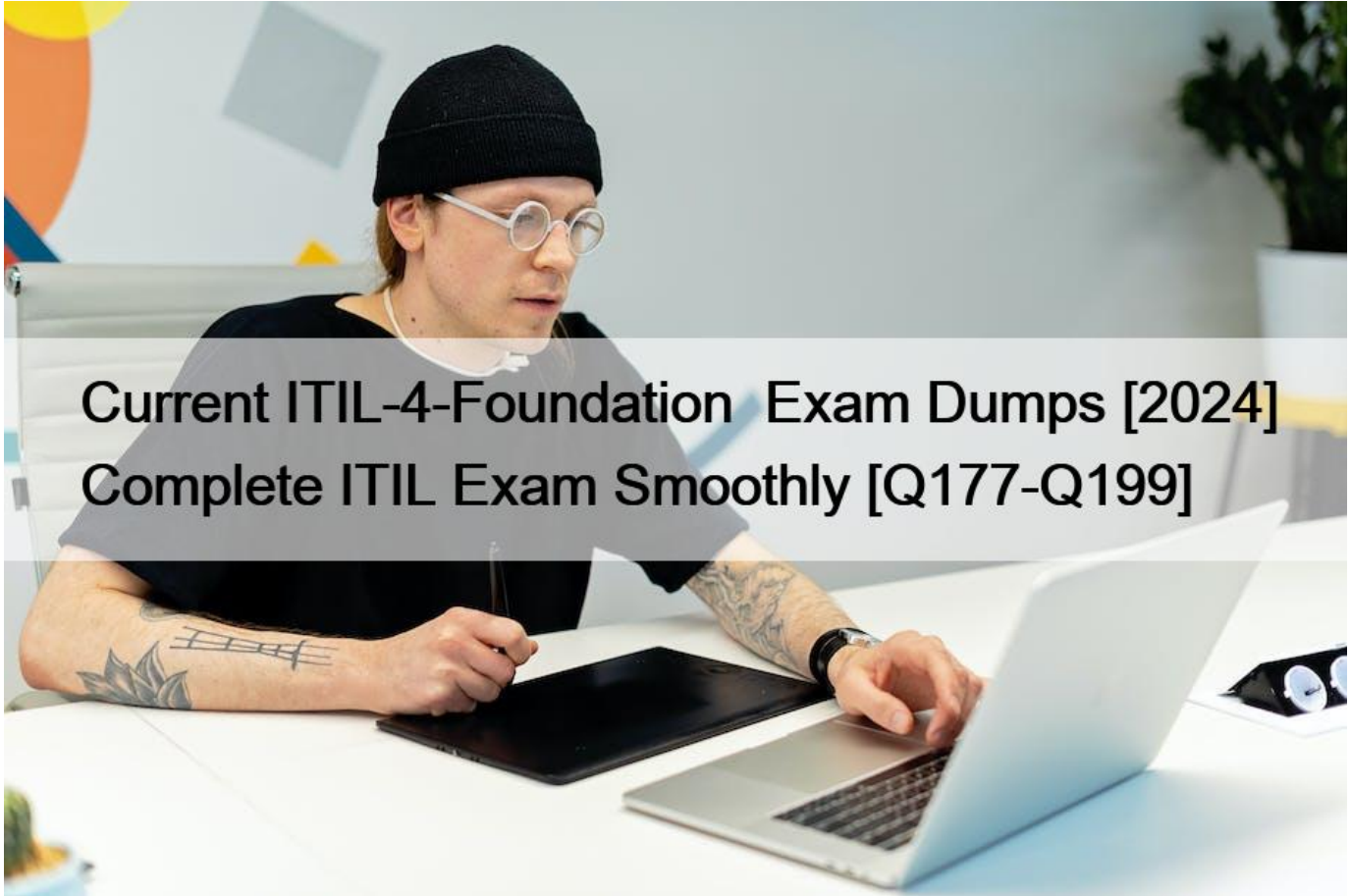


Current ITIL-4-Foundation Exam Dumps [2024 Complete ITIL Exam Smoothly [Q177-Q199]



Current ITIL-4-Foundation Exam Dumps [2024] Complete ITIL Exam Smoothly
ITIL-4-Foundation Premium PDF & Test Engine Files with 535 Questions & Answers

ITIL 4 Foundation exam is offered by Axelos, the official accreditation body for ITIL. ITIL-4-Foundation exam can be taken online or at an authorized testing center. Candidates who pass the exam receive the ITIL 4 Foundation certification, which is valid for life. ITIL 4 Foundation Exam certification also provides a pathway for further ITIL 4 certifications.

QUESTION 177

Which is an activity of ‘problem identification’?’?

- * Analyzing information from software developers
- * Establishing problem workarounds
- * Analyzing the cause of problems
- * Establishing potential permanent solutions

QUESTION 178

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

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

Organizations maximize co-creation of value with their customers by facilitating the outcomes they want to achieve. The four dimensions of service management have shown that a holistic approach is the best way for an organization to:

Achieve its goals in delivering quality and cost effective services

Meet the needs of its customers

Satisfy the requirements of its stakeholders

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

QUESTION 179

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

business needs?

