

# ITIL.ITIL-4-Foundation.v2024-05-14.q169

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## NEW QUESTION: 1

Which practice ensures that a variety of access channels are available for users to report issues?

- A. Service desk
- B. Service level management
- C. Incident management
- D. Change enablement

**Answer: A (LEAVE A REPLY)**

Service desks provide a variety of channels for access including:

Phone calls, which can include specialized technology, such as interactive voice response (IVR), conference calls, voice recognition, and others.

Service portals and mobile applications, supported by service and request catalogues, and knowledge bases.

Chat, through live chat and chatbots.

Email for logging and updating, and for follow-up surveys and confirmations.

Walk-in service desk (which are becoming more prevalent in some sectors, such as higher education, where there are high peaks of activity that demand physical presence)., Text and social media messaging, which are useful for notifications in case of major incidents and for contacting specific stakeholder groups, but can also be used to allow users to request support.

Public and corporate social media and discussion forums for contacting the service provider and for peer-to-peer support.

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

## NEW QUESTION: 2

Which is the MOST important stakeholder group that a service provider needs to collaborate with?

- A. Suppliers
- B. Customers
- C. Relationship managers
- D. Developers

**Answer: (SHOW ANSWER)**

The first important step is identifying and managing all the stakeholder groups that an organization deals with. The first and most obvious stakeholder group is the customers, as in service management the organization's main goal is to facilitate customer outcomes.

Other examples of stakeholder collaboration include:

- Developers working with other internal teams
- Suppliers collaborating with the organization
- Relationship managers collaborating with service consumers
- Customers collaborating with each other
- Internal and external suppliers collaborating with each other

The contribution to improvement of each stakeholder group at each level should be understood, as should the most effective methods to engage with them. Depending on the service and the relationship between the service provider and the service consumer, the expectations about the level and type of collaboration can vary significantly. It is important to involve stakeholders, and address their needs at all levels. Determining the type, method, and frequency of such messaging is one of the central activities related to communication.

<https://www.bmc.com/blogs/itil-guiding-principles/>

### **NEW QUESTION: 3**

Which statement about output is correct?

- A. They capture customer demand for services
- B. They consist of several outcomes.
- C. They contribute to the achievement of outcomes
- D. They describes how the service performs.

**Answer: (SHOW ANSWER)**

### **NEW QUESTION: 4**

Which practice performs reviews to ensure that services continue to meet the needs of the customers?

- A. Monitoring and event management
- B. Service level management
- C. Change enablement
- D. Service desk

**Answer: (SHOW ANSWER)**

Explanation

To set clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets.

<https://www.bmc.com/blogs/itil-management-practices/>

#### **NEW QUESTION: 5**

Which is a way of applying the guiding principle 'focus on value'?

- A. Comprehending the whole, but doing something
- B. Doing fewer things, but doing them better
- C. Recognizing the complexity of systems
- D. Understanding how service consumers use services

**Answer: (SHOW ANSWER)**

#### **NEW QUESTION: 6**

A service will be unavailable for the next two hours for unplanned maintenance. Which practice is MOST LIKELY to be involved in managing this?

- A. Incident management
- B. Service Request management
- C. Change enablement
- D. Service request management

**Answer: A (LEAVE A REPLY)**

Incident management is typically closely aligned with the service desk, which is the single point of contact for all users communicating with IT. When a service is disrupted or fails to deliver the promised performance during normal service hours, it is essential to restore the service to normal operation as quickly as possible.

<https://www.bmc.com/blogs/itil-v3-incident-management/>

#### **NEW QUESTION: 7**

Identify the missing word in the following sentence.

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

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

**Answer: B (LEAVE A REPLY)**

Sponsor: A person who authorizes budget for service consumption; e.g., the Finance Manager

<https://www.bmc.com/blogs/itil-key-concepts-service-management/#:~:text=Sponsor%3A%20A%20person%20who%20authorizes,%3B%20e.g.%2C%20the%20Finance%20Manager.>

#### **NEW QUESTION: 8**

Which practice ensures that service actions, that are a normal part of service delivery, are effectively handled?

- A. Incident management
- B. Service level management
- C. Problem management
- D. Service request management

**Answer: D (LEAVE A REPLY)**

Explanation

A service request is defined as a request from a user or a user's authorized representative that initiates a service action which has been agreed as a normal part of service delivery. The purpose of the service request management practice is to support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner. Service request management is dependent upon well-designed processes and procedures, which are operationalized through tracking and automation tools to maximize the efficiency of the practice. To be handled optimally, service request management should follow these guidelines:

Service requests and their fulfilment should be standardized and automated to the greatest degree possible.

Policies should define which service requests will be fulfilled with limited or even no additional approvals so that fulfilment can be streamlined.

The expectations of users regarding fulfilment times and costs should be clearly set, based on what the organization can realistically deliver.

Opportunities for improvement should be identified and implemented to produce faster fulfilment times and take advantage of automation.

<https://www.bmc.com/blogs/itil-service-request-management/>

### **NEW QUESTION: 9**

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

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

**Answer: B (LEAVE A REPLY)**

### **NEW QUESTION: 10**

Which is a use of a change schedule?

- A. Providing information about deployed changes to help manage incidents and problems
- B. Speeding up the planning and authorization of emergency changes
- C. Tracking and managing improvement ideas from identification through to final action
- D. Providing a means of initiating and assessing normal changes

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 11**

Which are the elements of process control?

- A. Inputs, outputs and triggers
- B. Resources, capabilities and metrics
- C. Process owner, policy and objectives
- D. Work instructions, procedures and roles

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 12**

Which statement about outcomes is CORRECT?

- A. Outcomes enable products to be delivered to a stakeholder
- B. An outcome defines the amount of money spent on technology for a service
- C. An outcome depends on at least one output to deliver a result
- D. Outcomes provide assurance to stakeholders on how a service performs

**Answer: C (LEAVE A REPLY)**

Explanation

It is important to understand the difference in these terms not just for clarity, but because outputs are much easier to measure than outcomes.

Outputs are nearly always quantitative, with data available to show whether these have been delivered.

Outputs are easy to report on and to validate. There is no grey area.

Outcomes are more challenging to verify because they are both qualitative and quantitative. Whether your outcomes have been achieved will rely, to a great extent, on the perception of the people who receive the service. Perceptions are not easy to measure or report on, but it is essential you find a way to do so.

<https://www.bmc.com/blogs/outcomes-vs-outputs/>

**NEW QUESTION: 13**

Staff in an IT organization are very busy, mostly carrying out tasks that add little or no value to the organization or its customers.

Which guiding principle recommends that the unnecessary work should be eliminated?

- A. Keep it simple and practical
- B. Think and work holistically
- C. Star: where you are
- D. Progress iteratively with feedback

**Answer: A (LEAVE A REPLY)**

Explanation

<https://assyst.ifs.com/blog/the-7-guiding-principles-of-iti4-0>

Don't over-engineer solutions. Think about what you can do

Like focus on value, this principle is heavily focused on the prevention of waste. Waste correlates with complexity. Higher complexity means there are more opportunities for waste to creep into a system.

