

Actual exam question from ITIL's ITILFND V4

Question #: 1

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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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

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 2

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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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

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 3

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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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

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Actual exam question from ITIL's ITILFND V4

Question #: 4

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which gives a user access to a system?

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

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 5

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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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

[Show Suggested Answer](#)





Actual exam question from ITIL's ITILFND V4

Question #: 6

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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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

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Actual exam question from ITIL's ITILFND V4

Question #: 7

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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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

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 8

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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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

Show Suggested Answer







Actual exam question from ITIL's ITILFND V4

Question #: 9

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which statement about the use of measurement in the 'start where you are' guiding principle is CORRECT?

- A. It should always be used to support direct observation
- B. It should always be used instead of direct observation
- C. Measured data is always more accurate than direct observation
- D. The act of measuring always positively impacts results

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Actual exam question from ITIL's ITILFND V4

Question #: 10

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which ITIL practice recommends performing service reviews to ensure that services continue to meet the needs of the organization?

- A. Service desk
- B. Service request management
- C. Service level management
- D. Service configuration management

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 11

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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What should be considered as part of the 'partners and suppliers' dimension?

- A. The level of integration and formality involved in the relationships between organizations
- B. The activities, workflows, controls and procedures needed to achieve the agreed objectives
- C. The information created, managed and used in the course of service provision and consumption
- D. The required skills and competencies of teams and individual members of the organization

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 12

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which practice makes new services available for use?

- A. Change enablement
- B. Release management
- C. Deployment management
- D. IT asset management

[Show Suggested Answer](#)





Actual exam question from ITIL's ITILFND V4

Question #: 13

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which activity contributes to the 'where are we now?' step of the 'continual improvement' model?

- A. Executing improvement actions
- B. Performing baseline assessments
- C. Defining the improvement plan
- D. Understanding the business mission

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 14

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which guiding principle considers the importance of customer loyalty?

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

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 15

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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

- A. Conduct a review of existing service management practices and decide what to keep and what to discard
- B. Review how an improvement initiative can be organized into smaller, manageable sections that can be completed in a timely manner
- C. Review service management practices and remove any unnecessary complexity
- D. Use the four dimensions of service management to ensure coordination of all aspects of an improvement initiative

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Actual exam question from ITIL's ITILFND V4

Question #: 16

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which statement about 'continual improvement' is CORRECT?

- A. All improvement ideas should be logged in a single 'continual improvement register'
- B. A single team should carry out 'continual improvement' across the organization
- C. 'Continual improvement' should have minimal interaction with other practices
- D. Everyone in the organization is responsible for some aspects of 'continual improvement'

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 17

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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What impact does automation have on a service desk?

- A. Less low level work and a greater ability to focus on user experience
- B. Increased phone contact and a reduced ability to focus on user experience
- C. Ability to work from multiple locations, geographically dispersed
- D. Ability to work from a single centralized location

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 18

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Identify the missing word(s) in the following sentence:

The service desk should be the entry point and single point of contact for the [?] with all of its users.

- A. Service consumer
- B. Service provider
- C. Customer
- D. Supplier

[Show Suggested Answer](#)





Actual exam question from ITIL's ITILFND V4

Question #: 19

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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What aspect of 'service level management' asks service consumers what their work involves and how technology helps them?

- A. Customer engagement
- B. Operational metrics
- C. Business metrics
- D. Customer feedback

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Actual exam question from ITIL's ITILFND V4

Question #: 20

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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

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

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Actual exam question from ITIL's ITILFND V4

Question #: 21

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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What can be used to determine if a service is 'fit for purpose'?

- A. Availability
- B. Warranty
- C. Outcome
- D. Utility

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 22

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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In service relationships, what is a benefit of identifying consumer roles?

- A. It enables effective stakeholder management
- B. It provides shared service expectations
- C. It removes constraints from the customer
- D. It enables a common definition of value

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 23

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which is an external input to the service value chain?

- A. The 'improve' value chain activity
- B. An overall plan
- C. Customer requirements
- D. Feedback loops

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 24

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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What term is used to describe whether a service will meet availability, capacity and security requirements?

- A. Outcomes
- B. Value
- C. Utility
- D. Warranty

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 25

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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What is the purpose of the 'incident management' practice?

- A. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible
- B. To capture demand for incident resolution and service requests
- C. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents
- D. To support the agreed service quality by effective handling of all agreed user-initiated service requests

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Actual exam question from ITIL's ITILFND V4

Question #: 26

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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What is defined as an unplanned interruption or reduction in the quality of a service?

- A. An incident
- B. A problem
- C. A change
- D. An event

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 27

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which ITIL practice has the purpose to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels?

- A. Supplier management
- B. Change control
- C. Relationship management
- D. Service desk

Show Suggested Answer



Actual exam question from ITIL's ITILFND V4

Question #: 28

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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What can help to reduce resistance to a planned improvement when applying the guiding principle 'collaborate and promote visibility'?

- A. Restricting information about the improvement to essential stakeholders only
- B. Increasing collaboration and visibility for the improvement
- C. Involving customers after all planning has been completed
- D. Engaging every stakeholder group in the same way, with the same communication

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Actual exam question from ITIL's ITILFND V4

Question #: 29

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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What varies in size and complexity, and uses functions to achieve its objectives?

- A. A risk
- B. An organization
- C. A practice
- D. An outcome

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Actual exam question from ITIL's ITILFND V4

Question #: 30

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which practice ensures that any addition, modification, or removal of anything that could have an effect on services is assessed and authorized?

- A. Deployment management
- B. Release management
- C. Change control
- D. Service configuration management

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 31

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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

- A. Information security management
- B. Continual improvement
- C. Monitoring and event management
- D. Service level management

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 32

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which will help solve incidents more quickly?

- A. Target resolution times
- B. Escalating all incidents to support teams
- C. Collaboration between teams
- D. Detailed procedural steps for incident investigation

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Actual exam question from ITIL's ITILFND V4

Question #: 33

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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When is the earliest that a workaround can be documented in 'problem management'?

- A. After the problem has been logged
- B. After the problem has been prioritized
- C. After the problem has been analyzed
- D. After the problem has been resolved

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 34

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which is an activity of the 'problem management' practice?

- A. Restoration of normal service operation as quickly as possible
- B. Prioritization of problems based on the risk that they pose
- C. Authorization of changes to resolve the cause of problems
- D. Resolution of incidents in a time that meets customer expectations

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 35

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which practice is MOST likely to benefit from the use of chatbots?

