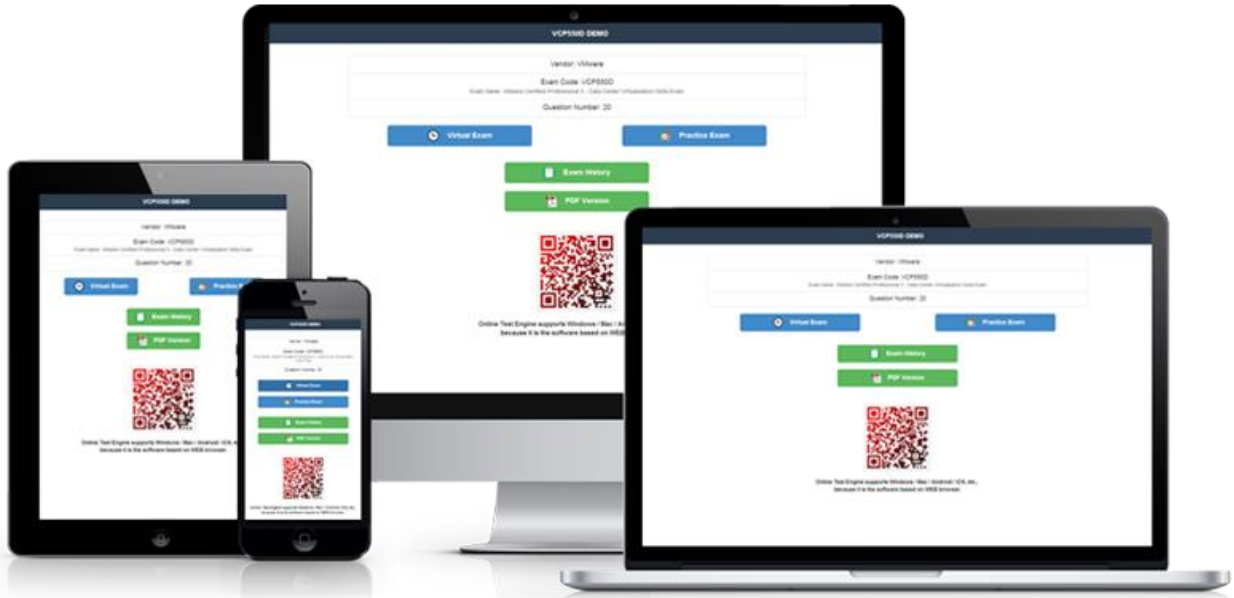


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IT 認證考試題庫-高品質通過率 100%的考試題庫

Exam : **ITIL-4-Foundation**

Title : **ITIL 4 Foundation Exam**

Vendor : **ITIL**

Version : **DEMO**

NO.1 Identify the missing word in the following sentence.

A customer define is the [?] for a service and takes responsibility for the outcomes of service consumption.

- A. Requirements
- B. Resources
- C. Suppliers
- D. products

Answer: A

NO.2 What is an incident?

- A. The planned removal of an item that might affect a service
- B. A result enabled by one or more outputs
- C. A service interruption resolved by the use of self-help tools
- D. A possible future event that could cause harm

Answer: C

NO.3 What is the purpose of the 'deployment management' practice?

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

Answer: A

NO.4 Which is a service request?

- A. Requesting investigation of a degraded service
- B. Requesting a workaround for an issue
- C. Requesting an enhancement to an application
- D. Requesting information about how to create a document

Answer: D

NO.5 Which is an activity of 'problem identification'?

- A. Establishing potential permanent solutions
- B. Analyzing information from software developers
- C. Analyzing the cause of problems
- D. Establishing problem workarounds

Answer: B

NO.6 Identify the missing word in the following sentence.

Sponsor is the role that authorizes budget for service [?]

- A. consumption
- B. management
- C. value
- D. provision

Answer: A

NO.7 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. Supplier
- B. Customer
- C. Service consumer
- D. Service provider

Answer: D

NO.8 Which processes are responsible for the regular review of underpinning contracts?

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

Answer: C

NO.9 What varies in size and complexity, and uses functions to achieve its objectives?

- A. A practice
- B. An outcome
- C. A risk
- D. An organization

Answer: D

NO.10 How should automation be implemented?

- A. By replacing the existing tools first
- B. By initially concentrating on the most complex tasks
- C. By optimizing as much as possible first
- D. By replacing human intervention wherever possible

Answer: D

NO.11 Which TWO statements about the 'service request management' practice are CORRECT?

1. Service requests are part of normal service delivery
2. Complaints can be handled as service requests
3. Service requests result from a failure in service
4. Normal changes should be handled as service requests

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

Answer: A

NO.12 A customer is a person who defines the requirements for a service and takes responsibility for the [?] of service consumption.

- A. outcomes
- B. risks
- C. costs
- D. outputs

Answer: A

NO.13 What describes how components and activities work together to facilitate value creation?