Focus on delivering the desired outcome, not building the most elegant and elaborate solution. Use the minimum number of steps to deliver that outcome, ensuring you are not over-processing (delivering quality above and beyond what is required).

**NEW QUESTION: 14**

Which dimension of service management includes consideration of the type of relationship required with other organizations involved in the design and delivery of services?

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

**Answer: (SHOW ANSWER)**

This dimension encompasses an organization's relationships with other organizations that are involved in the design, development, deployment, delivery, support and/or continual improvement of services. This dimension also incorporates contracts and other agreements between the organization and its partners or suppliers.

**NEW QUESTION: 15**

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

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 16**

Identify the missing word in the following sentence.

An organization which is undertaking an improvement initiative should [?] the existing methods and services when building for the future.

- A. Consider
- B. Discard
- C. Improve
- D. Re-use

**Answer: A (LEAVE A REPLY)**

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**NEW QUESTION: 17**

Which practice recommends that organizations develop competencies and techniques such as strength, weakness, opportunity, and threat (SWOT) analysis, and balanced scorecards?

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

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 18**

Which is an activity in the 'Problem control' phase of problem management?

- A. Re-assessing a known error to manage the ongoing impact.
- B. Reviewing incident records to identify trends
- C. Implementing a technical fix to resolve an issue
- D. Documenting the steps in workaround

**Answer: D (LEAVE A REPLY)**

Explanation

Problem Control. Problem control activities include problem analysis and documenting workarounds and known errors.

Just like incidents, problems will be prioritized based on the risk they pose in terms of probability and impact to services. Focus should be given to problems that have highest risk to services and service management.

<https://www.bmc.com/blogs/itil-problem-management/#:~:text=2.,probability%20and%20impact%20to%20serv>

**NEW QUESTION: 19**

Which is one of the five aspects of service design?

- A. Management policy for business case creation
- B. Management information systems and tools
- C. Risk analysis and management approach
- D. Corporate governance and policy

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 20**

Which practice provides a communications point for users to report operational issues, queries and requests?

- A. Incident management
- B. 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/>

- C. Service desk
- D. Continual improvement

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 21**

Which guiding principle recommends coordinating all dimensions of service management?

- A. Progress iteratively with feedback
- B. Keep it simple and practical
- C. Think and work holistically
- D. Start where you are

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 22**

When should a change request be submitted to resolve a problem?

- A. As soon as the analysis of the frequency and impact of incidents justifies the change
- B. As soon as the analysis of cost, risks and benefits justifies the change
- C. As soon as a workaround for the problem has been identified
- D. As soon as a solution for the problem has been identified

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 23**

How is a continual improvement register used?

- A. To record requests for provision of a resource or service
- B. To provide a structured approach to implementing improvements
- C. To organize past, present, and future improvement ideas
- D. To authorize changes to implement improvement initiatives

**Answer: B (LEAVE A REPLY)**

The ITIL continual improvement model, which provides organizations with a structured approach to implementing improvements

<https://www.bmc.com/blogs/itil-continual-improvement/>

**NEW QUESTION: 24**

Which benefit is MOST aligned with the guiding principle 'progress iteratively with feedback'?

- A. The complexities of the service provider's IT systems are identified.
- B. Service providers are able to respond more quickly to customer needs
- C. Bottlenecks in the service provider's workflow are identified.
- D. The service provider gains a better understanding of the customer experience.

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 25**

Where are the details of the required performance outcomes of a service defined?

- A. Service offerings
- B. Service level agreements
- C. Service components
- D. Service requests

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 26**

What does 'change enablement' PRIMARILY focus on?

- A. Changes to skills and competencies
- B. Changes to organizational structure
- C. Changes to products and services
- D. Changes to service levels

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 27**

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

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 28**

What can a service remove from the consumer and impose on the consumer?

- A. Cost
- B. Utility

C. Outcome

D. Asset

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 29**

Which practice makes use of methods from Lean, Agile and DevOps?

A. Problem management

B. Continual improvement

C. Service desk

D. Incident management

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 30**

What is the PRIMARY use of a change schedule?

A. To support the 'incident management' practice and improvement planning

B. To manage emergency changes

C. To manage standard changes

D. To plan changes and help avoid conflicts

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 31**

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

A. A workaround

B. A problem

C. An incident

D. A configuration item

**Answer: (SHOW ANSWER)**

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**NEW QUESTION: 32**

Which will help solve incidents more quickly?

A. Target resolution times

- B. Escalating all incidents to support teams
- C. Collaboration between teams
- D. Detailed procedural steps for incident investigation

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

**NEW QUESTION: 33**

Which statement about outcome is CORRECT?

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

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

**NEW QUESTION: 34**

What role would be MOST suitable for someone with tons of experience working in IT and business roles?

They also have experience of managing relationships with various stakeholders, including suppliers and business managers.

- A. Service desk agent
- B. Change authority
- C. Problem analyst
- D. Service level manager

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

**NEW QUESTION: 35**

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

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

**NEW QUESTION: 36**

Identify the missing words in the following sentence.

The 'incident management' practice should maintain [?] for logging and managing incidents.

- A. detailed procedures
- B. a formal process

- C. a dedicated team
- D. a value chain activity

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

#### **NEW QUESTION: 37**

Which statement about problems is CORRECT?

- A. Problems are not related to incidents.
- B. Problems must be resolved quickly in order to restore normal business activity.
- C. Problem analysis should focus on one of the four dimensions to achieve a fast diagnosis.
- D. Problem prioritization involves risk assessment.

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

Reference: <https://www.bmc.com/blogs/itil-problem-management/>

#### **NEW QUESTION: 38**

What is the purpose of the 'information security management1 practice?

- A. To observe services and service components
- B. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed
- C. To protect the information needed by the organization to conduct its business
- D. To plan and manage the full lifecycle of all IT assets

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

#### **NEW QUESTION: 39**

What three elements make up the Service Portfolio?

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

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

Explanation

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#### **NEW QUESTION: 40**

Which statement about the 'continual improvement model' is CORRECT?

- A. The model is applicable to only certain parts of the service value system
- B. Organizations should work through the steps of the model in the sequence in which they are presented
- C. The flow of the model helps organizations to link improvements to its goals
- D. Organizations should use an additional model or method to link improvements to customer value

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 41**

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

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

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 42**

How is a continual improvement register used?

- A. To record requests for provision of a resource or service
- B. To provide a structured approach to implementing improvements
- C. To organize past, present, and future improvement ideas
- D. To authorize changes to implement improvement initiatives

**Answer: B (LEAVE A REPLY)**

Explanation

The ITIL continual improvement model, which provides organizations with a structured approach to implementing improvements

<https://www.bmc.com/blogs/itil-continual-improvement/>

**NEW QUESTION: 43**

Which of the four dimensions include, the knowledge bases needed to deliver and manage services?