- A. Service level management
- B. Change enablement
- C. Continual improvement
- D. Service desk

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 36

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Where are the details of the required performance outcomes of a service defined?

- A. Service level agreements
- B. Service requests
- C. Service components
- D. Service offerings

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Actual exam question from ITIL's ITILFND V4

Question #: 37

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which value chain activity ensures a shared understanding of the current status and required direction for all products and services?

- A. Plan
- B. Improve
- C. Design and transition
- D. Deliver and support

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 38

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which practice has the purpose of ensuring that the organization's suppliers and their performance are managed appropriately to support the provision of seamless, quality products and services?

- A. Release management
- B. Supplier management
- C. Service management
- D. Relationship management

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Actual exam question from ITIL's ITILFND V4

Question #: 39

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which two practices interact the MOST with the service desk practice?

- A. Incident management and service request management
- B. Service request management and deployment management
- C. Deployment management and change enablement
- D. Change enablement and incident management

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 40

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which is an activity of the 'incident management' practice?

- A. Assessing and prioritizing improvement opportunities
- B. Performing service reviews with customers
- C. Providing good-quality updates when expected
- D. Automating service requests to the greatest degree possible

Show Suggested Answer







Actual exam question from ITIL's ITILFND V4

Question #: 41

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Identify the missing words in the following sentence:

A user is [?] that uses services.

- A. an organization
- B. a role
- C. a team
- D. a supplier

[Show Suggested Answer](#)





Actual exam question from ITIL's ITILFND V4

Question #: 42

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which is included in the purpose of the 'change enablement' practice?

- A. Make new and changed services available for use
- B. Ensure that risks have been properly assessed
- C. Record and report selected changes of state
- D. Plan and manage the full lifecycle of all IT assets

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 43

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which activity is part of the 'continual improvement' practice?

- A. Identifying the cause of incidents and recommending related improvements
- B. Authorizing changes to implement improvements
- C. Logging and managing incidents that result in improvement opportunities
- D. Making business cases for improvement action

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 44

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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In which step of the 'continual improvement model' is an improvement plan implemented?

- A. What is the vision?
- B. How do we get there?
- C. Take action
- D. Did we get there?

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Actual exam question from ITIL's ITILFND V4

Question #: 45

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which is the BEST example of a standard change?

- A. The review and authorization of a change requested by a customer
- B. The implementation of a critical software patch in response to a vendor security issue
- C. The installation of a software application in response to a service request
- D. The replacement of a component in response to a major incident

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Actual exam question from ITIL's ITILFND V4

Question #: 46

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which statement about the automation of service requests is CORRECT?

- A. Service requests that cannot be automated should be handled as incidents
- B. Service requests and their fulfilment should be automated as much as possible
- C. Service requests that cannot be automated should be handled as problems
- D. Service requests and their fulfilment should be carried out by service desk staff without automation

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 47

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which can act as an operating model for an organization?

- A. The four dimensions of service management
- B. The service value chain
- C. The ITIL guiding principles
- D. Continual improvement

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 48

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which practice recommends the use of event-based surveys to gather feedback from customers?

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

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Actual exam question from ITIL's ITILFND V4

Question #: 49

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which statement about change authorities is CORRECT?

- A. Change authorities are only required for authorizing emergency changes
- B. Change authorities are assigned when each change is deployed
- C. Change authorities are only required for authorizing normal changes
- D. Change authorities are assigned for each type of change and change model

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 50

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which practice improves customer and user satisfaction by reducing the negative impact of service interruptions?

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

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Actual exam question from ITIL's ITILFND V4

Question #: 51

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which will NOT be handled as a service request?

- A. The degradation of a service
- B. The replacement of a toner cartridge
- C. The provision of a laptop
- D. A complaint about a support team

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Actual exam question from ITIL's ITILFND V4

Question #: 52

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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A service offering may include goods, access to resources, and service actions. Which is an example of a service action?

- A. A mobile phone enables a user to work remotely
- B. A password allows a user connect to a WiFi network
- C. A license allows a user to install a software product
- D. A service desk agent provides support to a user

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 53

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which describes a CORRECT approach to change authorization?

- A. Changes included in the change schedule are pre-authorized and do not need additional authorization
- B. Normal changes should be assessed and authorized before they are deployed
- C. Emergency changes should be authorized by as many people as possible to reduce risk
- D. Normal changes are typically implemented as service requests and authorized by the service desk

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 54

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which statement about a service value stream is CORRECT?

- A. It uses prescriptive inputs and outputs
- B. It is a value chain activity
- C. It integrates practices for a specific scenario
- D. It is used to provide governance

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 55

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which statement about outputs is CORRECT?

- A. They consist of several outcomes
- B. They capture customer demand for services
- C. They contribute to the achievement of outcomes
- D. They describe how the service performs

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 56

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which is an example of a business related measurement?

- A. The number of passengers checked in
- B. The average time to respond to change requests
- C. The average resolution time for incidents
- D. The number of problems resolved

Show Suggested Answer







Actual exam question from ITIL's ITILFND V4

Question #: 57

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which BEST describes the purpose of the 'improve' value chain activity?

- A. To organize a major improvement initiative into several smaller initiatives
- B. To make new and improved services and features available for use
- C. To ensure a shared understanding of the vision and improvement direction for all products and services
- D. To continually improve all products and services across all value chain activities

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 58

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which includes governance, management practices, and continual improvement?

- A. The service value system
- B. The 'deliver and support' value chain activity
- C. The 'focus on value' guiding principle
- D. The 'value stream and processes' dimension

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Actual exam question from ITIL's ITILFND V4

Question #: 59

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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What is the definition of a problem?

- A. An unplanned interruption to a service, or reduction in the quality of a service
- B. A cause, or potential cause, of one or more incidents
- C. An incident for which a full resolution is not yet available
- D. Any change of state that has significance for the management of a configuration item (CI)

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 60

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which practice provides a communications point for users to report operational issues, queries and requests?

- A. Incident management
- B. Continual improvement
- C. Service desk
- D. Relationship management

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 61

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which dimension is MOST concerned with skills, competencies, roles and responsibilities?

- A. Organizations and people
- B. Information and technology
- C. Partners and suppliers
- D. Value streams and processes

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 62

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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An organization asks a stakeholder to review a planned change. Which guiding principle does this demonstrate?

- A. Collaborate and promote visibility
- B. Start where you are
- C. Focus on value
- D. Keep it simple and practical

[Show Suggested Answer](#)





Actual exam question from ITIL's ITILFND V4

Question #: 63

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which practice has a strong influence on the user experience and perception of the service provider?