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

QUESTION 180

Which statement about the service request management practice is CORRECT?

- * Service requests are fulfilled using simple workflows
- * A new workflow is created for each type of request
- * Additional approval is sometimes needed for restoration of service
- * Financial authorization is sometimes required for service requests

QUESTION 181

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

- * An initial baseline assessment
- * The production of a detailed CSI plan
- * Verifying that improvement targets have been achieved
- * Understanding priorities for improvement

Explanation

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QUESTION 182

Which of the following is included in the purpose of the continual improvement practice?

- * The restoration of normal service operation as quickly as possible
- * The establishment of links between the organization and its stakeholders at strategic and tactical levels
- * The alignment of the organization's practices and services with changing business needs
- * The reduction of the likelihood and impact of incidents

Explanation

Continual improvement encompasses all elements of the ITIL SVS. It involves aligning an organization's practices and services with changing business needs, through the ongoing assessment and improvement of each element involved in the management of products and services. Continual improvement applies to the SVS in its entirety, as well as to all of the organization's products, services, service components, and relationships, and is the responsibility of every individual involved in service management.

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

QUESTION 183

What is described by the service value system?

- * How to apply the systems approach of the guiding principle think and work holistically
- * Services based on one or more products, designed to address needs of a target consumer group
- * How all the components and activities of the organization work together as a system to enable value creation
- * Joint activities performed by a service provider and a service consumer to ensure continual value co-creation

QUESTION 184

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.

- * measured
- * rewarded
- * managed
- * defined

QUESTION 185

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

- * An emergency change to apply a security patch
- * The implementation of a workaround
- * Providing a virtual server for a development team
- * Managing an interruption to a service

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.

QUESTION 186

Which practice uses technologies such as intelligent telephony systems, a knowledge base and monitoring tools?

- * Service configuration management
- * Service desk
- * Problem management
- * Deployment management

QUESTION 187

Which value chain activity is concerned with the availability of service components?

- * Design and transition
- * Deliver and support
- * Plan
- * Obtain/build

Explanation

The Obtain/Build activity is responsible for ensuring that all service components are available when and where needed, and that they meet the agreed specifications.

<https://www.beyond20.com/blog/what-is-the-iti-4-service-value-chain/#:~:text=The%20Obtain%2FBuild%20ac>

QUESTION 188

Why should some service requests be fulfilled with no additional approvals?

- * To ensure that spending is properly accounted for
- * To ensure that information security requirements are met
- * To streamline the fulfillment workflow
- * To set user expectations for fulfillment times

QUESTION 189

Which is a result of applying the guiding principle 'progress iteratively with feedback'?

- * The ability to discover and respond to failure earlier
- * Standardization of practices and services
- * Understanding the customer's perception of value
- * Understanding the current state and identifying what can be reused

QUESTION 190

Which process is used to compare the value that new services offer with the value of the services they have replaced?

- * Availability management
- * Capacity management
- * Service portfolio management
- * Service catalogue management

QUESTION 191

Which TWO types of competence are MOST important for service desk staff?

1. Knowledge of business processes
 2. Collaboration skills
 3. Advanced technical knowledge
 4. Workflow design skills
- * 1 and 2
 - * 2 and 3
 - * 3 and 4
 - * 1 and 4

QUESTION 192

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

- * Change enablement
- * Service level management
- * Service request management
- * Problem management

QUESTION 193

Which practice involves the management of vulnerabilities that were not identified before the service went live?

- * Service request management
- * Problem management
- * Change control
- * Service level management

QUESTION 194

Which practice requires that staff demonstrate excellent customer service skills, such as empathy and

emotional intelligence?

- * Release management
- * Service desk
- * Problem management
- * Supplier management

QUESTION 195

What is the customer of a service responsible for?

- * Authorizing the budget for the service
- * Provisioning the service
- * Defining the requirements for the service
- * Using the service

Explanation

Customer: A person who defines the requirements for a service and takes responsibility for the outcomes of service consumption;

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

QUESTION 196

Which practice would help a user gain access to an application that they need to use?

- * Service configuration management
- * Change enablement
- * Service request management
- * Service level management

QUESTION 197

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

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

QUESTION 198

Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

- * Progress iteratively with feedback
- * Keep it simple and practical
- * Start where you are
- * Focus on value

QUESTION 199

What should a release policy include?

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

ITIL 4 Foundation certification exam is an essential certification for IT professionals who want to enhance their knowledge and skills in IT service management. ITIL 4 Foundation Exam certification provides a strong foundation for individuals who wish to pursue further certifications in the ITIL 4 certification path. ITIL 4 Foundation Exam certification is recognized globally and is highly respected in the IT industry, making it a valuable asset for IT professionals who want to advance their careers in IT service management.

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<https://www.examcollectionpass.com/ITIL/ITIL-4-Foundation-practice-exam-dumps.html>