- A. The ITIL service value system
- B. The four dimensions of service management
- C. A service relationship
- D. The ITIL guiding principles

Answer: A

NO.14 What helps diagnose and resolve a simple incident?

- A. Rapid escalation
- B. Formation of a temporary team
- C. Problem prioritization
- D. The use of scripts

Answer: D

NO.15 What is important for a 'continual improvement register' (CIR)?

- A. Improvement ideas from many sources are kept in a single CIR
- B. Improvement ideas are documented, assessed and prioritized
- C. Improvement ideas are tested, funded and agreed
- D. Improvement ideas that are not being actioned immediately are removed from the CIR

Answer: B

NO.16 What is the definition of warranty?

- A. A means of identifying events that could cause harm or loss
- B. A means of determining whether a service is fit for use
- C. A means of determining whether a service is fit for purpose
- D. A means of identifying a result for a stakeholder

Answer: B

NO.17 What is the purpose of the 'monitoring and event management' practice?

- A. To restore normal service operation as quickly as possible
- B. To manage workarounds and known errors
- C. To systematically observe services and service components
- D. To capture demand for incident resolution and service requests

Answer: C

NO.18 Which is an example of improving service utility using service management automation?

- A. Faster resource allocation

- B. Pre-determined routing of a service request
- C. Monitoring service availability
- D. Reducing the time to compile service data

Answer: A

NO.19 When planning 'continual improvement', which approach for assessing the current state of a service is

CORRECT?

- A. An organization should always use a single technique to ensure metrics are consistent
- B. An organization should always use a strength, weakness, opportunity and threat (SWOT) analysis
- C. An organization should always develop competencies in methodologies and techniques that will meet their needs
- D. An organization should always use an approach that combines Lean, Agile and DevOps methodologies

Answer: C

NO.20 What is defined as "the role that uses services?"

- A. User
- B. Service consumer
- C. Sponsor
- D. Customer

Answer: A

NO.21 Which is a key requirement for a successful service level agreement (SLA)?

- A. Using an agreement between the service provider and service supplier
- B. Using individual metrics that relate to the service catalogue
- C. Using bundled metrics to relate performance to outcomes
- D. Using single-system-based metrics that relate to outputs

Answer: C

NO.22 An organization asks a stakeholder to review a planned change. Which guiding principle does this demonstrate?

- A. Keep it simple and practical
- B. Start where you are
- C. Focus on value
- D. Collaborate and promote visibility

Answer: D

NO.23 Which practice has a purpose that includes ensuring that risks have been properly assessed?

- A. Problem management
- B. Service configuration management
- C. Service level management

D. Change control

Answer: D

NO.24 Which practice includes conducting regular reviews to ensure that services are still appropriate and relevant?

- A.** Continual improvement
- B.** Change enablement
- C.** Service desk
- D.** Service level management

Answer: D

Explanation:

The service level management practice defines, documents and manages the service levels of all the services and products. Service level management should provide the end to end visibility of all the organizational services. Service level management has to establish and provide the service views with service level target ensure meeting defined service levels by collecting, analyzing, storing and reporting all the defined target metrics of the services regularly (periodically) perform the service reviews and ensure the services meet the organization's needs continuously identify, capture, review & report the issues related to services, its performance against the defined service targets.

NO.25 Which is included in the purpose of the 'service level management' practice?

- A.** To maximize the number of successful service and product changes
- B.** To ensure accurate information about the configuration of services is available
- C.** To ensure that suppliers and their performance are managed appropriately
- D.** To set clear business-based targets for service levels

Answer: D

NO.26 What is a change schedule used for?

- A.** To help plan emergency changes
- B.** To help manage normal changes
- C.** To help assign a change authority
- D.** To help authorize standard changes

Answer: B

NO.27 Which statement about the automation of service requests is CORRECT?

- A.** Service requests that cannot be automated should be handled as incidents
- B.** Service requests that cannot be automated should be handled as problems
- C.** Service requests and their fulfillment should be carried out by service desk staff without automation
- D.** Service requests and their fulfillment should be automated as much as possible

Answer: D

NO.28 When should a change request be submitted to resolve a problem?

- A.** As soon as the analysis of cost, risks and benefits justifies the change
- B.** As soon as a workaround for the problem has been identified

- C. As soon as a solution for the problem has been identified
- D. As soon as the analysis of the frequency and impact of incidents justifies the change

Answer: A

NO.29 Which statement about outcomes is CORRECT?

- A. Outcomes use activities to produce tangible or intangible deliverables.
- B. Outcomes rely on outputs to deliver results for a stakeholder.
- C. Outcomes help a service consumers to assess the cost of a specific activity
- D. Outcomes gives service consumers assurance of products or services

Answer: B

NO.30 Which guiding principle is PRIMARILY concerned with consumer's revenue and growth?

- A. Optimize and automate
- B. Progress iteratively with feedback
- C. Keep it simple and practical
- D. Focus on value

Answer: D