- A. Service desk
- B. Change enablement
- C. Service level management
- D. Supplier management

[Show Suggested Answer](#)





Actual exam question from ITIL's ITILFND V4

Question #: 64

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which statement about service requests is CORRECT?

- A. Complex service requests should be dealt with as normal changes
- B. Service requests that require simple workflows should be dealt with as incidents
- C. Service requests require workflows that should use manual procedures and avoid automation
- D. Service requests are usually formalized using standard procedures for initiation, approval and fulfilment

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Actual exam question from ITIL's ITILFND V4

Question #: 65

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which practice is responsible for moving new or changed components to live or other environments?

- A. Release management
- B. Deployment management
- C. Change enablement
- D. Supplier management

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Actual exam question from ITIL's ITILFND V4

Question #: 66

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which dimension focuses on relationships with other organizations that are involved in the design, development, deployment and delivery of services?

- A. Organizations and people
- B. Information and technology
- C. Partners and suppliers
- D. Value streams and processes

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Actual exam question from ITIL's ITILFND V4

Question #: 67

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which of these activities is carried out as part of 'problem management'?

- A. Creating incident records
- B. Diagnosing and resolving incidents
- C. Escalating incidents to a support team for resolution
- D. Trend analysis of incident records

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 68

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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What must always be done before an activity is automated?

- A. Check that the activity has already been optimized
- B. Check that suitable new technology has been purchased
- C. Ensure that DevOps has been successfully implemented
- D. Ensure the solution removes the need for human intervention

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 69

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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What is a change schedule PRIMARILY used for?

- A. To help plan emergency changes
- B. To help authorize standard changes
- C. To help assign a change authority
- D. To help manage normal changes

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 70

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which role approves the cost of services?

- A. User
- B. Change authority
- C. Sponsor
- D. Customer

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 71

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

What actions does a service desk take for all issues, queries and requests that are reported to them?

- A. Schedule, assess, authorize
- B. Diagnose, investigate, resolve
- C. Initiate, approve, fulfil
- D. Acknowledge, classify, own

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 72

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which describes the utility of a service?

- A. A service that is fit for use
- B. A service that meets its service level targets
- C. A service that increases constraints on the consumer
- D. A service that supports the performance of the consumer

[Show Suggested Answer](#)







Actual exam question from ITIL's ITILFND V4

Question #: 73

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which is included in the purpose of the 'service level management' practice?

- A. To maximize the number of successful service and product changes
- B. To ensure accurate information about the configuration of services is available
- C. To set clear business-based targets for service levels
- D. To ensure that suppliers and their performance are managed appropriately

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 74

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which usually requires a team of representatives from many stakeholder groups?

- A. Fulfilling a service request
- B. Authorizing an emergency change
- C. Logging a new problem
- D. Investigating a major incident

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 75

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which value chain activity ensures that service components meet agreed specifications?

- A. Plan
- B. Design and transition
- C. Obtain/build
- D. Deliver and support

[Show Suggested Answer](#)





Actual exam question from ITIL's ITILFND V4

Question #: 76

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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What includes governance as a component?

- A. Practices
- B. The service value chain
- C. The service value system
- D. The guiding principles

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 77

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

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

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

[Show Suggested Answer](#)





Actual exam question from ITIL's ITILFND V4

Question #: 78

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

What is the definition of a known error?

- A. An unplanned interruption to a service, or reduction in the quality of a service
- B. A cause, or potential cause, of one or more incident
- C. A problem that has been analyzed and has not been resolved
- D. Any change of state that has significance for the management of a service or other configuration item (CI)

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 79

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which guiding principle is PRIMARILY concerned with end-to-end service delivery?

- A. Focus on value
- B. Think and work holistically
- C. Optimize and automate
- D. Collaborate and promote visibility

[Show Suggested Answer](#)





Actual exam question from ITIL's ITILFND V4

Question #: 80

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

What are typically recognized through notifications created by an IT service, CI or monitoring tool?

- A. Incidents
- B. Problems
- C. Events
- D. Requests

Show Suggested Answer







Actual exam question from ITIL's ITILFND V4

Question #: 81

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which dimension considers data security and privacy?

- A. Organizations and people
- B. Information and technology
- C. Partners and suppliers
- D. Value streams and processes

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 82

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which term relates to service levels aligned with the needs of service consumers?

- A. Service management
- B. Warranty
- C. Cost
- D. Utility

[Show Suggested Answer](#)





Actual exam question from ITIL's ITILFND V4

Question #: 83

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which directly assists with the diagnosis and resolution of simple incidents?

- A. Scripts for collecting user information
- B. Use of shift working patterns
- C. Fulfilment of service requests
- D. Creation of a temporary team

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 84

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

What are guiding principles?

- A. A set of interconnected activities that help an organization deliver a valuable service
- B. A description of one or more services that help address the needs of a target consumer group
- C. A set of specialized organizational capabilities for enabling value for customers
- D. Recommendations that help an organization when adopting a service management approach

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 85

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which approach is CORRECT when applying the guiding principle 'keep it simple and practical'?

- A. Only add controls and metrics when they are needed
- B. Design controls and metrics first, then remove those not adding value
- C. Design controls and metrics and add them individually until all are implemented
- D. Only add controls and metrics that are required for compliance

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 86

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

What is the purpose of the 'problem management' practice?

- A. To protect the information needed by the organization to conduct its business
- B. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors
- C. To align the organization's practices and services with changing business needs through the ongoing identification and improvement of services
- D. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 87

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which practice forms a link between the service provider and the users of services?

- A. Change enablement
- B. Service level management
- C. Problem management
- D. Service desk

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 88

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which is a purpose of release management?

- A. To protect the organization's information
- B. To handle user-initiated service requests
- C. To make new and changed services available for use
- D. To move hardware and software to live environments

Show Suggested Answer







Actual exam question from ITIL's ITILFND V4

Question #: 89

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

What is recommended by the guiding principle 'progress iteratively with feedback'?

- A. A current state assessment that is carried out at the start of an improvement initiative
- B. The identification of all interested parts at the start of an improvement initiative
- C. An improvement initiative that is broken into a number of manageable sections
- D. An assessment of how all the parts of an organization will affect an improvement initiative

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 90

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which guiding principle considers customer and user experience?

- A. Collaborate and promote visibility
- B. Focus on value
- C. Start where you are
- D. Keep it simple and practical

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 91

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which statement about the 'change enablement' practice is CORRECT?

