

New (2023) ITIL ITIL-4-Foundation Exam Dumps [Q288-Q303]



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The ITIL 4 Foundation Certification Exam is a globally recognized certification that validates an individual's expertise in IT service management. ITIL (Information Technology Infrastructure Library) is a framework of best practices for IT service management that aligns IT services with the needs of the business. The ITIL 4 Foundation Certification Exam is designed to test an individual's knowledge of the ITIL 4 framework and its key concepts, principles, and practices.

Q288. What is an IT asset?

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

Q289. Which guiding principle discourages 'silo activity'?

- * Focus on value

- * Start where you are
- * Collaborate and promote visibility
- * Keep it simple and practical

Q290. Which dimension includes the knowledge needed for the management of services?

- * Organizations and people
- * Value streams and processes
- * Information and technology
- * Partners and suppliers

Q291. Which statement about costs is CORRECT?

- * Costs removed from the consumer are part of service consumption
- * Costs imposed on the consumer are costs of service utility
- * Costs removed from the consumer are part of the value proposition
- * Costs imposed on the consumer are costs of service warranty

Q292. Which of the following is the MOST important ‘or effective incident management?

- * Collaboration tools and techniques
- * Balanced scorecard review
- * Automated pipelines
- * A variety of access channels

Q293. How should an organization adopt continual improvement methods?

- * Use a new method for each improvement the organization handles
- * Select a few key methods for the types of improvement that the organization handles
- * Build the capability to use as many improvement methods as possible
- * Select a single method for all improvements that the organization handles

Q294. Which practice has a purpose that includes managing risks to confidentiality, integrity and availability?

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

Q295. 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.

- * ‘focus on value’ guiding principle
- * service value system
- * ‘service request management’ practice
- * four dimensions of service management

Q296. Which TWO are important aspects of the ‘service request management’ practice?

1. Standardization and automation
2. Providing a variety of channels for access
3. Establishing a shared view of targets

4. Policies for approvals

- * 1 and 2
- * 2 and 3
- * 3 and 4
- * 1 and 4

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

Q297. Which practices are typically involved in the implementation of a problem resolution?

1. Continual improvement
 2. Service request management
 3. Service level management
 4. Change control
- * 1 and 2
 - * 1 and 4
 - * 3 and 4
 - * 2 and 3

Q298. Which is a key requirement for successful service level agreements (SLAs)?

- * They should be written using language and terms which all parties will understand
- * They should be based on system-based metrics which are useful to the service provider
- * They should be carried forward, unchanged, from one year to the next to enable consistent service
- * They should avoid ambiguous targets such as those relating to user experience

An SLA is defined as a documented agreement between a service provider and a customer that identifies both services required and the expected level of service.

SLAs are used to measure the performance of services from the customer's point of view, and it is important that they are agreed in the wider business context.

Some of the key requirements for successful SLAs include:

They must be related to a defined service in the service catalogue. Individual metrics without a specified service context are unhelpful.

They should relate to defined outcomes and not simply operational metrics. This can be achieved with balanced bundles of metrics, such as customer satisfaction and key business outcomes.

They should reflect an agreement; an engagement and discussion between the service provider and the service consumer. It is important to involve all stakeholders, including partners, sponsors, users, and customers.

They must be simply written and easy to understand and use for all parties.

[https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20\(SLAs\)&text=Some%20of%20the%20key%20requirements,and%20not%20simply%20operational%20metrics.](https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20(SLAs)&text=Some%20of%20the%20key%20requirements,and%20not%20simply%20operational%20metrics.)

Q299. Which is a recommendation for applying the guiding principle 'keep it simple and practical'?

- * Communicate in a way the audience can hear
- * Sometimes nothing from the current state can be re used
- * If a practice is easier to follow it is more likely to be adopted
- * Fast does not mean incomplete

Q300. Which statement about outcomes is CORRECT?

- * They are deliverables provided to service consumers.
- * They allow service consumers to achieve a desired result.
- * They provide products to service providers based on outputs.
- * The co-create value for service providers by reducing costs and risks.

Reference: <https://www.axelos.com/news/blogs/february-2015/difference-between-outputs-and-outcomes-in-itsm>

Q301. Which is an external input to the service value chain?

- * The 'improve' value chain activity
- * An overall plan
- * Customer requirements
- * Feedback loops

Q302. Which describe a 'change authority'?

- * a model used to determine who will assess a change
- * A person who approves a change
- * A tool used to help plan changes
- * A way to manage the people aspects of change

Q303. Which should be handled by 'service request management'?

- * A request to implement a security patch
- * A request to provide a laptop
- * A request to resolve an error in a service
- * A request to change a target in a service level agreement

Reference: <https://www.atlassian.com/itsm/service-request-management>

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<https://www.actualtests4sure.com/ITIL-4-Foundation-test-questions.html>