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**ITIL**

**ITILFND V4**

ITIL 4 Foundation  
Certification Exam

**QUESTION: 1**

How are target resolution times used in the 'incident management' practice?

- A. They are agreed, documented, and communicated to help set user expectations
- B. They are established, reviewed, and reported to ensure that customers are happy with the service
- C. They are initiated, approved, and managed to ensure that predictable responses are achieved
- D. They are scheduled, assessed and authorized to reduce the risk of service failures

**Answer(s): A**

**QUESTION: 2**

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

- A. To ensure that spending is properly accounted for
- B. To ensure that information security requirements are met
- C. To streamline the fulfilment workflow
- D. To set user expectations for fulfilment times

**Answer(s): C**

**QUESTION: 3**

What is a set of specialized organizational capabilities for enabling value for customers in the form of services?

- A. Service offering
- B. Service provision
- C. Service management
- D. Service consumption

**Answer(s): C**

**QUESTION: 4**

Which gives a user access to a system?

- A. Service requirement
- B. Service agreement
- C. Service consumption
- D. Service provision

**Answer(s): D**

**QUESTION: 5**

Which statement about managing incidents is CORRECT?

- A. Low impact incidents should be resolved efficiently, making logging unnecessary
- B. The 'incident management' practice should use a single process regardless of the impact of the incident
- C. Low impact incidents should be resolved efficiently so the resource required is reduced
- D. Incidents with the lowest impact should be resolved first

**Answer(s): C**

**QUESTION: 6**

Which statement about the service value chain is CORRECT?

- A. The service value chain converts value into demand
- B. Each value chain activity uses different combinations of practices to convert inputs into outputs
- C. Each value chain activity identifies a requirement for resources from an external supplier
- D. The service value chain uses value streams to describe a combination of consumers and providers

**Answer(s): B**

**QUESTION: 7**

What describes how components and activities work together to facilitate value creation?

- A. The ITIL service value system
- B. The ITIL guiding principles
- C. The four dimensions of service management
- D. A service relationship

**Answer(s): A**

**QUESTION: 8**

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

- A. Service request management
- B. Problem management
- C. Change control
- D. Service level management

**Answer(s): B**

**QUESTION: 9**