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Question 1

Question Type: MultipleChoice

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

Options:

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

Answer:

D

Question 2

Question Type: MultipleChoice

What is the definition of "service management"?

Options:

- A- A result for a stakeholder enabled by one or more outputs
- B- A formal description of one or more services, designed to address the needs of a target consumer group
- C- Join activities performed by a service provider and a service consumer to ensure continual value co-creation
- D- A set of specialized organizational capabilities for enabling value for customers in the form of services.

Answer:

D

Explanation:

Service management is a set of specialized organizational capabilities for enabling value for customers

in the form of services. These capabilities include tangible things like capital, people, and equipment, and can also include intangible things like knowledge, management and skills. These capabilities can also include intangible things, like knowledge, management, and skills.

<https://www.bmc.com/blogs/itil-key-concepts-service-management/#:~:text=Service%20management%20is%20a%20set,like%20knowledge%2C%20management%20and%20skills.>

Question 3

Question Type: MultipleChoice

Identify the Missing word(s) in the following sentence

A(n) [?] cause, or potential cause, of one or more incidents?

Options:

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

Answer:

D

Explanation:

ITIL defines a problem as a cause, or potential cause, of one or more incidents. A known error is a problem that has been analyzed but not resolved.

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

Question 4

Question Type: MultipleChoice

A user wants to know how to create a report so they come into contact with the service desk.

Which practice is MOST likely to help with the solution of this issue?

Options:

- A- Incident management
- B- Service level management
- C- Service request management
- D- Change enablement

Answer:

C

Explanation:

The service request management practice supports the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner¹. A service request is a request from a user or a user's authorized representative that initiates a service action that has been agreed as a normal part of service delivery². A user wanting to know how to create a report is an example of a service request that can be handled by the service request management practice³. The other statements are not true because:

Incident management: The incident management practice restores normal service operation as quickly as possible after an interruption or reduction in quality of an IT service¹. A user wanting to know how to create a report is not an incident, as it does not affect the availability or performance of a service².

Service level management: The service level management practice sets clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets¹. This practice does not directly handle user requests, but it may define the service level agreements (SLAs) and service level objectives (SLOs) that apply to them².

Change enablement: 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 schedule¹. A change is the addition, modification, or removal of anything that could have a direct or indirect effect on IT services². A user wanting to know how to create a report is not a change, as it does not alter the configuration or functionality of a service component². Reference: ITIL Foundation - ITIL 4 Edition, page 16; ITIL 4 -- A Pocket Guide, page 37; ITIL 4 Practice Guide: Service Request Management, page 7.

Question 5

Question Type: MultipleChoice

Identify the missing word in the following sentence.

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

Options:

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

Answer:

B

Explanation:

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.>

Question 6

Question Type: MultipleChoice

Which statement about the inputs and outputs of the value chain activities is CORRECT?

Options:

- A- Inputs and outputs are fixed for each value chain activity
- B- Some value chain activities only have inputs, whereas others only have outputs
- C- The organization's governance will determine the inputs and outputs of each value chain activity
- D- Each value chain activity receives inputs and provides outputs

Answer:

D

Question 7

Question Type: MultipleChoice

Which is the FIRST action when optimizing a service?

Options:

- A- Assess the current state
- B- Implement the improvement
- C- Understand the organizational context
- D- Agree the future state

Answer:

C

Explanation:

There are many ways in which practices and services can be optimized. Regardless of the specific techniques, the path to optimization follows these high-level steps:

Understand and agree the context in which the proposed optimization exists

Assess the current state of the proposed optimization

Agree what the future state and priorities of the organization should be, focusing on simplification and value

Ensure the optimization has the appropriate level of stakeholder engagement and commitment

Execute the improvements in an iterative way

Continually monitor the impact of optimization

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

Question 8

Question Type: MultipleChoice

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

Options:

- A- Assessing which procedures can be re-used when improving a service
- B- Understanding the methods applicable to complex systems
- C- Eliminating metrics which do not contribute to achieving an objective
- D- Using technology for standard tasks to give people time for complex activities

Answer:

B

Explanation:

No service, practice, process, department, or supplier stands alone. The outputs that the organization delivers to itself, its customers, and other stakeholders will suffer unless it works in an integrated way to handle its activities as a whole, rather than as separate parts.

Taking a holistic approach to service management includes establishing an understanding of how all the parts of an organization work together in an integrated way (remember the four dimensions of service management?), including having an end-to-end visibility of how demand is captured and translated into outcomes. In a complex system, the alteration of one element can impact others and, where possible, these impacts need to be identified, analysed and planned for.

To apply this principle successfully, consider this advice:

Recognize the complexity of the systems

Collaboration is key to thinking and working holistically

Where possible, look for patterns in the needs of and interactions between system elements

Automation can facilitate working holistically

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

Question 9

Question Type: MultipleChoice

What is the value of a service?

Options:

- A- The benefits, usefulness, or importance of the service, as perceived by the stakeholders

- B- The amount of money that is created or saved for the service consumers by using the service.
- C- A tangible or intangible deliverable of the service
- D- A result for a stakeholder enabled by the outputs of the service

Answer:

A

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