- A. Service requests are usually normal changes that can be implemented quickly without authorization
- B. Emergency changes are changes that must be fully tested and fully documented prior to implementation
- C. Standard changes are changes that need to be scheduled, assessed and authorized following a standard process
- D. Emergency changes are changes that must be implemented as soon as possible and therefore authorization is expedited

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 92

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which is a key activity carried out in the 'did we get there?' step of the 'continual improvement' model?

- A. Define measurable targets
- B. Perform baseline assessments
- C. Execute improvement actions
- D. Evaluate measurements and metrics

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 93

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

What can a service remove from the consumer and impose on the consumer?

- A. Utility
- B. Asset
- C. Cost
- D. Outcome

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 94

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

What does 'change enablement' PRIMARILY focus on?

- A. Changes to service levels
- B. Changes to products and services
- C. Changes to organizational structure
- D. Changes to skills and competencies

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 95

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which is handled as a service request?

- A. An investigation to identify the cause of an incident
- B. A compliment about an IT support team
- C. The failure of an IT service
- D. An emergency change to implement a security patch

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 96

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which is a key requirement for a successful service level agreement (SLA)?

- A. Using individual metrics that relate to the service catalogue
- B. Using bundled metrics to relate performance to outcomes
- C. Using single-system-based metrics that relate to outputs
- D. Using an agreement between the service provider and service supplier

Show Suggested Answer







Actual exam question from ITIL's ITILFND V4

Question #: 97

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which is considered by the 'partners and suppliers' dimension?

- A. Using artificial intelligence
- B. Defining controls and procedures
- C. Using formal roles and responsibilities
- D. Working with an integrator to manage relationships

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 98

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which practice recommends using tools for collaboration and the automated matching of symptoms?

- A. Problem management
- B. Service level management
- C. Incident management
- D. Service request management

[Show Suggested Answer](#)





Actual exam question from ITIL's ITILFND V4

Question #: 99

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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

- A. Service configuration management
- B. Change enablement
- C. Service request management
- D. Service level management

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 100

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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What is used to link activities within the service value chain?

- A. Service level agreements
- B. Inputs, outputs and triggers
- C. Opportunity, demand and value
- D. Service desk

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 101

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which two practices use workarounds?

- A. Change enablement and continual improvement
- B. Change enablement and problem management
- C. Problem management and incident management
- D. Incident management and continual improvement

[Show Suggested Answer](#)





Actual exam question from ITIL's ITILFND V4

Question #: 102

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which is included in the purpose of the 'deliver and support' value chain activity?

- A. Meeting stakeholder expectations for time to market
- B. Understanding the organization's service vision
- C. Understanding stakeholder needs
- D. Providing services to agreed specifications

[Show Suggested Answer](#)





Actual exam question from ITIL's ITILFND V4

Question #: 103

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which are elements of the service value system?

- A. Service provision, service consumption, service relationship management
- B. Governance, service value chain, practices
- C. Outcomes, utility, warranty
- D. Customer value, stakeholder value, organization

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 104

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

What is an incident?

- A. The planned removal of an item that might affect a service
- B. A result enabled by one or more outputs
- C. A possible future event that could cause harm
- D. A service interruption resolved by the use of self-help tools

Show Suggested Answer







Actual exam question from ITIL's ITILFND V4

Question #: 105

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

What is defined as a change of state that has significance for the management of an IT service?

- A. Event
- B. Incident
- C. Problem
- D. Known error

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 106

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

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

- A. Organizations and people
- B. Information and technology
- C. Partners and suppliers
- D. Value streams and processes

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 107

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

What is the PRIMARY use of a change schedule?

- A. To support the 'incident management' practice and improvement planning
- B. To manage emergency changes
- C. To plan changes and help avoid conflicts
- D. To manage standard changes

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 108

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which guiding principle focuses on reducing costs and human errors?

- A. Focus on value
- B. Collaborate and promote visibility
- C. Optimize and automate
- D. Think and work holistically

Show Suggested Answer



Actual exam question from ITIL's ITILFND V4

Question #: 109

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which guiding principle helps to ensure that each improvement effort has more focus and is easier to maintain?

- A. Start where you are
- B. Collaborate and promote visibility
- C. Progress iteratively with feedback
- D. Think and work holistically

Show Suggested Answer



Actual exam question from ITIL's ITILFND V4

Question #: 110

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which is a key activity carried out in the 'did we get there?' step of the 'continual improvement' model?

- A. Define measurable targets
- B. Perform baseline assessments
- C. Execute improvement actions
- D. Evaluate measurements and metrics

Show Suggested Answer



Actual exam question from ITIL's ITILFND V4

Question #: 111

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

What is important for a 'continual improvement register' (CIR)?

- A. Improvement ideas are documented, assessed and prioritized
- B. Improvement ideas from many sources are kept in a single CIR
- C. Improvement ideas that are not being actioned immediately are removed from the CIR
- D. Improvement ideas are tested, funded and agreed

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 112

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which is a purpose of the 'service level management' practice?

- A. To establish and nurture the links between the organization and its stakeholders
- B. To ensure that the organization's suppliers and their performance are managed appropriately
- C. To support the agreed quality of a service by handling all agreed, user-initiated service requests
- D. To set clear business-based targets for service levels

[Show Suggested Answer](#)







Actual exam question from ITIL's ITILFND V4

Question #: 113

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

What describes the steps needed to create and deliver a specific service to a consumer?

- A. Service management
- B. Practices
- C. A value stream
- D. Service level management

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 114

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which helps to manage an incident when it is unclear which support team should be working on the incident?

- A. Disaster recovery plans
- B. Swarming
- C. Target resolution times
- D. Self-help

Show Suggested Answer



Actual exam question from ITIL's ITILFND V4

Question #: 115

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which statement about the 'continual improvement' practice is CORRECT?

- A. Continual improvement participation should be limited to a small dedicated team
- B. It is the role of senior management to authorize improvement initiatives
- C. Training should be provided to those involved in continual improvement
- D. A single continual improvement register should be maintained by senior management

[Show Suggested Answer](#)





Actual exam question from ITIL's ITILFND V4

Question #: 116

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which does the ITIL service value system discourage?

- A. Coordinated authorities and responsibilities
- B. Organizational silos
- C. Interfaces among practices
- D. Organizational agility

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 117

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

An SLA is a service level agreement. Which describes the 'watermelon SLA' effect?

- A. A single SLA defines target service levels for multiple customers, so every customer sees reports about other customers' experiences
- B. The metrics in an SLA are focused on internal measures, so that reports show everything is good, while the customer is not satisfied
- C. SLA targets change very frequently, so that each report includes new measures and trends cannot be analyzed
- D. Introducing SLAs for a service enables customers to see that the service provider is doing a really good job, so this improves satisfaction

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 118

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which practice includes conducting regular reviews to ensure that services are still appropriate and relevant?

