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QUESTION 1

Which is the BEST definition of a supplier?

- A. It is a third party responsible for supplying goods or services that are required to deliver IT services
- B. It is a shared services unit that is responsible for supplying goods or services that are required to deliver IT services
- C. It is a third party with responsibility for supplying goods or services that is agreed through an operational level agreement
- D. It is a mixture of internal and external parties that are responsible for providing goods and services to its customer group

Correct Answer: D

QUESTION 2

The positive effect that customers perceive a service can have on their business outcomes is referred to as what?

- A. The utility of a service
- B. The warranty of a service
- C. The economic value of a service
- D. Return on investment

Correct Answer: A

QUESTION 3

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

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

Correct Answer: A

QUESTION 4

What are the categories of events described in the ITIL service operation book?

- A. Informational, scheduled, normal
- B. Scheduled, unscheduled, emergency
- C. Informational, warning, exception
- D. Warning, reactive, proactive

Correct Answer: C

QUESTION 5

The addition, modification or removal of an authorized, planned or supported service or service component and its associated documentation is a definition of what?

- A. A change
- B. A change model
- C. A change request
- D. A change advisory board

Correct Answer: A

QUESTION 6

Which process has the purpose to ensure that, by managing the risks could seriously affect IT services, the IT service provider can always provide minimum agreed business-related service levels?

- A. Change management
- B. IT service continuity management
- C. Financial management for IT services
- D. Service catalog management

Correct Answer: B

References:

QUESTION 7

Which of the following is NOT an aim of the Change Management process?

- A. Overall business risk is optimized
- B. Standardized methods and procedures are used for efficient and prompt handling of all Changes
- C. All budgets and expenditures are accounted for

D. All changes to Service Assets and Configuration Items (CIs) are recorded in the Configuration Management system

Correct Answer: C

QUESTION 8

Identify the missing words in the following sentence.

The purpose of the [?] is to ensure that the organization continually co-creates value with all stakeholders in line with the organization's objectives.

- A. 'focus on value' guiding principle
- B. service value system
- C. 'service request management' practice
- D. four dimensions of service management

Correct Answer: B

QUESTION 9

Which of the following are classed as stakeholders in service management?

- 1.
Customers
 - 2.
Users
 - 3.
Suppliers
- A. All of the above
 - B. 1 and 3 only
 - C. 1 and 2 only
 - D. 2 and 3 only

Correct Answer: A

QUESTION 10

"Planning and managing the resources required to deploy a release into production" is a purpose of which part of the Service Lifecycle?

- A. Service Operation
- B. Service Strategy
- C. Service Transition
- D. Continual Service Improvement

Correct Answer: C

QUESTION 11

Which of the following 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

Correct Answer: D

QUESTION 12

Which of the following areas would not be supported by a Service Design tool?

- A. Software design
- B. Process design
- C. Environment design
- D. Strategy design

Correct Answer: D

QUESTION 13

What BEST defines roles and responsibilities in relation to process and activities?

- A. Human resource model
- B. Configuration baseline
- C. Service model
- D. RACI matrix

Correct Answer: D

Reference: <http://www.thecqi.org/Documents/community/South%20Western/Wessex%20Branch/CQI%20Wessex%20-%20RACI%20approach%207Sep10.pdf> (page 9)

QUESTION 14

Which one of the following is the BEST definition of an event?

- A. Any change of state that has significance for the management of a configuration item (CI) or IT service
- B. An unplanned interruption to an IT service or a reduction in the quality of an IT service
- C. The unknown cause of one or more incidents that have an impact on an IT service
- D. Reducing or eliminating the cause of an incident or problem

Correct Answer: A

QUESTION 15

Which of the following are objectives of service level management?

- 1: Defining, documenting and agreeing the level of FT services to be provided
- 2: Monitoring, measuring and reporting the actual level of services provided
- 3: Monitoring and improving customer satisfaction
- 4:
Identifying possible future markets that the service provider could operate in

- A.
1, 2 and 3 only
- B.
1 and 2 only
- C.
1, 2 and 4 only
- D.
All of the above

Correct Answer: A