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

**Answer: B (LEAVE A REPLY)**

Explanation

This includes the information and technology needed to deliver services (servers, storage, networks, databases, etc.) as well as the information and technology needed to manage those services (ITSM tools, knowledge bases, configuration information, etc.).

<https://www.sysaid.com/blog/entry/everything-you-officially-need-to-know-about-itil-4>

**NEW QUESTION: 44**

Which practice needs people who understand complex systems and have creative and analytical skills?

- A. Service level management
- B. Service request management

- C. Problem management
- D. Change enablement

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 45**

Which describes a set of defined steps for implementing improvements?

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

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 46**

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

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

**Answer: A (LEAVE A REPLY)**

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**NEW QUESTION: 47**

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

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

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 48**

Which of the following statements about change authorization is CORRECT?

- A. Every time a standard change is requested a change authority is assigned

- B. The technician making an emergency change can authorize such changes
- C. The change type and model is the basis for assigning the change authority
- D. Ensuring that changes are authorized after their deployment is done by the change authority

**Answer: C (LEAVE A REPLY)**

The change enablement practice maximizes the number of successful service and product changes by ensuring that risks have been properly assessed, authorized, and managed within a schedule<sup>1</sup>. Change authorization is the activity of verifying that a proposed change is desirable, viable, and achievable before committing to its implementation<sup>2</sup>. The change type (standard, normal, or emergency) and model (a predefined approach for handling a specific type of change) is the basis for assigning the change authority (the role that can authorize a change)<sup>2</sup>. The other statements are incorrect because:

A standard change is a low-risk, pre-authorized change that follows an agreed procedure and does not require authorization at the point of implementation<sup>2</sup>.

An emergency change is a high-priority change that must be implemented as soon as possible to resolve an incident or implement a security patch<sup>2</sup>. An emergency change must be authorized by an emergency change authority (ECA), which is usually a subset of the normal change authority (CAB)<sup>2</sup>.

Ensuring that changes are authorized before their deployment is done by the change enabler (the role that coordinates all aspects of a change)<sup>2</sup>. Reference: ITIL Foundation - ITIL 4 Edition, page 16; ITIL 4 - A Pocket Guide, page 39; ITIL 4 Practice Guide: Change Enablement, page 7.

#### **NEW QUESTION: 49**

What are the types of asset management?

- A. IT asset management and software asset management
- B. IT asset management and technical management
- C. Operational management and IT asset management
- D. Operational and technical management

**Answer: A (LEAVE A REPLY)**

#### **NEW QUESTION: 50**

Which TWO statements about an organization's culture are CORRECT? (Choose two.)

1. It is created from shared values based on how it carries out its work
2. It is determined by the type of technology used to support services
3. It should be based on the culture of prospective suppliers
4. It should be based on the objectives of the organization

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

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 51**

What is a configuration item?

- A. Any financially valuable component that can contribute to delivery of an IT product or service
- B. Any component that needs to be managed in order to deliver an IT service
- C. Any change of state that has significance for the management of a service
- D. A problem that has been analyzed but has not been resolved

**Answer: B (LEAVE A REPLY)**

Reference: <https://www.bmc.com/blogs/itil-key-terms/>

**NEW QUESTION: 52**

Which of the four dimensions' focuses on roles responsibilities and systems of authority?

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

**Answer: A (LEAVE A REPLY)**

Organizations and people is one of the four dimensions of service management that influence the effectiveness and efficiency of service delivery<sup>1</sup>. This dimension focuses on the roles, responsibilities, and systems of authority that are needed to deliver and support services<sup>2</sup>. This dimension also covers the culture, skills, competencies, and collaboration of the people involved in service management<sup>3</sup>. Reference: ITIL Foundation - ITIL 4 Edition, page 8; ITIL 4 - A Pocket Guide, page 19; ITIL 4 Practice Guide: Organizational Change Management, page 7.

**NEW QUESTION: 53**

What is a service?

- A. A tangible or intangible deliverable of an activity
- B. Joint activities performed by a service provider and a service consumer to ensure continual value co- creation based on agreed and available service offerings
- C. 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
- D. A possible event that could cause harm or loss, or make it more difficult to achieve objectives

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 54**

Which service request management decisions require that policies are established'?

- A. Deciding which service requests require approval

- B. Deciding how to handle service requests where the steps are unknown
- C. Deciding how degradations of service are resolved
- D. Deciding when workarounds should be used

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 55**

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 that are not being actioned immediately are removed from the CIR
- D. Improvement ideas are tested, funded and agreed

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 56**

Which is a purpose of the 'engage' value chain activity?

- A. Meeting expectations for quality, costs and time-to-market
- B. Providing transparency and good relationships
- C. Ensuring that the organization's vision is understood
- D. Ensuring the continual improvement of services

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 57**

What is a definition of a service improvement plan (SIP)?

- A. A formal plan to implement improvements to a customer's business processes
- B. An input from availability management to service level management, detailing the service design plan
- C. A formal plan to implement improvements to a service or process
- D. An input from financial management for IT services to service level management, detailing the budget plan

**Answer: C (LEAVE A REPLY)**

Explanation

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**NEW QUESTION: 58**

Which is the FIRST thing to consider when focusing on value?

- A. Identifying the service customer who will receive value
- B. Defining customer experience and user experience
- C. Understanding what is valuable to the service consumer
- D. Ensuring value is co-created by improvement initiatives.

**Answer: A (LEAVE A REPLY)**

Explanation

When focusing on value, the first step is to know who are the customers and key stakeholders being served.

Next, it is important to have an understanding of what constitutes value from the consumer's perspective.

<https://www.bmc.com/blogs/itil-guiding-principles/#:~:text=When%20focusing%20on%20value%2C%20the,va>

#### **NEW QUESTION: 59**

Which will NOT be handled as a service request?

- A. The degradation of a service
- B. The replacement of a toner cartridge
- C. The provision of a laptop
- D. A complaint about a support team

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

#### **NEW QUESTION: 60**

Which is included in the purpose of the 'service level management' practice?

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

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

#### **NEW QUESTION: 61**

What is MOST LIKELY to be handled as a service request?

- A. An emergency change to apply a security patch
- B. The implementation of a workaround
- C. Providing a virtual server for a development team
- D. Managing an interruption to a service

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

Explanation

A service request is a formal request from a user for something to be provided. Service requests are typically less complex and are either approved or denied based on the budget, need, or urgency.

An emergency change to apply a security patch (A) is not a service request because it is an urgent change that needs to be made to address a security vulnerability. The implementation of a workaround (B) is not a service request because it is a temporary solution to a problem. Managing an interruption to a service (D) is not a service request because it is an incident that needs to be resolved.

Providing a virtual server for a development team (C) is a service request because it is a request for a new service that can be fulfilled by the IT department.

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**NEW QUESTION: 62**

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

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

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 63**

Which is a use of a continual improvement register?