- A. Service level management
- B. Service desk
- C. Continual improvement
- D. Change enablement

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 119

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

What is a service?

- A. A possible event that could cause harm or loss, or make it more difficult to achieve objectives
- B. A means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks
- C. A tangible or intangible deliverable of an activity
- D. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation based on agreed and available service offerings

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 120

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

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

A. 1 and 2

B. 2 and 3

C. 3 and 4

D. 1 and 4

Show Suggested Answer







Actual exam question from ITIL's ITILFND V4

Question #: 121

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

What is required by all service desk staff?

- A. Excellent technical knowledge
- B. Root cause analysis skills
- C. Demonstration of emotional intelligence
- D. Knowledge of telephony technology

[Show Suggested Answer](#)





Actual exam question from ITIL's ITILFND V4

Question #: 122

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which practice establishes a channel between the service provider and its users?

- A. Relationship management
- B. Change enablement
- C. Supplier management
- D. Service desk

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 123

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which practice includes the use of approaches such as Lean, Agile and DevOps with the aim of facilitating a greater amount of change at a quicker rate?

- A. Service desk
- B. Monitoring and event management
- C. Service level management
- D. Continual improvement

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 124

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which practice has a purpose that includes maximizing success by ensuring that risks have been properly assessed?

- A. Relationship management
- B. Change enablement
- C. Release management
- D. Monitoring and event management

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 125

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which practice provides users with a way to get various requests arranged, explained and coordinated?

- A. Service level management
- B. Relationship management
- C. Continual improvement
- D. Service desk

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 126

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which helps to streamline the fulfilment of service requests?

- A. Understanding which service requests can be accomplished with limited approvals
- B. Creating new workflows for every service request
- C. Separating requests relating to service failures from the degradation of services
- D. Eliminating service requests which have complex workflows

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 127

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which statement about outcomes is CORRECT?

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

[Show Suggested Answer](#)





Actual exam question from ITIL's ITILFND V4

Question #: 128

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which guiding principle says that services and processes should NOT provide a solution for every exception?

- A. Keep it simple and practical
- B. Collaborate and promote visibility
- C. Think and work holistically
- D. Optimize and automate

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 129

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

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.

- A. measured
- B. rewarded
- C. managed
- D. defined

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 130

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Identify the missing words in the following sentence.

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the [?], and the CIs that support them, is available when and where it is needed.

- A. relationships with suppliers
- B. configuration of services
- C. skills of people
- D. authorization of changes

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 131

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which practice requires skills and competencies related to business analysis, supplier management and relationship management?

- A. Incident management
- B. Monitoring and event management
- C. Service level management
- D. IT asset management

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 132

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

When should a workaround be created?

- A. As soon as possible, once the incident is logged
- B. After the resolution of a problem
- C. When a problem cannot be resolved quickly
- D. When a potential permanent solution has been identified

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 133

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

What is a configuration item?

- A. Any financially valuable component that can contribute to the delivery of an IT product or service
- B. Any change of state that has significance for the management of a service
- C. Any component that needs to be managed in order to deliver an IT service
- D. A problem that has been analyzed but has not been resolved

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 134

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Identify the missing words in the following sentence.

When an organization has decided to improve a service, it should start by considering [?].

- A. existing information
- B. new methods
- C. additional measurements
- D. revised processes

[Show Suggested Answer](#)





Actual exam question from ITIL's ITILFND V4

Question #: 135

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which is a use of the change schedule?

- A. Assigning resources to changes
- B. Deciding the approval authority for changes
- C. Automating the change process
- D. Creating change models

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 136

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which dimension of service management considers the workflows and controls needed to deliver services?

- A. Organizations and people
- B. Information and technology
- C. Partners and suppliers
- D. Value streams and processes

Show Suggested Answer







Actual exam question from ITIL's ITILFND V4

Question #: 137

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which guiding principle considers how the steps of a process can be performed as efficiently as possible?

- A. Focus on value
- B. Start where you are
- C. Think and work holistically
- D. Optimize and automate

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 138

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which statement about the 'incident management' practice is CORRECT?

- A. It identifies the cause of major incidents
- B. It authorizes changes to resolve incidents
- C. It maintains detailed procedures for diagnosing incidents
- D. It resolves the highest impact incidents first

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 139

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

How should an organization prioritize incidents?

- A. Ask the user for their preferred resolution timeframe
- B. Assess the availability of the appropriate support team
- C. Use an agreed classification which is based on the business impact of the incident
- D. Create an order of incidents based on the dates and times when they were logged

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 140

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which is a purpose of the 'relationship management' practice?

- A. To systematically observe services and service components
- B. To protect the information needed by the organization to conduct its business
- C. To be the entry point and single point of contact for the service provider with all of its users
- D. To identify, analyze, monitor, and continually improve links with stakeholders

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 141

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which statement about problems is CORRECT?

- A. Problems are not related to incidents
- B. Problems must be resolved quickly in order to restore normal business activity
- C. Problem analysis should focus on one of the four dimensions to achieve a fast diagnosis
- D. Problem prioritization involves risk assessment

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 142

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which is a risk that might be removed from a service consumer by an IT service?

- A. Service provider ceasing to trade
- B. Security breach
- C. Failure of server hardware
- D. Cost of purchasing servers

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 143

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which is one of the MAIN concerns of the 'design and transition' value chain activity?

- A. Understanding the organization's vision
- B. Understanding stakeholder needs
- C. Meeting stakeholder expectations
- D. Ensuring service components are available

[Show Suggested Answer](#)





Actual exam question from ITIL's ITILFND V4

Question #: 144

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which should be handled by 'service request management'?

- A. A request to implement a security patch
- B. A request to provide a laptop
- C. A request to resolve an error in a service
- D. A request to change a target in a service level agreement

Show Suggested Answer







Actual exam question from ITIL's ITILFND V4

Question #: 145

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

What can be described as an operating model for the creation and management of products and services?

- A. Governance
- B. Service value chain
- C. Guiding principles
- D. Practices

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 146

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which action is performed by a service provider?

- A. Requesting required service actions
- B. Authorizing budget for service consumption
- C. Ensuring access to agreed resources
- D. Receiving of the agreed goods

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 147

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which step of the continual improvement model includes baseline assessments?

- A. Did we get there?
- B. Where are we now?
- C. What is the vision?
- D. Where do we want to be?

