose that includes aligning the organization's practices and services with changing business needs?

- \* Relationship management
- \* Continual improvement
- \* Service configuration management
- \* Service level management

#### QUESTION 137

Which is considered by the 'partners and suppliers' dimension?

- \* Using artificial intelligence
- \* Defining controls and procedures
- \* Using formal roles and responsibilities
- \* Working with an integrator to manage relationships

#### QUESTION 138

Which practice minimizes the impact on normal service operation by managing resources in response to unplanned reductions in service quality?

- \* Incident management
- \* Change enablement
- \* Service level management
- \* Continual improvement

#### QUESTION 139

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

- \* Processes refers to skill and training
- \* Partners refers to suppliers and vendors
- \* People refers to technology and tools
- \* Products refers to producers and metrics

#### QUESTION 140

Which of these should be logged and managed as a problem?

- \* Trend analysis shows a large number of similar incidents
- \* A user requests delivery of a laptop
- \* A monitoring tool detects a change of state for a service
- \* 'Continual improvement' needs to prioritize an improvement opportunity

#### QUESTION 141

Which practice coordinates the classification, ownership and communication of service requests and incidents?

- \* Supplier management
- \* Service desk

- \* Problem management
- \* Relationship management

#### QUESTION 142

Which is a service request?

- \* Requesting a workaround for an issue
- \* Requesting information about how to create a document
- \* Requesting an enhancement to an application
- \* Requesting investigation of a degraded service

#### QUESTION 143

Which does the ITIL service value system discourage?

- \* Coordinated authorities and responsibilities
- \* Organizational silos
- \* Interfaces among practices
- \* Organizational agility

Explanation

Architecture of the ITIL SVS specifically enables flexibility and discourages siloed working. This is because the service value chain and practices do not form a fixed, rigid structure, but rather they can be combined in multiple value streams to address the needs of the organization in a variety of scenarios, with open flow of communication across the many interfaces.

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

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