- A. Tracking and managing improvement ideas from identification through to final action
- B. Planning changes, assisting in communication, avoiding conflicts, and assigning resources
- C. Describing the services designed to meet the needs of a consumer group
- D. Selecting the right method, model or technique for identifying improvements

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 64**

What is a problem that has been analysed but has not been resolved?

- A. Incident
- B. Workaround
- C. Known error
- D. Event

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 65**

Which is the BEST type of resource for investigating complex incidents?

- A. Self-help systems
- B. Detailed work instructions
- C. Disaster recovery plans

D. Knowledgeable support staff

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

**NEW QUESTION: 66**

Which practice provides users with a way to get various requests arranged, explained and coordinated?

- A. Service level management
- B. Relationship management
- C. Continual improvement
- D. Service desk

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

Over time, the focus of service desks has broadened from simply logging and resolving technical issues, to providing more comprehensive support for people and the business. They are increasingly being used to get various matters arranged, explained, and coordinated. The service desk has a major influence on user experience and how the service provider is perceived by the users. By understanding and acting on the business context of transactional activity (i.e. logging tickets), the service desk is better placed to add value to the organization.

**NEW QUESTION: 67**

Which value chain activity ensures that ongoing service activity meets user expectations?

- A. Engage
- B. Plan
- C. Deliver and support
- D. Obtain/build

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

**NEW QUESTION: 68**

What is included in the purpose of the 'release management' practice?

- A. Authorizing changes to proceed
- B. Making new features available for use
- C. Moving new software to live environments
- D. Ensuring information about services is available

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

Explanation

The purpose of the release management practice is to make new and changed services and features available for use.

Release: A version of a service or other configuration item, or a collection of configuration items, that is made available for use.

<https://wiki.process-symphony.com.au/framework/lifecycle/process/release-management-iti1-4/>

**NEW QUESTION: 69**

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

The purpose of the problem management practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents and managing [p] and known errors.

- A. events
- B. changes
- C. configuration items
- D. workarounds

**Answer: D (LEAVE A REPLY)**

The purpose of the problem management practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents and managing workarounds and known errors<sup>1</sup>. Workarounds are temporary solutions that reduce or eliminate the impact of an incident or problem for which a full resolution is not yet available<sup>2</sup>. Known errors are problems that have a documented root cause and a workaround<sup>3</sup>. Reference: ITIL Foundation - ITIL 4 Edition, page 15; ITIL 4 - A Pocket Guide, page 35; ITIL 4 Practice Guide: Problem Management, page 7.

**NEW QUESTION: 70**

Which is a use of the change schedule?

- A. Assigning resources to changes
- B. Deciding the approval authority for changes
- C. Automating the change process
- D. Creating change models

**Answer: (SHOW ANSWER)**

Reference: <https://www.bmc.com/blogs/itil-change-enablement/>

**NEW QUESTION: 71**

Which guiding principle says that services and processes should NOT provide a solution for every exception?

- A. Keep it simple and practical
- B. Think and work holistically
- C. Optimize and automate
- D. Collaborate and promote visibility

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 72**

Which statement about known errors and problems is CORRECT?

- A. Known error is the status assigned to a problem after it has been analysed
- B. A known error is the cause of one or more problems

C. Known errors are managed by technical staff, problems are managed by service management staff

D. Known errors cause vulnerabilities, problems cause incidents

**Answer: A (LEAVE A REPLY)**

### **NEW QUESTION: 73**

Which practice handles all pre-defined user-initiated service actions?

A. Deployment management

B. Incident management

C. Service level management

D. Service request management

**Answer: D (LEAVE A REPLY)**

The purpose of the service request management practice is to support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner. Service request management is dependent upon well-designed processes and procedures, which are operationalized through tracking and automation tools to maximize the efficiency of the practice. To be handled optimally, service request management should follow these guidelines:

Service requests and their fulfilment should be standardized and automated to the greatest degree possible.

Policies should define which service requests will be fulfilled with limited or even no additional approvals so that fulfilment can be streamlined.

The expectations of users regarding fulfilment times and costs should be clearly set, based on what the organization can realistically deliver.

Opportunities for improvement should be identified and implemented to produce faster fulfilment times and take advantage of automation.

<https://www.bmc.com/blogs/itil-service-request-management/>

### **NEW QUESTION: 74**

Which practice ensures that accurate and reliable information is available about configuration items and the relationships between them?

A. Service configuration management

B. Service desk

C. Monitoring and event management

D. IT asset management

**Answer: A (LEAVE A REPLY)**

### **NEW QUESTION: 75**

Which is a key requirement for successful service level agreements (SLAs)?

A. They should be carried forward, unchanged, from one year to the next to enable ununsisleni service

- B. They should avoid ambiguous targets such as those relating to user experience
- C. They should be written using language and terms v/hich all parties will understand
- D. They should be based on system-based metrics which are useful to the service provider

**Answer: C (LEAVE A REPLY)**

#### **NEW QUESTION: 76**

Which statement about the 'continual improvement' practice is CORRECT?

- A. Continual improvement participation should be limited to a small dedicated team.
- B. It is the role of senior management to authorize improvement initiatives.
- C. Training should be provided to those involved in continual improvement.
- D. A single continual improvement register should be maintained by senior management.

**Answer: (SHOW ANSWER)**

Explanation/Reference: <https://www.bmc.com/blogs/itil-continual-improvement/>

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#### **NEW QUESTION: 77**

Which practices is MOST associate with the use of empathy to understand users?

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

**Answer: (SHOW ANSWER)**

#### **NEW QUESTION: 78**

Which is a risk that might be removed from a service consumer by an IT service?

- A. Service provider ceasing to trade
- B. Security breach
- C. Failure of server hardware
- D. Cost of purchasing servers

**Answer: C (LEAVE A REPLY)**

Explanation/Reference: <https://www.bmc.com/blogs/itil-key-concepts-service-management/>

**NEW QUESTION: 79**

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

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

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

**NEW QUESTION: 80**

Which describes an unresolved problem which has been already analysed?

- A. A workaround
- B. An incident
- C. A known error
- D. A risk

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

A known error is a problem that has been analysed but not resolved<sup>1</sup>. This means that the root cause of the problem has been identified, but a permanent solution has not been implemented yet<sup>2</sup>. A known error can be recorded in a known error database (KEDB) and linked to related incidents and problems<sup>3</sup>. Reference: ITIL Foundation - ITIL 4 Edition, page 15; ITIL 4 - A Pocket Guide, page 35; ITIL 4 Practice Guide: Problem Management, page 8.

**NEW QUESTION: 81**

Which practice provides a communications point for users to report operational issues, queries and requests?

- A. Incident management
- B. Continual improvement
- C. Service desk
- D. Relationship management

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

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/>

**NEW QUESTION: 82**

Which service value chain activity deals with the purchase of new products?