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 148

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which describes a 'change authority'?

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

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 149

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which is NOT a component of the service value system?

- A. The service value chain
- B. Opportunity and demand
- C. Continual improvement
- D. Governance

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 150

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which statement about service relationship management is CORRECT?

- A. It focuses on the service actions performed by users
- B. It requires the service consumer to create resources for the service provider
- C. It requires co-operation of both the service provider and service consumer
- D. It focuses on the fulfilment of the agreed service actions

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 151

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

What is the MOST important reason for prioritizing incidents?

- A. To ensure that user expectations are realistic
- B. To ensure that incidents with highest impact are resolved first
- C. To help information-sharing and learning
- D. To provide links to related changes and known errors

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 152

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which 'service level management' activity helps staff to deliver a more business-focused service?

- A. Creating targets based on the percentage of uptime of a service
- B. Understanding the ongoing requirements of customers
- C. Using complex technical terminology in service level agreements (SLAs)
- D. Measuring low-level operational activities

Show Suggested Answer







Actual exam question from ITIL's ITILFND V4

Question #: 153

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which practice has a purpose that includes the handling of pre-defined, user-initiated demands for service?

- A. Service request management
- B. Service configuration management
- C. Deployment management
- D. Change enablement

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 154

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which guiding principle considers which parts of an existing process should be kept by identifying how they contribute to value creation?

- A. Progress iteratively with feedback
- B. Collaborate and promote visibility
- C. Think and work holistically
- D. Keep it simple and practical

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 155

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

What is the purpose of the 'monitoring and event management' practice?

- A. To restore normal service operation as quickly as possible
- B. To manage workarounds and known errors
- C. To capture demand for incident resolution and service requests
- D. To systematically observe services and service components

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 156

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which statement about outcomes is CORRECT?

- A. Outcomes rely on outputs to deliver results for a stakeholder
- B. Outcomes use activities to produce tangible or intangible deliverables
- C. Outcomes give service consumers assurance of products or services
- D. Outcomes help a service consumer to assess the cost of a specific activity

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 157

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which skill is required by the 'service level management' practice?

- A. Supplier management
- B. Technical expertise
- C. Event monitoring
- D. Problem management

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 158

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which statement about the 'continual improvement model' is CORRECT?

- A. Organizations should work through the steps of the model in the sequence in which they are presented
- B. The flow of the model helps organizations to link improvements to its goals
- C. The model is applicable to only certain parts of the service value system
- D. Organizations should use an additional model or method to link improvements to customer value

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 159

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

What is the definition of warranty?

- A. A means of identifying events that could cause harm or loss
- B. A means of determining whether a service is fit for purpose
- C. A means of identifying a result for a stakeholder
- D. A means of determining whether a service is fit for use

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 160

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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

- A. Change enablement
- B. Problem management
- C. Information security management
- D. Service configuration management

[Show Suggested Answer](#)







Actual exam question from ITIL's ITILFND V4

Question #: 161

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which statement about value creating activities is CORRECT?

- A. Each value stream should be designed with a specific combination of service value chain activities
- B. Service value chain activities have pre-determined dependencies on ITIL practices
- C. A value stream is an operating model for creating value through products and services
- D. Organizations should ensure that each value stream is applicable to many scenarios

[Show Suggested Answer](#)





Actual exam question from ITIL's ITILFND V4

Question #: 162

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which is provided by the 'engage' value chain activity?

- A. Ensuring that stakeholder expectations for quality are met
- B. Ensuring that stakeholder needs are understood by the organization
- C. Ensuring that service components are available when needed
- D. Ensuring that services are operated to meet agreed specifications

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 163

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which is part of the 'focus on value' guiding principle?

- A. Understanding what services help the service consumer
- B. Reducing the number of steps in the customer experience
- C. Assessing services to identify parts that can be reused
- D. Identifying activities that can be achieved in smaller iterations

[Show Suggested Answer](#)





Actual exam question from ITIL's ITILFND V4

Question #: 164

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which is part of the definition of a customer?

- A. The role that defines the requirements for a service
- B. A means of enabling value co-creation
- C. The role that authorizes budget for service consumption
- D. A set of specialized organizational capabilities for enabling value

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 165

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which guiding principle helps an organization to understand the impact of an altered element on other elements in a system?

- A. Focus on value
- B. Start where you are
- C. Think and work holistically
- D. Keep it simple and practical

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 166

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Identify the missing words in the following sentence:

The 'incident management' practice should maintain [?] for logging and managing incidents.

- A. a dedicated team
- B. a formal process
- C. detailed procedures
- D. a value chain activity

[Show Suggested Answer](#)





Actual exam question from ITIL's ITILFND V4

Question #: 167

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

What is the purpose of the 'deployment management' practice?

- A. To make new and changed services and features available for use
- B. To move new or changed components to live environments
- C. To plan and manage the full lifecycle of all IT assets
- D. To protect the information needed by the organization to conduct its business

Show Suggested Answer



Actual exam question from ITIL's ITILFND V4

Question #: 168

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which TWO statements about the guiding principles are CORRECT?

1. The guiding principles support continual improvement
2. Each guiding principle applies to a selection of the available stakeholder groups
3. Organizations should decide which one of the guiding principles is relevant to them
4. Organizations should consider how the guiding principles interact with each other

A. 1 and 2

B. 2 and 3

C. 3 and 4

D. 1 and 4

Show Suggested Answer







Actual exam question from ITIL's ITILFND V4

Question #: 169

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which is an activity of 'problem identification'?

- A. Analyzing information from software developers
- B. Establishing problem workarounds
- C. Analyzing the cause of problems
- D. Establishing potential permanent solutions

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 170

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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

- A. Service configuration management
- B. Service desk
- C. Problem management
- D. Deployment management

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 171

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which statement about standard changes is CORRECT?

- A. A full assessment should be completed each time the change is implemented
- B. The change can be implemented with less testing if necessary
- C. The appropriate change authority should be assigned to each type of change
- D. The change does not require additional authorization

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 172

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which TWO are considered part of the 'organizations and people' dimension of service management?

1. Systems of authority
2. Culture
3. Relationships between organizations
4. Workflows

A. 1 and 2

B. 2 and 3

C. 3 and 4

D. 1 and 4

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 173

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which statement about the 'service request management' practice is CORRECT?

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

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 174

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

What is a cause, or potential cause, of one or more incidents?

- A. A problem
- B. A configuration item
- C. A workaround
- D. An incident

Show Suggested Answer



Actual exam question from ITIL's ITILFND V4

Question #: 175

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which guiding principle says that it is not usually necessary to build something new?

