



The ITIL® 4 Foundation Examination

Sample Paper 2

Question Booklet

Multiple Choice

Examination Duration: 1 hour

Instructions

- 1. You should attempt all 40 questions. Each question is worth one mark.**
- 2. There is only one correct answer per question.**
- 3. You need to answer 26 questions correctly to pass the exam.**
- 4. Mark your answers on the answer sheet provided. Use a pencil (NOT pen).**
- 5. You have 1 hour to complete this exam.**
- 6. This is a 'closed book' exam. No material other than the exam paper is allowed.**

- 1) What is the effect of increased automation on the 'service desk' practice?
 - A. Greater ability to focus on customer experience when personal contact is needed
 - B. Decrease in self-service incident logging and resolution
 - C. Increased ability to focus on fixing technology instead of supporting people
 - D. Elimination of the need to escalate incidents to support teams

- 2) Which term describes the functionality offered by a service?
 - A. Cost
 - B. Utility
 - C. Warranty
 - D. Risk

- 3) Which is the purpose of the 'monitoring and event management' practice?
 - A. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed
 - B. To systematically observe services and service components, and record and report selected changes of state
 - C. To protect the information needed by the organization to conduct its business
 - D. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

- 4) What should all 'continual improvement' decisions be based on?
 - A. Details of how services are measured
 - B. Accurate and carefully analyzed data
 - C. An up-to-date balanced scorecard
 - D. A recent maturity assessment

- 5) How do all value chain activities transform inputs to outputs?
- A. By determining service demand
 - B. By using a combination of practices
 - C. By using a single functional team
 - D. By implementing process automation
- 6) How does customer engagement contribute to the 'service level management' practice?
- 1. It captures information that metrics can be based on
 - 2. It ensures the organization meets defined service levels
 - 3. It defines the workflows for service requests
 - 4. It supports progress discussions
- A. 1 and 2
 - B. 2 and 3
 - C. 3 and 4
 - D. 1 and 4
- 7) What is the starting point for optimization?
- A. Securing stakeholder engagement
 - B. Understanding the vision and objectives of the organization
 - C. Determining where the most positive impact would be
 - D. Standardizing practices and services

- 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. four dimensions of service management
- C. service value system
- D. 'service request management' practice

- 9) Which practice provides support for managing feedback, compliments and complaints from users?
- A. Change enablement
 - B. Service request management
 - C. Problem management
 - D. Incident management
- 10) Which joint activity performed by a service provider and service consumer ensures continual value co-creation?
- A. Service provision
 - B. Service consumption
 - C. Service offering
 - D. Service relationship management
- 11) Which practice may involve the initiation of disaster recovery?
- A. Incident management
 - B. Service request management
 - C. Service level management
 - D. IT asset management
- 12) What type of change is MOST likely to be managed by the 'service request management' practice?
- A. A normal change
 - B. An emergency change
 - C. A standard change
 - D. An application change

- 13) Which guiding principle emphasizes the need to understand the flow of work in progress, identify bottlenecks, and uncover waste?
- A. Focus on value
 - B. Collaborate and promote visibility
 - C. Think and work holistically
 - D. Keep it simple and practical
- 14) What is a means of enabling value co-creation by facilitating outcomes that customers want to achieve?
- A. A service
 - B. An output
 - C. A practice
 - D. Continual improvement
- 15) Which statement about change authorization is CORRECT?
- A. A change authority should be assigned to each type of change and change model
 - B. Centralizing change authorization to a single person is the most effective means of authorization
 - C. The authorization of normal changes should be expedited to ensure they can be implemented quickly
 - D. Standard changes are high risk and should be authorized by the highest level of change authority
- 16) Which dimension of service management considers governance, management, and communication?
- A. Organizations and people
 - B. Information and technology
 - C. Partners and suppliers
 - D. Value streams and processes

17) Identify the missing word in the following sentence.

A known error is a problem that has been [?] and has not been resolved.

- A. logged
- B. analyzed
- C. escalated
- D. closed

18) Which statement about known errors and problems is CORRECT?

- A. Known error is the status assigned to a problem after it has been analyzed
- B. A known error is the cause of one or more problems
- C. Known errors cause vulnerabilities, problems cause incidents
- D. Known errors are managed by technical staff, problems are managed by service management staff

19) What does the 'service request management' practice depend on for maximum efficiency?

- A. Compliments and complaints
- B. Self-service tools
- C. Processes and procedures
- D. Incident management

20) Which statement about the 'service desk' practice is CORRECT?