- A. Engage
- B. Obtain/build

C. Plan

D. Improve

**Answer: (SHOW ANSWER)**

Explanation

In ITIL, there are six activities in the service value chain which represent the steps an organization takes in the creation of value:

Plan

Engage

Design and Transition

Obtain/Build

Deliver and Support

Improve

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

### **NEW QUESTION: 83**

What is MOST LIKELY to be handled as a service request?

- A. The implementation of a workaround
- B. Providing a virtual server for a development team
- C. Managing an interruption to a service
- D. An emergency change to apply a security patch

**Answer: C (LEAVE A REPLY)**

### **NEW QUESTION: 84**

A major incident has been closed, but there is a risk that it might happen again. How should this be logged and managed?

- A. As a change request
- B. As a problem
- C. As a service request
- D. As an event

**Answer: B (LEAVE A REPLY)**

### **NEW QUESTION: 85**

What is the reason for using a balanced bundle of service metrics?

- A. It reduces the number of metrics that need to be collected
- B. It reports each service element separately
- C. It facilitates the automatic collection of metrics
- D. It provides an outcome-based view of services

**Answer: D (LEAVE A REPLY)**

### **NEW QUESTION: 86**

A service will be unavailable for the next two hours for unplanned maintenance. Which practice is MOST LIKELY to be involved in managing this?

- A. Incident management
- B. Service Request management
- C. Change enablement
- D. Service request management

**Answer: (SHOW ANSWER)**

Explanation

Incident management is typically closely aligned with the service desk, which is the single point of contact for all users communicating with IT. When a service is disrupted or fails to deliver the promised performance during normal service hours, it is essential to restore the service to normal operation as quickly as possible.

<https://www.bmc.com/blogs/itil-v3-incident-management/>

#### **NEW QUESTION: 87**

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

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

**Answer: (SHOW ANSWER)**

#### **NEW QUESTION: 88**

Which of the four dimensions focuses on managing data in compliance with industry regulations?

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

**Answer: (SHOW ANSWER)**

ITIL has defined four dimensions that collectively are critical to the effective and efficient delivery of value to customers and other stakeholders in the form of products and services.

These dimensions are:

Organizations and People

Information and Technology

Partners and Suppliers

Value Streams and Processes

<https://www.bmc.com/blogs/itil-four-dimensions-service-management/>

#### **NEW QUESTION: 89**

What are the three phases of 'problem management'?

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

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

#### **NEW QUESTION: 90**

Which is a description of service provision?

- A. A formal description of one or more services, designed to address the needs of a service consumer
- B. Activities that an organization performs to deliver services
- C. A way to help create value by facilitating outcomes that service consumers need
- D. Cooperation between two organizations to ensure that a service delivers value

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

Explanation

The ITIL SVS describes how all the components and activities of the organization work together as a system to enable value creation.

The SVS is made up of specific inputs, elements, and outputs relevant to service management. The key inputs to the SVS are opportunity and demand. The output of the SVS is value delivered by products and services.

Opportunity refers to options or possibilities to add value for stakeholders or otherwise improve the organization.

Demand refers to need or desire for products and services among internal and external consumers.

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

#### **NEW QUESTION: 91**

Which is a purpose of the 'service desk' practice?

- A. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents
- B. To maximize the number of successful IT changes by ensuring risks are properly assessed
- C. To capture demand for incident resolution and service requests
- D. To set clear business-based targets for service performance

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

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**NEW QUESTION: 92**

What is a definition of a service improvement plan (SIP)?

- A. A formal plan to implement improvements to a customer's business processes
- B. An input from financial management for IT services to service level management, detailing the budget plan D18912E1457D5D1DDCBD40AB3BF70D5D
- C. An input from availability management to service level management, detailing the service design plan
- D. A formal plan to implement improvements to a service or process

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 93**

Which is an example of a service request?

- A. A request for normal operation to be restored
- B. A request to implement a security patch
- C. A request for access to a file
- D. A request to investigate the cause of an incident

**Answer: C (LEAVE A REPLY)**

<https://www.bmc.com/blogs/itil-service-request-management/>

**NEW QUESTION: 94**

Which statement about emergency changes is CORRECT?

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

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 95**

What is defined as a change of state that has significance for the management of an IT service?

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

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 96**

Which step of the continual improvement model includes baseline assessments?

- A. Did we get there?
- B. Where are we now?
- C. Where do we want to be?
- D. What is the vision?

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

**NEW QUESTION: 97**

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

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

**NEW QUESTION: 98**

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

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

**NEW QUESTION: 99**

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

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

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

**NEW QUESTION: 100**

Which is a financially valuable component that can contribute to the delivery of a service?

- A. Configuration item
- B. Sponsor
- C. IT asset
- D. Service offering

**Answer: C (LEAVE A REPLY)**

Explanation

IT asset is any financially valuable component that can contribute to the delivery of an IT product or service.

The scope of IT asset management typically includes all software, hardware, networking, cloud services, and client devices

<https://wiki.process-symphony.com.au/framework/lifecycle/process/it-asset-management-itil-4/#:~:text=IT%20a>

**NEW QUESTION: 101**

An SLA is a service level agreement.

Which describes the 'watermelon SLA' effect?

- A. A single SLA defines target service levels for multiple customer, so every customer sees reports about other customers' experiences.
- B. The metrics in an SLA are focused on internal measures, so that reports show everything is good, while the customer is not satisfied.
- C. SLA targets change very frequently, so that each report includes new measures and trends cannot be analyzed.
- D. Introducing SLAs for a service enables customer to see that the service provider is doing a really good job, so this improves satisfaction.

**Answer: B (LEAVE A REPLY)**

Reference: <https://www.bmc.com/blogs/itil-service-level-management/>

**NEW QUESTION: 102**

Which of the four dimensions contributes MOST to defining activities needed to deliver services?

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

**Answer: (SHOW ANSWER)**

Value Streams & Processes

The value streams and processes dimension is concerned with how the various parts of the organization work in an integrated and coordinated way to enable value creation through products and services. This dimension defines the activities, workflows, controls

and procedures needed to achieve agreed objectives. What matters in service management is that an organization establishes an operating model that effectively organizes the key activities needed to manage products and services.

#### Value streams

A value stream is defined as a series of steps an organization undertakes to create and deliver products and services to consumers.

Structuring the organization's service and product portfolios around value streams allows it to have a clear picture of what it delivers and how, and to make continual improvements to its services. By mapping its value streams, an organization can identify what is critical, what introduces waste and what can be improved upon.

#### Processes

A process is defined as a set of interrelated or interacting activities that transform inputs into outputs.

Processes define the sequence of actions and their dependencies, as well as describe what is done to accomplish an objective. Processes are underpinned by policies and can be broken down further through procedures which outline what is done, when, and by whom.

<https://www.bmc.com/blogs/itil-four-dimensions-service-management/>

#### **NEW QUESTION: 103**

Which is an example of a service request?