- A. Focus on value
- B. Start where you are
- C. Progress iteratively with feedback
- D. Think and work holistically

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 176

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which practice includes management of workarounds and known errors?

- A. Monitoring and event management
- B. Service configuration management
- C. Problem management
- D. Incident management

Show Suggested Answer







Actual exam question from ITIL's ITILFND V4

Question #: 177

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which activity is part of the 'continual improvement' practice?

- A. Handling compliments and complaints from users to identify improvements
- B. Improving relationships with and between stakeholders
- C. Prioritizing and creating business cases for improvement initiatives
- D. Identifying the cause of unplanned interruptions to service

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 178

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Identify the missing word in the following sentence:

A service is a means of enabling value co-creation by facilitating [?] that customers want to achieve, without the customer having to manage specific costs and risks.

- A. utility
- B. warranty
- C. outcomes
- D. outputs

[Show Suggested Answer](#)





Actual exam question from ITIL's ITILFND V4

Question #: 179

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which is a low risk change that has been pre-approved so that no additional authorization is needed?

- A. A standard change
- B. A change model
- C. An emergency change
- D. A normal change

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 180

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which describes the 'plan' value chain activity?

- A. It ensures a shared understanding of the current status and vision for all products and services across the organization
- B. It ensures that services are delivered and supported according to agreed specifications and stakeholders' expectations
- C. It ensures that service components are available when and where they are needed, and meet agreed specifications
- D. It ensures continual improvement of products, services, and practices across all value chain activities

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 181

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which phase of problem management includes analyzing incidents to look for patterns and trends?

- A. Problem identification
- B. Problem control
- C. Error control
- D. Post-implementation review

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 182

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which statement about the 'optimize and automate' guiding principle is CORRECT?

- A. Activities should be automated before they are optimized
- B. Automation is best applied to non-standard tasks
- C. Technology eliminates the need for human intervention
- D. Automation frees human resources for more complex activities

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 183

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

What is defined as any financially valuable component that can contribute to the delivery of a service?

- A. Configuration item
- B. Product
- C. IT asset
- D. Event

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 184

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which MOST helps an organization adapt ITIL concepts so that they apply to the organization's specific circumstances?

- A. Continual improvement
- B. Service value chain
- C. Practices
- D. Guiding principles

Show Suggested Answer







Actual exam question from ITIL's ITILFND V4

Question #: 185

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

What is the MAIN benefit of 'problem management'?

- A. Restoring normal service as quickly as possible
- B. Reducing the number and impact of incidents
- C. Maximizing the number of successful changes
- D. Managing workarounds and known errors

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 186

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which guiding principle discourages 'silo activity'?

- A. Focus on value
- B. Start where you are
- C. Collaborate and promote visibility
- D. Keep it simple and practical

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 187

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

What is included in the purpose of the 'relationship management' practice?

- A. Identifying, analyzing, monitoring, and the continual improvement of relationships with stakeholders
- B. Setting clear business-based targets so that the delivery of a service can be properly assessed
- C. Creating collaborative relationships with key suppliers to uncover and realize new value
- D. Handling all pre-defined, user-initiated service requests in an effective and user-friendly manner

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 188

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which practice facilitates operational communication between the service provider organization and users in the service consumer organization?

- A. Service level management
- B. Relationship management
- C. Service desk
- D. Monitoring and event management

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 189

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which dimension considers the application of artificial intelligence to service management?

- A. Organizations and people
- B. Information and technology
- C. Partners and suppliers
- D. Value streams and processes

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 190

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which type of change is MOST LIKELY to be initiated as part of the 'service request management' practice?

- A. A normal change
- B. An emergency change
- C. A standard change
- D. A change model

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 191

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which benefit is MOST aligned with the guiding principle 'progress iteratively with feedback'?

- A. Service providers are able to respond more quickly to customer needs
- B. Bottlenecks in the service provider's workflow are identified
- C. The complexities of the service provider's IT systems are identified
- D. The service provider gains a better understanding of the customer experience

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 192

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which costs are included in the value proposition of a service?

- A. Additional expense that the service consumer has because they are using the service
- B. Money that the service consumer no longer needs to spend because they are using the service
- C. Tangible or intangible results for the service consumer because they are using the service
- D. The benefits, usefulness, and importance of the service that are perceived by the service consumer

Show Suggested Answer







Actual exam question from ITIL's ITILFND V4

Question #: 193

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Identify the missing word in the following sentence:

A [?] is the addition, modification, or removal of anything that could have a direct or indirect effect on services.

- A. problem
- B. risk
- C. change
- D. configuration item

[Show Suggested Answer](#)





Actual exam question from ITIL's ITILFND V4

Question #: 194

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which of the four dimensions includes the knowledge bases needed to deliver and manage services?

- A. Organizations and people
- B. Information and technology
- C. Partners and suppliers
- D. Value streams and processes

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 195

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Staff in an IT organization are very busy, mostly carrying out tasks that add little or no value to the organization or its customers.

Which guiding principle recommends that the unnecessary work should be eliminated?

- A. Keep it simple and practical
- B. Think and work holistically
- C. Start where you are
- D. Progress iteratively with feedback

[Show Suggested Answer](#)





Actual exam question from ITIL's ITILFND V4

Question #: 196

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which practice has a purpose that includes the management of financially valuable components that can contribute to the delivery of an IT service?

- A. Deployment management
- B. Continual improvement
- C. Monitoring and event management
- D. IT asset management

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 197

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which practice ensures that service actions, that are a normal part of service delivery, are effectively handled?

- A. Incident management
- B. Service level management
- C. Problem management
- D. Service request management

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 198

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

A service will be unavailable for the next two hours for unplanned maintenance.

Which practice is MOST LIKELY to be involved in managing this?

- A. Incident management
- B. Problem management
- C. Change enablement
- D. Service request management

[Show Suggested Answer](#)





Actual exam question from ITIL's ITILFND V4

Question #: 199

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which practice is MOST associated with the use of empathy to understand users?

- A. Service desk
- B. Continual improvement
- C. Service level management
- D. Change enablement

[Show Suggested Answer](#)





Actual exam question from ITIL's ITILFND V4

Question #: 200

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Identify the missing word in the following sentence:

A customer defines the [?] for a service and takes responsibility for the outcomes of service consumption.

- A. requirements
- B. resources
- C. suppliers
- D. products

[Show Suggested Answer](#)







Actual exam question from ITIL's ITILFND V4

Question #: 201

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which of the following ensures that a service provider and a service consumer continually co-create value?