- A. It provides a link with stakeholders at strategic and tactical levels
- B. It carries out change assessment and authorization
- C. It investigates the cause of incidents
- D. It needs a practical understanding of the business processes

21) Which practice ensures that accurate and reliable information is available about configuration items and the relationships between them?

- A. Service configuration management
- B. Service desk
- C. IT asset management
- D. Monitoring and event management

22) Which practice has a purpose that includes restoring normal service operation as quickly as possible?

- A. Supplier management
- B. Deployment management
- C. Problem management
- D. Incident management

23) Identify the missing word in the following sentence.

A customer is the role that defines the requirements for a service and takes responsibility for the [?] of service consumption.

- A. outputs
- B. outcomes
- C. costs
- D. risks

24) Which guiding principle describes the importance of doing something, instead of spending a long time analyzing different options?

- A. Optimize and automate
- B. Start where you are
- C. Focus on value
- D. Progress iteratively with feedback

- 25) What should be done for every problem?
- A. It should be diagnosed to identify possible solutions
 - B. It should be prioritized based on its potential impact and probability
 - C. It should be resolved so that it can be closed
 - D. It should have a workaround to reduce the impact
- 26) How should an organization include third-party suppliers in the continual improvement of services?
- A. Ensure suppliers include details of their approach to service improvement in contracts
 - B. Require evidence that the supplier uses agile development methods
 - C. Require evidence that the supplier implements all improvements using project management practices
 - D. Ensure that all supplier problem management activities result in improvements
- 27) What considerations influence the supplier strategy of an organization?
- A. Contracts and agreements
 - B. Type of cooperation with suppliers
 - C. Corporate culture of the organization
 - D. Level of formality
- 28) What is a problem?
- A. An addition or modification that could have an effect on services
 - B. Any change of state that has significance for the management of a configuration item
 - C. A cause or potential cause of one or more incidents
 - D. An unplanned reduction in the quality of a service

- 29) What is the purpose of the 'relationship management' practice?
- A. To align the organization's practices and services with changing business needs
 - B. To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels
 - C. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors
 - D. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible
- 30) Which is intended to help an organization adopt and adapt ITIL guidance?
- A. The four dimensions of service management
 - B. The guiding principles
 - C. The service value chain
 - D. Practices
- 31) What is an output?
- A. A change of state that has significance for the management of a configuration item
 - B. A possible event that could cause harm or loss
 - C. A result for a stakeholder
 - D. Something created by carrying out an activity
- 32) What is the reason for using a balanced bundle of service metrics?
- A. It reduces the number of metrics that need to be collected
 - B. It reports each service element separately
 - C. It provides an outcome-based view of services
 - D. It facilitates the automatic collection of metrics

- 33) Why should incidents be prioritized?
- A. To help automated matching of incidents to problems or known errors
 - B. To identify which support team the incident should be escalated to
 - C. To ensure that incidents with the highest business impact are resolved first
 - D. To encourage a high level of collaboration within and between teams
- 34) Which practice has a purpose that includes helping the organization to maximize value, control costs and manage risks?
- A. Relationship management
 - B. IT asset management
 - C. Release management
 - D. Service desk
- 35) Why should service desk staff detect recurring issues?
- A. To help identify problems
 - B. To escalate incidents to the correct support team
 - C. To ensure effective handling of service requests
 - D. To engage the correct change authority
- 36) Which value chain activity communicates the current status of all four dimensions of service management?
- A. Improve
 - B. Engage
 - C. Obtain/build
 - D. Plan

- 37) Which guiding principle is PRIMARILY concerned with consumer's revenue and growth?
- A. Keep it simple and practical
 - B. Optimize and automate
 - C. Progress iteratively with feedback
 - D. Focus on value
- 38) Which practice provides visibility of the organization's services by capturing and reporting on service performance?
- A. Service desk
 - B. Service level management
 - C. Service request management
 - D. Service configuration management
- 39) Which is the BEST example of an emergency change?
- A. The implementation of a planned new release of a software application
 - B. A low-risk computer upgrade implemented as a service request
 - C. The implementation of a security patch to a critical software application
 - D. A scheduled major hardware and software implementation
- 40) Which guiding principle recommends assessing the current state and deciding what can be reused?
- A. Focus on value
 - B. Start where you are
 - C. Collaborate and promote visibility
 - D. Progress iteratively with feedback