- A. A request to implement a security patch
- B. A request for normal operation to be restored
- C. A request for access to a file
- D. A request to investigate the cause of an incident

**Answer: C (LEAVE A REPLY)**

#### **NEW QUESTION: 104**

Which dimension is MOST concerned with skills, competencies, roles and responsibilities?

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

**Answer: D (LEAVE A REPLY)**

#### Explanation

Value streams and processes focus mainly on those areas which ensure integration and coordination of various actions and parts which contribute towards better value creation for the organization. This dimension is more concerned about the way the organization has organized the activities or processes and how it enables and ensures the value creation across all stakeholders.

<https://www.knowledgehut.com/tutorials/itil4-tutorial/itil-four-dimensions-it-service-management>

**NEW QUESTION: 105**

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

- A. To protect the information needed by the organization to conduct its business
- B. To make new and changed services and features available for use
- C. To move new or changed components to live environments
- D. To plan and manage the full lifecycle of all IT assets.

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

**NEW QUESTION: 106**

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

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

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

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**NEW QUESTION: 107**

Which practice recommends that organizations develop competencies in techniques such as strength, weakness, opportunity, and threat (SWOT) analysis, and balanced scorecards?

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

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

**NEW QUESTION: 108**

What is a configuration item?

- A. Any financially valuable component that can contribute to delivery of an IT product or service
- B. Any component that needs to be managed in order to deliver an IT service
- C. Any change of state that has significance for the management of a service
- D. A problem that has been analyzed but has not been resolved

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

Explanation/Reference: <https://www.bmc.com/blogs/itil-key-terms/>

#### **NEW QUESTION: 109**

Which statement about the 'incident management' practice is CORRECT?

- A. It identifies the cause of major incidents.
- B. It authorizes changes to resolve incidents.
- C. It maintains detailed procedures for diagnosing incidents.
- D. It resolves the highest impact incidents first.

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

Reference: <https://www.bmc.com/blogs/itil-incident-management/>

#### **NEW QUESTION: 110**

Which is a recommendation of the guiding principle 'think and work holistically'?

- A. Review how an improvement initiative can be organized into smaller, manageable sections that can be completed in a timely manner
- B. Conduct a review of existing service management practices and decide what to keep and what to discard
- C. Use the four dimensions of service management to ensure coordination of all aspects of an improvement initiative
- D. Review service management practices and remove any unnecessary complexity

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

#### **NEW QUESTION: 111**

Which can act as an operating model for an organization?

- A. The service value chain
- B. Continual improvement
- C. The ITIL guiding principles
- D. The four dimensions of service management

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

#### **NEW QUESTION: 112**

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

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

#### **NEW QUESTION: 113**

What is a change schedule used for?

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

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

#### **NEW QUESTION: 114**

Which of the four dimensions include, the knowledge bases needed to deliver and manage services?

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

This includes the information and technology needed to deliver services (servers, storage, networks, databases, etc.) as well as the information and technology needed to manage those services (ITSM tools, knowledge bases, configuration information, etc.).

<https://www.sysaid.com/blog/entry/everything-you-officially-need-to-know-about-itil-4>

- D. Partners and suppliers

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

#### **NEW QUESTION: 115**

Which of the four dimensions include, the knowledge bases needed to deliver and manage services?

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

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

This includes the information and technology needed to deliver services (servers, storage, networks, databases, etc.) as well as the information and technology needed to manage those services (ITSM tools, knowledge bases, configuration information, etc.).

<https://www.sysaid.com/blog/entry/everything-you-officially-need-to-know-about-itil-4>

**NEW QUESTION: 116**

Which guiding principle recommends assessing the current state and deciding what can be reused?

- A. Start where you are
- B. Focus on value
- C. Collaborate and promote visibility
- D. Progress iteratively with feedback

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

**NEW QUESTION: 117**

Which practice needs the right culture to be embedded across the entire organization?

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

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

The purpose of the continual improvement practice is to align the organization's practices and services with changing business needs through the ongoing identification and improvement of services, service components, practices, or any element involved in the efficient and effective management of products and services<sup>1</sup>. This practice needs the right culture to be embedded across the entire organization, as it requires a shared vision, commitment, empowerment, collaboration, learning, and measurement<sup>2</sup>. Reference: ITIL Foundation - ITIL 4 Edition, page 15; ITIL 4 - A Pocket Guide, page 34; ITIL 4 Practice Guide: Continual Improvement, page 7.

**NEW QUESTION: 118**

Which MOST helps an organization adapt ITIL concepts so that they apply to the organization's specific circumstances?

- A. Guiding principles
- B. Service value chain
- C. Continual improvement
- D. Practices

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

**NEW QUESTION: 119**

Which practice is most likely to benefit from the use of chatbots?

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

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

**NEW QUESTION: 120**

Which practice establishes a channel between the service provider and its users?

- A. Relationship management
- B. Change enablement
- C. Supplier management
- D. Service desk

**Answer: D (LEAVE A REPLY)**

Reference: <https://www.knowledgehut.com/tutorials/itil4-tutorial/itil-management-practices-processes>

**NEW QUESTION: 121**

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

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

**Answer: A (LEAVE A REPLY)**

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**NEW QUESTION: 122**

Which statement about the 'incident management' practice is CORRECT?

- A. It identifies the cause of major incidents.
- B. It authorizes changes to resolve incidents.
- C. It maintains detailed procedures for diagnosing incidents.
- D. It resolves the highest impact incidents first.

**Answer: (SHOW ANSWER)**

Explanation/Reference: <https://www.bmc.com/blogs/itil-incident-management/>

**NEW QUESTION: 123**

What is the purpose of the 'information security management1 practice?

- A. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed
- B. To plan and manage the full lifecycle of all IT assets
- C. To observe services and service components
- D. To protect the information needed by the organization to conduct its business

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 124**

Which statement about emergency changes is CORRECT?

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

quickly

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 125**

Which statement about value streams is CORRECT?

- A. Each value stream must be designed for a specific scenario
- B. Each value stream must include all six value chain activities
- C. Each value stream must include suppliers or partners
- D. Each value stream must include all 34 ITIL practices

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 126**

What takes place in the "Did we get there?" step of the continual service improvement (CSI) approach?

- A. An initial baseline assessment
- B. The production of a detailed CSI plan
- C. Verifying that improvement targets have been achieved
- D. Understanding priorities for improvement

**Answer: C (LEAVE A REPLY)**

Explanation

D18912E1457D5D1DDCBD40AB3BF70D5D

**NEW QUESTION: 127**

Which service transition process provides guidance about converting data into information?

- A. Knowledge management

- B. Service validation and testing
- C. Change evaluation
- D18912E1457D5D1DDCBD40AB3BF70D5D
- D. Service asset and configuration management

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 128**

What ensures that a service provider and a service consumer continually co-create value?