- A. Service consumption
- B. Service offerings
- C. Service level management
- D. Service relationship management

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 202

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

What type of charge is often used for resolving incidents or implementing security patches?

- A. Standard change
- B. Normal change
- C. Emergency change
- D. Change model

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 203

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

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

- A. Service relationship management
- B. Service consumption
- C. The service value system
- D. The 'release management' practice

[Show Suggested Answer](#)





Actual exam question from ITIL's ITILFND V4

Question #: 204

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which statement about outcomes is CORRECT?

- A. Outcomes enable products to be delivered to a stakeholder
- B. An outcome defines the amount of money spent on technology for a service
- C. An outcome depends on at least one output to deliver a result
- D. Outcomes provide assurance to stakeholders on how a service performs

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 205

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which phase of problem management includes the regular re-assessment of the effectiveness of workarounds?

- A. Problem identification
- B. Problem control
- C. Error control
- D. Problem analysis

[Show Suggested Answer](#)





Actual exam question from ITIL's ITILFND V4

Question #: 206

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which practice performs reviews to ensure that services continue to meet the needs of the customers?

- A. Monitoring and event management
- B. Service level management
- C. Change enablement
- D. Service desk

[Show Suggested Answer](#)





Actual exam question from ITIL's ITILFND V4

Question #: 207

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

Which service value chain activity deals with the purchase of new products?

- A. Engage
- B. Obtain/build
- C. Plan
- D. Improve

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 208

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

---

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

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

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 209

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which is included in the purpose of the 'improve' value chain activity?

- A. Ensuring the continual improvement of practices across all value chain activities
- B. Ensuring that services continually meet expectations for quality, costs, and time to market
- C. Ensuring a shared understanding of the improvement direction for services across the organization
- D. Ensuring continual engagement and good relationships with all stakeholders

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 210

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which is the BEST type of resource for investigating complex incidents?

- A. Self-help systems
- B. Knowledgeable support staff
- C. Detailed work instructions
- D. Disaster recovery plans

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 211

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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What is defined as `any component that needs to be managed in order to deliver an IT service`?

- A. An event
- B. An IT asset
- C. A configuration item
- D. A change

Show Suggested Answer



Actual exam question from ITIL's ITILFND V4

Question #: 212

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which TWO of the following statements are MOST associated with the 'optimize and automate' guiding principle?

1. It is important to assess which method of communication is appropriate for each type of stakeholder.
2. Complex systems should be designed with an understanding of how the components' parts are related.
3. Organizations should consider whether technology could improve the efficiency of manual processes.
4. It is important to understand the organization's objectives when assessing the impact of potential improvements

A. 1 and 2

B. 2 and 3

C. 3 and 4

D. 1 and 4

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 213

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which statement about emergency changes is CORRECT?

- A. Emergency changes are low risk and well understood
- B. Authorization of emergency changes may be deferred until after implementation
- C. It is necessary to complete all documentation before an emergency change is implemented
- D. Emergency changes are not usually recorded in the change schedule

[Show Suggested Answer](#)





Actual exam question from ITIL's ITILFND V4

Question #: 214

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which is the definition of an IT asset?

- A. Any financially valuable component that contributes to a service
- B. Any request from a user that is a normal part of service delivery
- C. Any component that needs to be managed to deliver a service
- D. Any change of state that has significance for the management of a service

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 215

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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

- A. Organizations and people
- B. Information and technology
- C. Partners and suppliers
- D. Value streams and processes

[Show Suggested Answer](#)





Actual exam question from ITIL's ITILFND V4

Question #: 216

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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What is defined as 'the role that uses services'?

- A. Service consumer
- B. Customer
- C. User
- D. Sponsor

Show Suggested Answer







Actual exam question from ITIL's ITILFND V4

Question #: 217

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which is an example of a problem control activity?

- A. Reviewing incident records to identify trends
- B. Implementing a technical fix to resolve an issue
- C. Re-assessing a known error to understand the ongoing impact
- D. Documenting the steps in a workaround

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 218

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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What should remain constant within an organization, even when the organizations objectives change?

- A. Outputs
- B. Guiding principles
- C. Service offerings
- D. Outcomes

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 219

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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

- 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

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 220

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which practice has a purpose that includes managing authentication and non-repudiation?

- A. Information security management
- B. Supplier management
- C. Service configuration management
- D. Relationship management

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 221

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which of the following is the MOST important for effective incident management?

- A. Collaboration tools and techniques
- B. Balanced scorecard review
- C. Automated pipelines
- D. A variety of access channels

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 222

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 223

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which is the MOST important stakeholder group that a service provider needs to collaborate with?

- A. Suppliers
- B. Customers
- C. Relationship managers
- D. Developers

Show Suggested Answer



Actual exam question from ITIL's ITILFND V4

Question #: 224

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which activity is NOT recommended by the 'start where you are' guiding principle?

- A. Involving people who are not familiar with a service when observing and assessing its activities
- B. Applying risk management when considering to introduce new processes
- C. Using source data to avoid any unintentional data distortion round in reports
- D. Discarding existing processes before assessing their usefulness

Show Suggested Answer







Actual exam question from ITIL's ITILFND V4

Question #: 225

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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For which purpose would the continual improvement practice use a SWOT analysis?

- A. Understanding the current state
- B. Defining the future desired state
- C. Tracking and managing ideas
- D. Ensuring everyone actively participates

Show Suggested Answer



Actual exam question from ITIL's ITILFND V4

Question #: 226

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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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

A. 1 and 2

B. 2 and 3

C. 3 and 4

D. 1 and 4

[Show Suggested Answer](#)





Actual exam question from ITIL's ITILFND V4

Question #: 227

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which is CORRECT about change authorization?

- A. A change authority is assigned each time a standard change is requested
- B. Emergency changes are authorized by the technician making the change
- C. Assignment of the change authority is based on the change type and model
- D. The change authority will ensure changes are authorized after they are deployed

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 228

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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What term is used to describe the functionality of a service?

- A. Output
- B. Outcome
- C. Utility
- D. Warranty

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 229

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Which practice ensures that a variety of access channels are available for users to report issues?

- A. Service desk
- B. Service level management
- C. Incident management
- D. Change enablement

Show Suggested Answer





Actual exam question from ITIL's ITILFND V4

Question #: 230

Topic #: 1

[\[All ITILFND V4 Questions\]](#)

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Identify the missing word(s) in the following sentence:

The purpose of the problem management practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and [?].

- A. events
- B. changes
- C. IT assets
- D. known errors

Show Suggested Answer