- A. Service consumption
- B. Service offerings
- C. Change enablement
- D. Service relationship management

**Answer: D (LEAVE A REPLY)**

Explanation

A service relationship is defined as the cooperation between a service provider and service consumer. Service relationships are established between two or more organizations to co-create value. An organization can play the role of provider or consumer interchangeably, depending on the situation.

<https://www.bmc.com/blogs/itil-key-concepts-service-management/#:~:text=and%20stakeholder%20managemen>

**NEW QUESTION: 129**

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

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

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 130**

Which of the four dimensions focuses on managing data in compliance with industry regulations?

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

**Answer: (SHOW ANSWER)**

Explanation

ITIL has defined four dimensions that collectively are critical to the effective and efficient delivery of value to customers and other stakeholders in the form of products and services. These dimensions are:

Organizations and People

Information and Technology

Partners and Suppliers

Value Streams and Processes

<https://www.bmc.com/blogs/itil-four-dimensions-service-management/>

**NEW QUESTION: 131**

Which practice handles all pre-defined user-initiated service actions?

- A. Service level management
- B. Deployment management
- C. Incident management
- D. Service request management

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

**NEW QUESTION: 132**

What is the purpose of the 'monitoring and event management' practice?

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

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

**NEW QUESTION: 133**

What is recommended by the guiding principle 'progress iteratively with feedback'?

- A. A current state assessment that is carried out at the start of an improvement initiative
- B. An assessment of how all the parts of an organization will affect an improvement initiative
- C. An improvement initiative that is broken into a number of manageable sections
- D. The identification of all interested parts at the start of an improvement initiative

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

**NEW QUESTION: 134**

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

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

**NEW QUESTION: 135**

Which is described by the 'organizations and people' dimension of service management?

- A. Communication and collaboration
- B. Workflows and controls
- C. Inputs and outputs
- D. Contracts and agreement

**Answer: A (LEAVE A REPLY)**

The organizations and people dimension sets out the people aspects of service management to be considered when designing, operating and changing service offerings. People include employees, managers, executives, customers, supplier employees, or anybody else who is involved in the creation or consumption of services.

<https://assyst.ifs.com/blog/what-are-the-four-dimensions-of-itil-4>

**NEW QUESTION: 136**

Which is NOT a key focus of the 'information and technology' dimension?

- A. Security and compliance
- B. Roles and responsibilities
- C. Workflow management and inventory systems
- D. Communication systems and knowledge bases

**Answer: B (LEAVE A REPLY)**

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**NEW QUESTION: 137**

Service transition contains detailed descriptions of which processes?

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

D. Change management, service asset and configuration management, release and deployment management

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

**NEW QUESTION: 138**

Which of the following is an example of workaround?

- A. Server memory is increased when the server is unresponsive
- B. A server is restarted to resolve an incident
- C. An email server is restored after an incident is reported
- D. A defective network switch is replaced with a new one

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

**NEW QUESTION: 139**

Which usually requires a team of representatives from many stakeholder groups?

- A. Fulfilling a service request
- B. Investigating a major incident
- C. Logging a new problem
- D. Authorizing an emergency change

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

**NEW QUESTION: 140**

Which statement about the 'continual improvement model' is CORRECT?

- A. The low of the model helps organizations to link improvements to its goals
- B. The model is applicable to only certain parts of the service value system
- C. Organizations should use an additional model or method to link improvements to customer value
- D. Organizations should work through the steps of the model in the sequence in which they are presented

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

**NEW QUESTION: 141**

A service will be unavailable for the next two hours for unplanned maintenance. Which practice is MOST LIKELY to be involved in managing this?

- A. Incident management
- B. Service request management
- C. Change enablement
- D. Problem management

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

**NEW QUESTION: 142**

When should a workaround be created?

- A. As soon as possible, once the incident is logged
- B. After the resolution of a problem
- C. When a problem cannot be resolved quickly
- D. When a potential permanent solution has been identified

**Answer: C (LEAVE A REPLY)**

Explanation/Reference: <https://www.globalknowledge.com/us-en/resources/resource-library/articles/incidents-and-problems-workarounds/>

#### **NEW QUESTION: 143**

Which service request management decisions require that policies are established'?

- A. Deciding which service requests require approval
- B. Deciding how degradations of service are resolved
- C. Deciding how to handle service requests where the steps are unknown
- D. Deciding when workarounds should be used

**Answer: C (LEAVE A REPLY)**

#### **NEW QUESTION: 144**

What should remain unslani within an organization, even when the organization's objectives change?

- A. Service offerings
- B. Guiding principles
- C. Outputs
- D. Outcomes

**Answer: B (LEAVE A REPLY)**

#### **NEW QUESTION: 145**

Which should be handled by 'service request management'?

- A. A request to change a target in a service level agreement
- B. A request to provide a laptop
- C. A request to implement a security patch
- D. A request to resolve an error in a service

**Answer: B (LEAVE A REPLY)**

#### **NEW QUESTION: 146**

What is included in the purpose of the 'release management' practice?

- A. Authorizing changes to proceed
- B. Making new features available for use
- C. Moving new software to live environments
- D. Ensuring information about services is available

**Answer: B (LEAVE A REPLY)**

The purpose of the release management practice is to make new and changed services and features available for use.

Release: A version of a service or other configuration item, or a collection of configuration items, that is made available for use.

<https://wiki.process-symphony.com.au/framework/lifecycle/process/release-management-4/>

#### **NEW QUESTION: 147**

Which TWO BEST describe the guiding principles?

Short term

Standards

Recommendations

Long-term

A. 1 and 4

B. 3 and 4

C. 1 and 2

D. 2 and 3

**Answer: B (LEAVE A REPLY)**

Explanation

A guiding principle is a recommendation that provides universal and enduring guidance to an organization, which applies in all circumstances, regardless of changes in its goals, strategies, type of work, or management structure.

<https://www.bmc.com/blogs/itil-guiding-principles/#:~:text=A%20guiding%20principle%20is%20a,of%20work>

#### **NEW QUESTION: 148**

A flaw in an application could cause a service to fail IT staff are actively analysing the application to try and understand what is going on. What is the correct name for this type of flaw?

A. Incident

B. Event

C. Known error

D. Problem

**Answer: D (LEAVE A REPLY)**

#### **NEW QUESTION: 149**

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 performances are [?] appropriately to support the seamless provision of quality products and services.

A. measured

- B. rewarded
- C. managed
- D. defined

**Answer: C (LEAVE A REPLY)**

Reference: <https://www.bmc.com/blogs/itil-management-practices/>

**NEW QUESTION: 150**

Which practice balance management of risk with maximizing throughput?

- A. Change enablement
- B. Continual improvement
- C. Incident management
- D. Problem management

**Answer: (SHOW ANSWER)**

Explanation

The purpose of the change enablement practice is to maximize the number of successful IT changes by ensuring that risks have been properly assessed, authorizing changes to proceed, and managing the change schedule.

**NEW QUESTION: 151**

Which is a low risk change that has been pre-approved so that no additional authorization is needed?

- A. A standard change
- B. A change model
- C. A normal change
- D. An emergency change

**Answer: (SHOW ANSWER)**

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**NEW QUESTION: 152**

Which is a purpose of the 'relationship management' practice?

- A. To systematically observe services and service components
- B. To protect the information needed by the organization to conduct its business

C. To be the entry point and single point of contact for the service provider with all of its users

D. To identify, analyze, monitor, and continually improve links with stakeholders

**Answer: (SHOW ANSWER)**

Reference:

<https://wiki.process-symphony.com.au/framework/lifecycle/process/relationship-management-itil-4/>

#### **NEW QUESTION: 153**

Which statement about outcomes is CORRECT?

A. Outcomes help service consumers achieve outputs

B. Helping service consumers achieve outcomes reduces service provider costs

C. Service providers help service consumers achieve outcomes

D. Outcomes are one or more services that fulfil the needs of a service consumer

**Answer: C (LEAVE A REPLY)**

#### **NEW QUESTION: 154**

What is a service?

A. A possible event that could cause harm or loss, or make it more difficult to achieve objectives

B. 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

C. A tangible or intangible deliverable of an activity

D. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation based on agreed and available service offerings

**Answer: B (LEAVE A REPLY)**

Reference: <https://www.bmc.com/blogs/itil-key-concepts-service-management/>

#### **NEW QUESTION: 155**

Which includes governance, management practices, and continual improvement?

A. The service value system

B. The 'value stream and processes' dimension

C. The 'focus on value' guiding principle

D. The 'deliver and support' value chain activity

**Answer: (SHOW ANSWER)**

#### **NEW QUESTION: 156**

Which term relates to service levels aligned with the needs of service consumers?

A. Utility

B. Warranty

C. Service management

D. Cost

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

**NEW QUESTION: 157**

Which 'service level management' activity helps staff to deliver a more business-focused service?

- A. Understanding the ongoing requirements of customers
- B. Creating targets based on the percentage of uptime of a service
- C. Using complex technical terminology in service level agreements (SLAs)
- D. Measuring low-level operational activities

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

**NEW QUESTION: 158**

What MAIN factors are considered to assess the priority of an incident?

- A. The impact and complexity
- B. The cost and urgency
- C. The complexity and cost
- D. The urgency and impact

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

**NEW QUESTION: 159**

Staff in an IT organization are very busy, mostly carrying out tasks that add little or no value to the organization or its customers.

Which guiding principle recommends that the unnecessary work should be eliminated?

- A. Star: where you are
- B. Progress iteratively with feedback
- C. Keep it simple and practical
- D. Think and work holistically

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

**NEW QUESTION: 160**

What type of change is often used for resolving incidents or implementing security patches?

- A. Standard change
- B. Normal change
- C. Emergency change
- D. Change model

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

A change that must be implemented as soon as possible without strictly following the standard process e.g. to resolve an incident or implement a security patch.

The process for assessment and authorization is expedited to ensure quick implementation, so scheduling and documentation is not a priority.

The change authority may be separate from what is standard or normal practice, typically smaller in number but with greater capacity to expedite approval.

<https://www.bmc.com/blogs/itil-change-enablement/>

#### **NEW QUESTION: 161**

What is an IT asset?

- A. A request from a user that initiates a service action
- B. The removal of anything that could have a direct or indirect effect on services
- C. Any financially valuable component that can contribute to delivery of an IT product or service
- D. Any component that needs to be managed in order to deliver a service

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

#### **NEW QUESTION: 162**

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. An IT asset
- C. Service management
- D. A service

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

#### **NEW QUESTION: 163**

Which dimension is MOST concerned with skills, competencies, roles and responsibilities?

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

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

Value streams and processes focus mainly on those areas which ensure integration and coordination of various actions and parts which contribute towards better value creation for the organization. This dimension is more concerned about the way the organization has organized the activities or processes and how it enables and ensures the value creation across all stakeholders.

<https://www.knowledgehut.com/tutorials/itil4-tutorial/itil-four-dimensions-it-service-management>

#### **NEW QUESTION: 164**

Which service value chain activity relates with buying new products?

- A. Engage
- B. Obtain/build
- C. Plan
- D. Improve

**Answer: B (LEAVE A REPLY)**

Obtain/build is one of the six activities of the service value chain, which is a set of interconnected activities that an organization performs to deliver a valuable product or service to its consumers and to facilitate value realization<sup>1</sup>. Obtain/build activity relates with buying new products, as well as designing, developing, and testing new or changed service components<sup>2</sup>. This activity ensures that service components are available when and where they are needed and meet agreed specifications<sup>3</sup>. Reference: ITIL Foundation - ITIL 4 Edition, page 10; ITIL 4 - A Pocket Guide, page 21; ITIL 4 Practice Guide: Service Value Chain, page 9.

#### **NEW QUESTION: 165**

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 configuration of [?], and the CIs that support them, is available when and where it is needed

- A. organizations
- B. outcomes
- C. relationships
- D. services

**Answer: D (LEAVE A REPLY)**

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of services, and the CIs that support them, is available when and where it is needed. This includes information on how CIs are configured and the relationships between them.

<https://wiki.process-symphony.com.au/framework/lifecycle/process/service-configuration-management-itsil-4/>

#### **NEW QUESTION: 166**

Which practice MOST requires staff who demonstrate skills such as empathy and emotional intelligence?

- A. Service request management
- B. Service desk
- C. Problem management
- D. Continual management

**Answer: (SHOW ANSWER)**

"Service desk staff require training and competency across a number of broad technical and business areas. In particular, they need to demonstrate excellent customer service

skills such as empathy, incident analysis and prioritization, effective communication, and emotional intelligence.

<https://www.servicedeskintstitute.com/the-case-for-til4-foundation-service-desk-analyst-training/#:~:text=%E2%80%9CService%20desk%20staff%20require%20training,effective%20communication%2C%20and%20emotional%20intelligence.>

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**NEW QUESTION: 167**

Which practice uses pre-defined, standardized procedures to enable fulfilment times to be clearly communicated?

- A. Incident management
- B. Problem management
- C. Service level management
- D. Service request management

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 168**

Which practice MOST requires staff who demonstrate skills such as empathy and emotional intelligence?

- A. Service request management
- B. Service desk
- C. Problem management
- D. Continual management

**Answer: (SHOW ANSWER)**

Explanation

"Service desk staff require training and competency across a number of broad technical and business areas. In particular, they need to demonstrate excellent customer service skills such as empathy, incident analysis and prioritization, effective communication, and emotional intelligence.

<https://www.servicedeskintstitute.com/the-case-for-til4-foundation-service-desk-analyst-training/#:~:text=%E2%>

**NEW QUESTION: 169**

How should the workflow for a new service request be designed?

- A. Avoid workflows for simple service requests
- B. Leverage existing workflows whenever possible
- C. Use a single workflow for all types of service request
- D. Use different workflows for each type of service request

**Answer: B (LEAVE A REPLY)**

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